

Some frequently asked questions.

What tasks will my Care Worker carry out?

The worst situation is to have someone arrive every day and say 'what do you want me to do?' That is why, before we even start to deliver the care, we agree a 'Personal Plan' which details exactly what you have instructed us to do. This then becomes the work list for each day. There are a few ideas of what we do in the How Can We Help section of this leaflet but we are happy to discuss any other services you would like.

And what will my Care Worker NOT do?

Once we have established exactly what you want on each visit we will work to that list. However we cannot carry out tasks which are likely to cause risk to either the person we provide care to or to the Care worker which is why we ask that any different tasks are referred to our local office first.

What if I want to make changes to the service I receive?

Our experience tells us that people's care needs often change and we recognise that this could result in a change to the service we provide. That is why we carry out reviews on a regular basis and why we are pleased to hear from members of the immediate family about ways the service can be delivered most effectively.

Will I have the same person every day?

This depends on how many care visits you have each day and how many days per week a service is required. We very rarely have just one care worker assigned to a particular customer. This is to avoid someone new having to learn the ropes if the regular care worker is away on holiday etc. However we do keep the number of people to an absolute minimum.

What about my personal security?

Every member of the Hazelhead Care team has been through a rigorous vetting and training procedure before they ever start work. In addition all staff will always be in uniform and carry a personalised identification card which shows their name and photograph.

How can I be sure that my care worker will stay the full time and carry out all the tasks?

We make every effort to ensure that the service is exactly what is required. After every visit the care worker will write the details of what he/she has carried out during the visit in the Care Diary (which stays in your house).

How much does the service cost and can I get any help with the fees?

The cost of our services is included in this leaflet together with our terms and conditions. Many people will be entitled to assistance with the cost of their care either from their local Social Services office or via other Government grants. You can find out more by enquiring at your local social work office.

How do I pay for my care?

We will send you a bill every 4 weeks.



Hazelhead Homecare Ltd. Providing Private Care at Home since 1995.

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Care at Home and Housing Support Services

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Who are we?

Hazelhead Homecare Ltd is one of the largest providers of care at home services in West Central Scotland. We have offices in Carlisle, Cumbernauld and Ayr. The company has been providing care at home services for more than 15 years now and we employ approximately 340 staff.

We are a family owned company who pride ourselves in being able to offer care packages meeting the 'Individuals' needs, we offer a flexible and professional service, tailored to your care requirements, whilst respecting the service user's privacy, dignity, independence and choice.



Hazelhead Homecare Ltd
Investors in People since
January 2006.



Hazelhead Homecare Ltd
are regulated by the Care
Commission



Hazelhead Homecare Ltd
are
Members of Scottish Care



How we can help

- We provide a full range of services including:
- Hourly Care Services
- Our homecarers can take care of general everyday and personal tasks that allow you to maintain your independence and continue to live at home.
- General housework, as well as laundry and preparing meals.
- Errands like shopping, collecting pensions, benefits or prescriptions.
- Administrative help such as letter writing, making phone calls or filling out forms.
- Help getting out and about, taking trips, visiting friends or going on excursions.
- Offering companionship. Simple tasks like reading,
- Chatting and listening.
- A Sitting service; providing brief relief for an existing care giver.
- Help getting up in the morning - Toileting and bathing, washing and dressing.
- Help with going to bed in the evening.
- Help overseeing medication.
- Overnight stays where necessary.
- Respite care and palliative care.

How do I arrange services?

- Fill in the enquiry form in this leaflet and return it to your nearest Hazelhead Homecare office.
We will make an appointment with you to visit you for a chat about how we can work for you. We are happy to visit you at home to discuss ways we can help and then, once you have decided, you simply leave the rest to us.

Care visits at home.

For many people, the question of care services at home doesn't arise until, suddenly, there is a need. Most of us think that the stark choice is either living self-sufficiently (without help) in our own familiar surroundings or 'going into residential care'. Hazelhead Homecare stops all that. We offer a realistic alternative to allow people to stay at home, with familiar friends, relatives and possessions around them. No upheaval, no stress and no trouble, just a little bit of care. Professional Care 'just happens'.

High quality staff.

The people who work for Hazelhead Homecare are the lifeblood of our service. Every one of our homecarers is selected and trained to carry out the tasks needed in the community

References (including previous employers) are checked. We carry out a check with the Disclosure Scotland. Everyone attends comprehensive Induction, First Aid Food Hygiene and Manual Handling training courses. In addition to other specialised courses.

All staff have either achieved or will be working towards SVQ Care qualifications. in line with the SSSC guidelines for future registration requirements.

Everyone has regular reviews and supervision meetings to maintain the quality of our services.

What happens when the office is closed?

Our offices are open from 9.00am to 5pm Mon to Fri and 8.00am to 4.00 pm Sat and Sun. We also have an out-of-hours emergency service. This is manned 24 hours a day seven days a week, even when the office is closed and is available to assist with emergencies about your care. There is no need to dial any special number as the phone number remains the same as when our offices are open.