



RENEWED
CARE SOLUTIONS

COMPASSIONATE DOMICILIARY CARE

About Us

Renewed Care Solutions is a client-focused, expert domiciliary care company, providing a wide variety of support services nationwide. Be it for private service users or those referred through social services, Renewed Care Solutions is proud to offer unbiased, economical healthcare services.

Our services are delivered by:

Compassionate Carers - Trained Support Workers - Skilful Assistants

In today's multi-ethnic and culturally diverse world, we welcome service users from all walks of life. Renewed Care Solutions encourages everyone to get in touch, whether it concerns simple companionship or more complex personal care needs.

Our Care Team

Starting with your initial enquiry, right through to the delivery of care, our care team offers support at every step of the way. Whether it is advice, organisation or interactive care package options, we customise and adapt our services according to your needs. Renewed Care Solutions will provide staff to meet your language requirements, as well as ensuring our staff is the right match for you. Our client-centred philosophy ensures close support and advice for your whole family, from initial consultation to the creation of a joint care assessment and the development of a unique care plan.

Mission Statement

We are a family-run business committed to making a genuine difference in the lives of our clients. Renewed Care Solutions' management team has over 20 years' experience in the health and social care sector. Throughout those years working in the community, we witnessed sub-standard services where clients feel as though they have no say about their own care. This propelled us to start our own company to improve the lives of our clients. At Renewed Care Solutions, we aim to provide compassionate care to our clients and to train our carers to the highest level.

We will recruit staff that will care for our clients as they would for their own family members. We will offer our clients quality, first-class care at home services. Renewed Care Solutions puts dignity and respect at the forefront of its care practices. Our focus is to enable our clients to achieve their optimum state of health and well-being. This will be achieved by recognising the clients' needs for personal fulfilment and offer individually tailored programs.





What we believe in

The provision of appropriate stimulation, through reasonable and carefully monitored risk-taking tasks, to enable independence. Our core principles:

- The civil and human rights of those in our care.
- Working collaboratively with you to develop unconventional solutions to conflicts or complications.
- Applying non-prejudicial methods and celebrating individual differences.
- Providing detailed and regularly examined care plans for you.
- The provision of appropriate support and stimulation through carefully monitored, reasonable risk-taking to enable independence.
- Ensuring the highest possible standard of staff recruitment and selection.
- Encouraging training and development that enables staff to develop their professional and care skills.
- Providing an atmosphere of mutual respect between you and our staff, upholding the dignity of the individual.



What you will receive:

At Renewed Care Solutions, we want to support you to live your life, at your home, with as little interruption as possible. For this reason, we tailor what we do to your individual situation, preferences and requirements. Also, our individual services can be combined, ensuring all areas are covered when it comes to your healthcare.

Personalised services - we provide domiciliary care services specified to your needs.

Comprehensive information - you will gain up-to-date information about our services, geographical coverage and applicable costs.

Respecting your home - sharing your home with someone can feel intrusive; we ensure that all of our workers fully acknowledge your privacy.

Local know-how - we have a committed team of carers across the country, who know the area you live in and the local facilities.

24-hour support - you can benefit from around-the-clock assistance, in addition to simple daily visits.

No-obligation assessment - a staff member will visit you to gain a full understanding of your personal needs and any preferences you may have.

Daily visits - from a minimum of half a day to a full day (minimum visit length is dependent on your location).

Night support - this service is available if you require complex care or reduced assistance, either in the form of a Sleeping or Waking Night.



Which service is right for you?

- **Personal care** is for clients who require support with daily activities. From morning and evening routines, bathing, dressing, continence care, to medication prompts and meal preparation.
- Our **Social companionship** service is best suited to those who are comforted by having someone with them. Whether it is a helping hand with household chores or someone to sit with and have a cup of tea, Renewed Care Solutions is here for you.
- **Live-in care**; if you need assistance both day and night, our befitting live-in care service is for you. Offering the feeling of independence within the comfort of your own home, one of our skilled staff members will live with you to deliver one-to-one, personalised care services. This service is based on a night of up to 3 disruptions.
- **Complex care** requirements often need the support of highly trained healthcare professionals, so that you can continue living where you feel comfortable. We allocate prepared staff with niche skills, tailored to meet your requirements, including dementia care or help with learning, physical and sensory disabilities.
- **Hospital to home** is not always a simple transition. Our reablement team works alongside healthcare professionals to ensure you settle back into your home smoothly. Whether you require assistance with day-to-day activities or a complex level of care, Renewed Care Solutions will be there from the moment you are discharged from hospital. We aim to actively support you to regain your independence as quickly as possible.
- Our **Night care** services (Waking Night and Sleeping Night) ensure the night-time hours pass with ease. A good night's sleep is vital to your wellbeing. With our healthcare assistants by your side, Renewed Care Solutions can assure that you are comfortable and not alone during your most vulnerable hours.
- **Palliative care** is a sensitive area of healthcare for those with life-threatening conditions. Renewed Care Solutions offers care services for all possible stages of illnesses or conditions. We aim to provide the best quality of life if you are suffering from a progressive illness.
- Our other services also include **Rehabilitation Aftercare at Home**, **Hospital Discharge and Support** and **Respite Care**.

Minimum visit time

For you to receive the best quality of care, we believe a visit from our staff should never feel hurried. Depending on your location, minimum visit times range between 1 to 4 hours in order to uphold safety in your environment. This is especially for the elderly or those with physical disabilities.





We are passionate about building genuine, trusting relationships. Our staff offer not only personal care but a trusting relationship. Customisable visit lengths, modified to suit your requirements, ensure you get the most out of your care plan. From daily visits to live-in care, we help with domestic chores, community trips or checking you have everything you need.

Renewed Care Solutions and personalisation

In 2007, the Government published an agenda called 'Putting People First', which dictates how care providers should approach your independence, offer you more choices and control over your life in all situations. We offer more than help with personal budgets; we give informed advice and encouragement, vital to making the right decisions about your life.

Renewed Care Solutions is as adaptable as our staff, preferring to find solutions to problems rather than dwelling on them. We encourage meetups to discuss any challenges and identify solutions, ensuring our services correspond with the Personalisation Agenda.

We will consult with you every step of the delivery of your care. Our domiciliary services strive to achieve the best possible outcome for you, whether financed by the council, independently or by personal budget holders. The support we offer is not limited to personal care. A broad range of services (such as domestic help, household management, day trips to helping organise a holiday) is available.

Read more about 'Putting People First' on the Transforming Adult Social Care (TASC) website at www.tasc.org.uk.

How our service is delivered:

The steps below highlight the fundamental phases that Renewed Care Solutions follows to deliver a tailored care service.

1. We receive your enquiry, examine your requirements and specify an overview of the services we offer, as well as a summary of prices.
2. A Renewed Care Solutions assessor will visit you to take a care and risk assessment. After this visit, a care plan will be presented.
3. We finalise your care plan with you and your family.
4. We select staff members to support you according to your needs and organise a meeting if any additional preparation is required.
5. Your care service begins.



*We realise that in an emergency, a care package must start immediately. In this event, we will condense our service process and begin an immediate assessment to assist with an earlier response.

Funding your care

Though it could be fair to assume personal care is an expensive service, you can benefit from various finance options, which are available to ensure you or your loved one remain in the comfort of home. Funding from your Local Authority or the NHS Continuing Healthcare Team is an option if you qualify. Below is a brief explanation of the types of support available.

Personal Budget is a lump sum set aside to cover your healthcare requirements. You can accept the amount personally as a direct payment or request your local authority to use this money on your behalf. If you wish, your budget can be allotted to a trust fund and managed by a family member or professional social worker.

Direct Payment puts you in complete control of your care package and provider. Finances are given to you directly to buy services for your care needs.

For more information, visit www.dh.gov.uk.

Quality assurance and our recruitment standards

What defines Renewed Care Solutions is our exceptional standard of care. We take pride in our rigorous internal quality assurance and recruitment systems.

Our staff are required to have relevant qualifications and experience for the services they provide. These checks also include: Disclosure Barring Service (DBS), POCA and SOVA checks, work history, qualifications, health declaration, experience and references. We then train all of the new starters to make sure their performance reflects our company. Their induction includes undergoing a comprehensive compulsory training courses, manual handling, disease control, basic life support, fire safety and medication sections.

Renewed Care Solutions monitors our worker's performance using shadowing, annual audits, random checks and regular supervision. We also comply with The Care Standards Act, The Regulation of Care Act, DoH Code of Practice, all current National Framework Guidelines.



Frequently Asked Questions

professional associations?

A: Yes, we are registered with the Care Quality Commission (CQC). This guarantees that we supply you with the highest quality of care and staff. All of our certifications cover our domestic services countrywide.

Q: Will someone visit my home before starting the service?

A: Yes, we will conduct a complete Care Assessment to ensure that the package of care we provide suits your needs. Evaluations take approximately one hour, include an overview of requirements and a general risk assessment for the setting in which we provide your care.

As well as permitting us to record all of your needs formally, the evaluation gives a clearer understanding of any individual requirements. Consequently, this allows us to designate staff with skills that suit your personality and preferences.

Renewed Care Solutions has lawful accountability to guarantee a frequently assessed care plan is in every household where we provide a service.

Q: Will I always receive care from the same carer?

A: We strive to provide personal and consistent care. In the event of any holidays or absences, we present more than one carer in advance to you and your family, guaranteeing a great level of consistency.

Q: How will my care be managed?

A: All of our specialised care packages are managed by our Registered Manager, who ensures that your care is regularly reviewed and managed effectively. We are also easily reachable should you have any concerns.

Q: What makes Renewed Care Solutions stand out?

A: Renewed Care Solutions experience has given us real insight and an understanding of what our service users require. Our established network of contacts guarantees flexible, dependable and experienced assistants.

We understand the necessity of expertise in this sector and only employ staff with certified skills and qualifications. You can feel confident when using our services, as our staff are adequately trained in performing their duties. Additionally, Renewed Care Solutions bargains an appealing package that is reasonable for you, without compromising on quality.



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