



Great Park
HOMECARE

Trusted home care in Windsor & beyond



“My father-in-law needed care daily, Great Park Homecare was recommended to me by a friend whom they care for. The service received is excellent! They have put themselves out to accommodate the needs of my father-in-law. They are excellent at communicating should there be any needs (i.e. shopping or any problems). I would highly recommend the very caring team of carers. Thank you, this has taken a real load off my shoulders.”

- Mrs T, Daughter-in-law of Client

Contents

- 01 Hello & welcome**
- 02 Delivering peace of mind**
- 05 Our steps to quality home care**
- 06 Our care team**
- 08 Our home care services**
 - Free Advisory Service
 - Personal Care
 - Household & Domestic
 - Companionship Care
 - Personal Assistant Service
 - Live-in Care
 - Respite Care
 - Palliative Care
 - Dementia Care
 - Learning Disabilities
- 12 State-of-the-art technology**
- 13 Trusted Partner Network**
- 14 What are your next steps?**
- 16 Our fees**
- 17 Areas we cover**





Hello & welcome,

'No man is an island', Mark Twain once remarked. This is the premise of the portfolio of expert homecare services which Great Park Homecare offers clients in their homes. We treat all our clients as a member of our 'family', so that they will always feel supported and well looked after whilst continuing to live safely & well. We know from the Covid 19 pandemic, that senior persons were at least risk of infection within their own homes than in a care or nursing home. This brochure contains useful information about our portfolio of in-home Services.

Each client is unique. We listen closely to understand our clients' wishes & aspirations before creating an agreed, bespoke plan of care for each client, carefully matching carers with client preferences. Our carefully recruited & excellent team of staff are trained to care with dignity & respect, often going the extra mile to ensure the wellbeing & happiness of our clients.

The origins of our family-run, independent Company is borne out of our Directors' personal experiences to find affordable, trusted & professional high-quality care for loved ones. As an established award-winning provider of homecare services operating in Windsor & beyond since 2015, we are stringently regulated by the Care Quality Commission & are proud to receive 5-star ratings & testimonials direct from our clients & their families.

We are committed to maintaining our reputed outstanding levels of compassionate & person-centred care for each client, whilst also committing to 'do the right thing' through *responsible business behaviour*. As a well-led, ethical company & employer we are delighted to be accredited by the national *Good Business Charter*.

We look forward to you welcoming you to our family.

Romola Ganguli, MBA & Adrian Greensmith

Co-Directors & Owners





*“Thank you so much ...
for all you have done,
you have a great team
& lead a tight ship.”*

Delivering peace of mind

Here are 5 great reasons to choose Great Park Homecare with absolute peace of mind, to remain safe, happy & independent at home.

- ❖ Integrity & service excellence are two of our core values. Our fees & services are transparent with no hidden surprises. Using state of the art technology, all care visit notes are recorded & made available via a simple web-based app to authorised persons such as family members, however far away. We acknowledge & respond to unfortunate errors with complete integrity & candour. Compliance to industry regulations is our top priority to keep clients safe & well.
- ❖ Our unique holistic approach means our clients' care needs are met whilst having exclusive access to our Trusted Partner Network to help with reliable home maintenance &/or professional services (for example, independent financial or legal assistance). The network only consists of professionals who are recommended by us, based on our own or clients' successful experiences.
- ❖ We collaborate closely with external healthcare professionals when required to support the delivery of our carefully bespoke care plans, as agreed with clients.
- ❖ We provide continuity of care so our clients can be assured of receiving the same high standards of professionalism & service by a core team of staff. We carefully match each carer to our clients' preferences as far as possible, so that close professional relationships can be forged.
- ❖ We never use care agency staff. Instead, committed to fair pay, we robustly recruit, train & employ our own dedicated & compassionate carers. All staff are subject to criminal checks & demonstrate good spoken & written English. They receive ongoing annual training. Our experienced, Registered Manager, closely monitors all staff standards of care.

Speak to us & you will soon discover that we are not a care agency, nor are we like any other homecare provider. We take pride in our expertise & unique approach to in-home care.



OUR MISSION

To deliver trusted, outstanding care
& support to adults wishing to live
independently at home.



“Great Park Homecare is a first class company. My husband has always looked forward to the carer visits. Such friendly & caring girls. Many thanks.”





Our steps to providing high quality home care

“Carers are always on time, always cheerful and great with my husband when they come in. He is treated with a lot of respect and care.”



We Listen.

You want to make sure you choose the best care possible for yourself or your loved one.

Our Care Manager will be happy to visit you at home on a no-obligation basis at your convenience, so we can discuss & discover how to best support you safely in your own home environment.

You'll always be in safe hands.



We Understand.

You're looking for personalised care which reflects your preferences & requirements.

Our carefully created, bespoke Care Plans are designed to reflect your exact wishes & are offered on a flexible contract basis.

We appreciate how important it is to provide a flexible service for clients to match their changing needs.

You'll get the great care you want.



We Care.

You're looking for discreet & compassionate first-class care.

It's our pleasure to also offer state-of-the-art monitoring technology for additional peace of mind.

You'll be happy you chose us & joined our caring family.



Our care team

Led by our qualified Registered Manager, who has vast professional industry experience, our dedicated Care Management Team & home carers are carefully recruited, then fully inducted, trained & closely monitored so that they can competently deliver the very highest levels of safe & compassionate care to our clients. We do not employ agency staff, but instead put in place measures to retain great staff such as ensuring real living wage, travel time & pay, employee well-being programme, internal promotions, employee representation & staff celebrations & awards.

All new staff complete a full in-house Induction Training Programme & are assigned an experienced Mentor to help them successfully pass their Probation. Only once staff are deemed competent by the Registered Manager & the carer him/herself is feeling confident, will s/he be permitted to deliver care on his/her own. The Care Management Team undertake constant supervisions & field observations of all carers. Every staff member including the Registered Manager, keeps up to date with mandatory & ongoing professional development training. To help staff reach their full professional potential, the Directors personally invest & support staff to obtain further industry qualifications, such as RQF Apprenticeships & Diplomas (including basic functional skills in English & Mathematics).



All of our staff training is delivered by an Association of Healthcare Trainers (AoHT) accredited trainer & aligned to UK Skills for Care standards.





OUR POSITIVE WORKPLACE CULTURE

The Company sets out to be a ‘family’ which is based on openness, teamwork & friendship, creating a fun place to work where staff are recognised & rewarded for their great work that makes everyone proud to work together.



Putting our clients’ needs first, we do not believe in ‘15-minute appointments, nor back-to-back visits. Instead, we give our Home Carers the time, space & knowledge to deliver authentic, person-centred care. We always go the extra mile to deliver a best-in-class service.

Whether you or your loved one are living with mental health challenges, a learning disability, physical disability or a health condition, be assured that we will strive to fulfil your care wishes & requirements, delivering the best possible care by staff who are competent & treat clients as family.



Review from Gary I (Son of Client)

Overall Experience ★★★★★

- Staff ★★★★★
- Care / Support ★★★★★
- Management ★★★★★
- Treated with Dignity ★★★★★
- Value for Money ★★★★★

The care staff are friendly and supportive. They spend time chatting with my father which he enjoys.

I can phone or email with any concerns and get a reply immediately. Very pleased with the service they provided.

We are extremely proud of our consistent five star reviews. Read more on our profile page at homecare.co.uk.



Our home care services

We're a care company with a heart & always go the extra mile for our clients. Whether it's finding out everything we can do to make them happy when we first meet, delivering our care packages with love & respect, or keeping in touch to make sure they're delighted with our service, our standards are high.

Free Advisory Service

Finding care for yourself or your loved one can be incredibly stressful; particularly if you don't know anything about the care available in your area, how it works or what it costs. It's very confusing, but we're here to help, not to control your decisions.



Personal Care

We can assist & support with:

- ✿ Bed baths, bathing & showering
- ✿ Applying make-up & hair care
- ✿ Oral hygiene & care
- ✿ Foot care (including nail cutting)
- ✿ Applying lotions
- ✿ Shaving support
- ✿ Dressing & getting ready for bed
- ✿ Toileting & incontinence care, including support with bed pans, stoma/catheter bag or similar
- ✿ Safe moving & repositioning to/from bed or chair using apt equipment (e.g. hoists, rotundas etc) plus bed sore prevention by trained staff



We create a bespoke personal care package according to your requirements.



“Always helpful, friendly & courteous. Happy to carry out any task required. Good communication & problem-solving. I would definitely recommend to others who need any kind of help with domestic chores or personal & social care.”



Companionship Care

We can increase the quality of life & sense:

- ✿ Reminiscing about the past
- ✿ Discussing current affairs
- ✿ Accompanying to visit family & friends
- ✿ Participating in hobbies & crafts
- ✿ Accompanying on shopping or social trips



Household & Domestic

We can help with light household tasks:

- ✿ Professional cleaning & tidying
- ✿ Preparing & cooking fresh meals you will love to eat
- ✿ Shopping of all types
- ✿ Laundry & ironing



Personal Assistant Service

Sometimes it can be hard for you or a loved one to do the small daily tasks that are necessary in life. Our experienced team of PAs can run errands, look after your home, your household management, mail, bills & other general administration or pet sit, water your garden, or even receive/collect expected deliveries.

The role of your PA is to help you retain your independence & be able to live life as usual in your own home. By using our vetted PAs, there are no hidden fees, professional insurance, PAYE, NI or tax to worry about. You can trust us to take care of it all sympathetically.



“My husband is on an end-of-life programme. Our carers have been not just first-class carers but great friends to myself & my husband. He has survived longer than expected & I know their caring has contributed to this.”

Live-in Care

This more cost-effective & safe residential care means our clients receive the personal care they need in their local community & are able to stay independent at home.

With your trained, professional & respectful live-in care worker, you or your loved one get support with anything & everything including personal hygiene, healthcare support, household tasks & companionship. With no tie-in, we can support from as little as one night to many months.



Respite Care

If you need a break from caring, our outstanding respite care services are the answer to your prayers.

Whatever your or your loved one's respite care needs, our Great Park Homecare carers can be trusted to be highly trained, discreet, helpful & professional at all times. They can step in to help with any medical, social, domestic & personal needs, while ensuring health & wellbeing levels remain high. You get the rest you need to recharge.



Palliative Care

The aim of palliative care is to help people who have life-limiting illnesses to have a good quality of life in the time they have left.

You can get palliative care at any stage of your illness; you don't need to wait until the end of your illness. It can be useful for supporting patients & their families.

All our especially staff are trained to deliver such care with due sensitivity & understanding.





“My wife has Alzheimer’s & isn’t always the easiest of patients to deal with. My wife gets on well with all her carers and considers them her friends; they help us in any way they can. From my point of view, I would have difficulty managing without their help.”



Dementia/Alzheimer’s Care

When a loved one is living with dementia, it can be distressing for them if there’s a change in their routine or surroundings. That’s why many families ask us to provide care personal care in the family home.

- ✦ All care staff from the very beginning are fully trained to identify & work with individuals at all stages or living with the various types of dementia
- ✦ All carers are all qualified Dementia Friends
- ✦ We use various innovative techniques & aids to communicate & care as sensitively as possible for clients with dementia (e.g. photographs, singing, music, memory boxes & games)



Learning Disabilities

We recognise that there are different types & levels of severity of learning disabilities. We have much experience & knowledge of caring for clients who may:

- ✦ Take longer to learn things
- ✦ Need help to understand difficult information
- ✦ Experience difficulty communicating with others
- ✦ Find everyday tasks & activities difficult

Each person will have a specific package of care designed to meet his/her outcome & goals (e.g. understand the concept of using money).

Some people have a learning disability & a physical disability, some may have a visual or hearing impairment or more complex conditions. Staff are continually trained to care for a range of disabilities but also gain valuable experience working closely with each individual to meet his/her support needs.



*“Service truly superb.
Could not have been
better, nothing is ever
too much trouble.”*

State-of-the-art technology

Many of our families live abroad & trust us to safely care for their loved ones who remain in the UK. We remain in contact with families wherever they may be & make sure that communication is clear between families, carers & our management team.

Thanks to investment in state-of-the-art technology, families are now able to log into our digital platform so can see that we're on the case: that live-in care is attentive & friendly, medication given & changes monitored swiftly. Once you've employed either day or live-in carers from Great Park Homecare, you'll get peace of mind that your loved one is in safe hands.

With the app you can:

-  View real-time care notes for completed care visits, so you can check the quality & care being delivered
-  View the details of your Care Plan activities and tasks
-  See the schedule of care visits, so you know when the next visit is planned



Trusted Partner Network

Believing in our uniquely 'holistic' approach to supporting & caring for our clients, each client is given exclusive access to a network of tried & trusted professionals who can support them, beyond just care needs.



Our exclusive network includes professionals from the following areas:

- 1. Legal** e.g. lawyers, solicitors, will-writers, family law, conveyancing etc
- 2. Financial** e.g. obtaining Attendance Allowance, tax & inheritance planning
- 3. Insurers** home, personal
- 4. House repairs** e.g. handy persons, electricians, plumbers, decorators, window installers
- 5. Estate Planners/Agents**
- 6. House Clearance/Downsizing**
- 7. Health & Beauty** e.g. occupational therapists, hairdressers, podiatrists, chiropractors, masseuse



Your next steps to great care – *a cut above the rest*

*“What a wonderful team & thank you
for looking after me so well.”*



1. Book an initial home consultation

Call us to book an initial free, no obligation home consultation with our Registered Manager or senior management personnel. The aim of this meeting would be to understand your needs & discuss how we may be able to help. We will also inform you of how we would put in place an agreed Care Plan, payment methods & answer any questions you may have.



2. Agreeing your bespoke Care Plan

Following the initial meeting, our Care Manager will document your needs & devise a Support Plan that best suits you & will discuss any changes you would like to make.

Once you are satisfied with our Care Plan, our Registered Manager will clearly detail the all-inclusive fees related to your service & discuss the affordability of the Plan with you. If necessary, adjustments can be made to the Plan accordingly. If at that point you have agreed with the Care Plan & signed a Service User Agreement denoting you are satisfied with all aspects of the proposed package of care & service timelines, the Registered Manager will identify a team of carers, whom it is felt best match your needs & timings before moving to the next step.



3. Meet your care team

Where possible we will endeavour to introduce you to your Care Team members to ensure that you are happy with those who will deliver the service before they start working for you. As time passes & professional relationships are built, you can be assured that your Care Team will be best placed to competently support you to meet your wishes & preferences, in a safe & responsive way.



4. Stay reassured

As a valued client joining our 'family', both you, your Care Plan & the care you receive will be monitored & reviewed regularly & systematically, by our experienced Care Management Team. Reviews will be carried out in accordance with your needs as well as the industry regulatory body Care Quality Commission.

Whilst we believe in maintaining regular communication, you also will have access to both the Care Management Team during working hours & our On Call for any 'out of hours' emergencies.

You will of course be encouraged to feedback your experience of our service at any point by contacting the office &/or invited to record your views of how we can improve our service & fulfil your needs, via our Annual Client Survey plus other review platforms. As a responsive & responsible Company, we will always strive to get things right for you.



“Great Park Homecare have been providing care for my father for the past four years. As I do not live near him it is very reassuring that they are providing such an excellent service. The carers are fully supportive & friendly & the management team have also been excellent when queries have arisen. All in all, a first class service.”

- Sandy C, Client's daughter

Our fees

We appreciate that no one looks ahead to using a service such as ours, so when our support is required, we want to deliver a fair & affordable fee structure, balancing our need to recruit/retain the best staff & operate as a business, but to most importantly, ensure our Service meets our clients' satisfaction.

As each client is unique, so we tailor our care plans & packages based on his/her individual, bespoke needs. Our private fees reflect the case-by-case nature of our approach to ensure we deliver the right care for each person. Day visits are scheduled & charged based on 30, 45 or 60-minutes duration. We also fees for 'sleeping nights', 'waking' nights & Live-in services.

The core ways we differentiate ourselves from other providers are:-

- ❖ Adopting a flexible approach which does not force clients into commitments they do not wish to make (e.g. service length tie-in)
- ❖ We do not charge more on weekends than weekdays
- ❖ We do not charge extra for staff mileage to travel to/from your home (unless incurred to run an errand for you)
- ❖ No notice period to fully cancel or use your care package
- ❖ Visits cancelled with 24 hours' notice, are not chargeable
- ❖ Duration of visits are appropriate to our clients' needs rather than our bottom line

Our all-inclusive flat fee structure ensures that there are no hidden extras or surprises. We offer in advance, the option to reduce or cancel visits on Bank Holidays, which do attract a higher rate.

Our Finance Manager will be able to guide each new client through the Company's efficient payment methods available. We can recommend a member of our Trusted Partner Network to ensure you are paying our fees in the most efficient manner from an estate planning perspective. Private clients can also expect to receive monthly invoices detailing a breakdown of visit duration & cost. Any changes to the Care Plan will always be reflected in the fees with full transparency.

We are very aware that lower cost options are always available in the marketplace, but we have ongoing experience of clients having initially chosen care based on price, then come to use us instead as they appreciate that the quality of our service, does deliver maximum value for money.

We believe our fees fully reflect the true value of our high-quality, 5-star rated care. The adage quality is not free, & 'value for money' applies to our service fees. Regular client reviews & feedback ensures we are continuously delivering value for money to every client.

Areas we cover

We provide home care in Windsor, Ascot & the surrounding areas detailed on the map. If you're not sure if we cover your area, please do get in touch & we will let you know.





Great Park
HOMECARE

Call us on +44 (0) 1753 369088
& arrange your next step to
experience trusted home care

Office address:

Castlepoint Services Ltd T/A Great Park Homecare
Essex Lodge, 69 Osborne Road, Windsor, Berkshire, SL4 3EQ, UK



greatparkhomecare.com

