



CALEDONIA

• WE CARE •

CALEDONIA HOMECARE

Aberdeen



CALEDONIA HOMECARE LTD
7 QUEENS GARDENS
ABERDEEN
SCOTLAND
AB15 4YD



Caledonia Homecare

Caledonia Homecare is a regional registered care service provider in Aberdeen and Aberdeenshire providing high quality home care and community services, in response to the growing need for care.

Caledonia Homecare was established in 2014 by Alasdair and Lynn Imrie who between them have over 15 years of experience in the domiciliary care sector. Each office on the Grampian region has a dedicated management team, comprising of a Care Manager, Care Supervisor and Care Coordinator

Each Caledonia Homecare Office is registered and regulated by the regulatory body that governs the area in which the business is located, and are members of Scottish Care - Scottish Care is a membership organisation and the representative body for independent social care services in Scotland.

All Caledonia Homecare Staff are carefully selected, vetted, trained and supported to ensure they are able to deliver a consistently high quality service to our customers.

Our Philosophy

The ethos of Caledonia Homecare is that we believe in **Promoting Independent Living** with a can do attitude, which has been built around a passion to deliver high quality care and a unprecedented level of service.

Our aim is to ensure that all our customers maintain their independence and dignity by being able to remain in their own homes safely and holistically.

We recognise the importance of working closely with the multi-disciplinary teams to ensure that each customer benefits from a tailored care package and the continued support of a network of care professionals.

Our Service Standards

1. Prior to starting a care package we agree a personalized care plan with the customer, which will clearly state the service required as well as the days and times the care worker will be visiting.
2. A Care Supervisor will complete a joint visit with the Care Worker assigned to the customer before the first visit is to take place.
3. Our customer's will always be given a named contact within our office.
4. Our care workers will arrive on time and stay the full time assigned.
5. We will contact the customer if for any reason the care worker is going to be more than 15 minutes late, or if the regular worker is off for any reason and another care worker is covering the visits temporarily.
6. All our staff carry an ID badge at all times and will show this upon arrival.
7. Our care workers are qualified to prompt, assist or administer medication, which is also recorded on a medication administration record during the visit, and kept on the customer's file in their home.
8. When assisting with shopping a financial transaction sheet will be completed to ensure an audit trail is in place to protect all parties.
9. Our care workers will complete a daily record sheet which will detail each visit including the start and finish time and the tasks completed.
10. Each individual care package is regularly reviewed in-line with our customers changing needs. The care manager/supervisor will complete a personal review with the full involvement of the customer and their chosen representative.



11. We will regularly monitor the quality of the service we provide through home visits, telephone calls, spot checks and an annual customer survey. We will take everyones views into consideration, constantly to improve the quality of the service delivered.

Our Customer Care Commitment

Caledonia Homecare is committed to improving the quality of care to our customers and to maintain high standards of care through professional management and a can-do attitude that puts the customer at the centre of care provision.

Our customer care is monitored through:

1. Individual care planning – each care package is tailored to the individual requirements.
2. Individual training/development, coaching programs and industry recognized accredited courses.
3. The ongoing and annual review of our policies and procedures.
4. Regular team meetings and the monthly supervision of all our care staff.
5. The annual appraisal of all our employees to ensure continued development.
6. Regular quality monitoring of our services through a combination of supervised visits, spot checks, and informal customer feedback, with the reports made available to the necessary regulatory body.
7. Annual customer survey with results made available to our customers, social services, staff and the regulatory body.

8. Compliance with all relevant statutory requirements of the Care Standards Act, Health & Safety and insurance.
9. A dedicated supervisor and coordinator to uphold quality and to ensure continuity of care. The care manager is dedicated to ensuring the efficient day to day running of the service.

Our Customers

Caledonia Homecare is registered to provide home care services to the following customer groups:

- older people
- Adults with sensory impairments
- People with dementia
- Adults aged 16 years and older with Learning Difficulties
- Adults Aged 16 or older with a Physical Disability
- People discharged from hospital with re-enablement or temporary care needs
- people living with a terminal illness or life-limiting condition

Customers may be funded through a variety of routes or they may purchase their care with a Direct Payment, an individual budget or personal funds. All customers are welcome, whatever their means of purchase.

Our customers are vulnerable people who have chosen to receive care in the comfort of their own homes or to escort in them in the community.

Our Services

Caledonia Homecare provides both Community Care, Homecare and Live In Care Services.

Our services are wide-ranging to offer more choice and meet the needs of our customers, be that personal care, practical or specialist care needs.

Some people require very little help with daily living tasks to maintain their independence whilst others require more complex care and support. Whatever the requirements of each individual, Caledonia Homecare is able to help them maintain their level of independence.

Each care package is tailored to individual needs with highly flexible and well monitored care visits ranging from as short as 30 minutes to 24 hours a day.

1. Personal Care

Our personal care includes:

- Help getting up and going to bed
- Assisting with washing and dressing
- Assisting with getting into bath or shower
- Assisting with going to the toilet
- Assisting with meal preparation
- Assisting with medication
- Assisting with mobility issues

2. Practical Care

The range of practical care services we provide include:

- Assistance with personal laundry and ironing
- Assistance with cleaning the home and basic household chores
- Assistance with going or getting your shopping
- Assistance where possible with payment of bills

3. Specialist Care.

Some people require very specialist care and our specialist services have been designed specifically to meet these special needs.

These include:

a. Live-in care

Our Live-in care makes it possible for people who require continued support. With the assistance of our well trained and professional live-in personal assistants, people have the choice of staying in their own home, by having a personal assistant who can cater for all their personal and practical care requirements in a holistic manner. This specialist care package is designed to meet the needs of those who require a higher level of support.

b. Dementia Care

For most people with dementia who require care the ideal environment in which to receive this care would be surroundings familiar to them, which in many cases is their home.

People are more likely to feel safe in their own home, have no need for re-orientation and probably feel more confident to maintain their independence and dignity.

We have a good understanding of the care and support needs of people with dementia and our specially trained care workers and live-in personal assistants are equipped to deliver the required care.

c. Learning Disabilities

Many people with learning disabilities have potential skills and talents which are often overlooked. Our trained and experienced care workers and personal assistants are able to

support customers to build confidence and learn to use their skills and talents through participation in meaningful activities. The communication needs and behavior of some people with learning disabilities sometimes poses challenges to services and in some cases may lead to reduced social inclusion. Our individual approach to planning and delivering services is designed to meet the specific needs of the customer , many of whom are young adults living in their own flat or with family, who sometimes are older carers needing some form of support to maintain their caring role.

d. Respite Care

Our respite service may be in the form of an outreach service in a customer's home or a supported holiday /break away from the home environment, aimed at offering the main carer a much needed break from their caring role. We understand the needs of family carers and we know how to provide the support they need in order to continue in their caring role.

In most cases respite care services are planned ahead but at Caledonia Homecare we pride ourselves in being able to respond quickly to emergencies such as where an informal carer is suddenly taken ill and unable to perform their caring role temporarily.

e. Re-enablement services

Many people need a little extra help from time to time to assist them with remaining at home during or following a difficult period. This can be during spells of increased medication needs, following on from being discharged from hospital or continuing on from an intermediate care package. Caledonia Homecare is able to support local initiatives to re-build confidence and maximise independence. We would endeavour to provide these services on the day of enquiry. This would allow us to ensure that people have what they need at home or



to ensure that we are able to make their return home as comfortable as possible. Re-building confidence and providing regular reassurance can often provide an increased level of independence and help to prevent increased need for continued care.

f. Palliative care

Most people with a terminal illness or a life threatening condition would prefer to remain living at home. If a person with palliative care needs chooses to have those needs met in the comfort of their own home and it is practical to do so, our specialist care staff would be at hand to deliver their care as well as offer emotional and practical support as required. The provision of this service offers a choice to people and supports their decision to stay in their own home.



Contact us

Address: 7 Queens Gardens
Aberdeen
AB15 4YD

Telephone: 01224 619359

Email: aberdeenoffice@caledoniahomecare.co.uk

Website: www.caledoniahomecare.co.uk

Office Hours: 09.00am until 17-00pm Monday to Friday

Contact : Lauren Ritchie

For more information contact us using the details above