



Continued Care

Caring for the people you care about

Welcome to Continued Care

Continued Care is a family-owned and run business established in 1993. Our team of experienced and friendly carers delivers an extensive range of services designed to support and assist you within the comfort and surroundings of your own home.

It could be help with cleaning, shopping, personal care or even 24-hour care. You may have experienced a sudden illness, returned from hospital or just need some extra support. At Continued Care we will work in partnership with you to create a plan of care, tailored to meet your individual needs and requirements.

Continued Care is a chosen framework provider of NYCC in the Harrogate and District area. We have been awarded a contract to provide local services on behalf of NYCC until 2019. We provide services on behalf of the NHS and for clients

who hold Direct Payments and those that are privately funded.

We are proud of our recent award 'Employer of the Year 2016' Harrogate Business Awards and our INVESTORS IN PEOPLE Gold status which is a testament to the training and support we provide to our staff. Continued Care is an accredited ISO Quality 9001:2000 employer.



Services delivered by our friendly carers

The services our carers deliver

Continued Care delivers a range of flexible home care services. The length of visits can vary from a pop-in call of a quarter-hour to check that you are alright, to half-hour, hourly or multiple-hour visits during the day or evening. Our aim is to listen to you and to take into account everything that is important to you, while at the same time focusing on your independence, rights to choice, dignity and respect.

Our team of friendly carers

Continued Care has a team of friendly, experienced and fully-insured home carers delivering our services in Harrogate and Settle. All of our carers have been carefully selected with the Disclosure and Barring Service (DBS) check and references. All staff receive mandatory training as required by CQC, including supervisions and appraisals. We exceed the National Minimum Standards for staff with NVQ Level 2 in care. We believe that staff training is key to the success of our service and continually invest in this area.

Services

- Personal Care including bathing/showering/washing – and with use of electric bath hoist
- Dressing and undressing
- Making and changing beds
- Preparing and serving meals
- 15-minute 'pop-ins'/medication administration
- Waking nights
- Cleaning/ironing/shopping
- Accompaniment to appointments
- Respite/holiday cover
- 24-hour live-in care

Our services are available **365 days a year** and include an on-call duty worker for out of normal working hours in the case of a non-medical emergency.



Questions we are often asked

How do I arrange a service?

You can either telephone our offices or complete and submit our online contact form and we will be in touch with you. One of our managers will arrange a convenient time to visit you in your own home to discuss your requirements and the services we can provide. A care plan will be jointly devised with you. At all times we will listen to your needs and take into consideration everything and everyone that is important to you.

Can I have a home carer at a weekend?

Yes. We work 365 days a year providing services. As well as day/evening work we also provide waking nights, 24-hour live-in care and holiday/respite cover.

Can I book a regular visit?

Yes. You can book services for a one-off visit or arrange for a carer to visit you on regular days or even every day. We use an electronic scheduling system to allocate a carer to your visit.

Can my care be managed online?

We provide a web portal that can be accessed remotely from your own home or your relatives. From this you can access and view your care schedules, see who is attending your visit, book and amend visits and send messages directly to the rota coordinators. We are currently developing this so you can view your current care costs.

Are all your staff vetted, trained and approved?

Yes. All our carers are carefully selected and have been checked against the DBS. We obtain two employment references and one personal reference. A wide variety of training is included in a comprehensive induction process which includes time spent shadowing experienced carers within practice. All our carers are fully insured.

What if there's a service not on your list?

We aim to provide the services that you require. However, if there are additional services you feel you need, please contact us to discuss your requirements.



Where are you based?

We are based in our purpose-built office on Grove Park Court. It is wheelchair accessible and has parking available. We have a full onsite training room and a satellite office in Settle, North Yorkshire. This is also wheelchair accessible and hosts a mobility and equipment showroom, selling adaptations, wheelchairs and continence products.

Where do you provide your services?

We provide services in Harrogate, Huby, Knaresborough, Northallerton and outlying Leeds villages. Our Settle office provides services in Giggleswick, Clapham, Bentham, Ingleton and surrounding areas. If you are unsure if we cover your area, please call us to confirm.

Will the carers respect my dignity and privacy?

All carers are trained in this important area. The promotion of your dignity and respect for your privacy are fundamental to the care we provide. We will at all times take this in to account and listen to your needs and wishes as an individual. We care about you and the care and the service you receive.

I am independent in some things but need assistance with others. Is this a problem?

At Continued Care we focus on promoting your independence and recognising the importance of developing and fostering independence. We will support you as an individual to achieve and work towards all your goals and aspirations. We will ensure that we provide just the right amount of support to you.

How can I pay for the service?

You will be invoiced monthly and payment can be made via online banking, cheque or over the telephone with a card reader.



Do you accept Direct Payments or a Health Budget?

Yes we accept referrals directly from yourselves or your relatives if they are assisting you with managing your Direct Payment or Health Budget.

How can I give feedback about your service?

Your feedback is essential to developing and shaping our service. You can either contact our offices and speak directly to a manager, complete and submit our online contact form or write to us. We really would like to hear from you.

"I have the same member of care staff. I have had her for about five years. She is excellent. She does everything she can to help me. In my opinion I receive an excellent service."

Harrogate client

"Staff are excellent, trustworthy and considerate."

Settle client

Complaints

We encourage and support a culture of openness and ensure all comments and complaints are listened to and acted upon. We want to know of any concerns, dissatisfaction or worry, however slight. Only by being informed can we take steps to rectify the situation.

If you feel unhappy with our investigation outcome you can refer your complaint to the Local Government Ombudsman. Our service is registered and regulated by the Care Quality Commission.

Local Ombudsman, telephone: 0300 061 0614
Local Government Ombudsman,
PO Box 4771, Coventry, CV4 0EH

Care Quality Commission,
telephone: 03000 61 61 61

North Yorkshire County Council,
telephone: 01609 536753

Children's services

Continued Care provides services on behalf of the NHS and North Yorkshire County Council supporting children and their families with flexicare including:

- Youth clubs
- Outings/activities
- Companionship and play at home and in school
- Holiday clubs
- Personal care and support
- Medication

All our carers are fully insured, DBS checked and paediatric first aid trained.

They are caring and supportive to the children and their families.



Branches

HARROGATE

At our premises at Grove Park Court in Harrogate, we have a dedicated moving and handling training room and boardroom. We are now able to offer both internal and external training.

Head Office:

Continued Care, 4 Grove Park Court, Grove Park Terrace, Harrogate HG1 4DP
Telephone: 01423 871003

SETTLE

At our satellite office in Settle, we have a shop which sells equipment aids, continence products, wheelchair accessories that assist and support your daily activities. We also have a dedicated training room and moving and handling equipment.

Settle Office:

Continued Care, High Street, Settle BD24 9EX
Telephone: 01729 810600

Contact us

If you would like one of our team to contact you to arrange to visit you to discuss your requirements for home care in **Harrogate** and the surrounding areas **please call us on 01423 871003**.

If you would like our **Settle** team to ring you **please call us on 01729 810600**.

info@continued-care.co.uk www.continued-care.co.uk



Caring for the people you care about

