

aring  
Companions

your care. your home. your way



## Caring Companions

Caring Companions is a home care service provided by Rapport Housing & Care. We offer older people affordable and caring solutions through a range of high quality personal home care services and we are registered with the Care Quality Commission (CQC), who regulate our services.

As a care team we are passionate, and extremely proud of our reputation and service. So, if you would like to continue living in your own home but need a little help to remain comfortable, Caring Companions could be the ideal solution for you. Our trained care team can give you as much or as little support as you need to help you keep your valuable freedom and independence.

We work closely with you and your family to ensure that your needs are met, delivering a high quality service that is tailored to your individual needs and choices, whether you are a private or local authority funded client.

At Caring Companions, we believe in the true meaning of the word 'care'. We care about nurturing respect between our clients and their carers and we care about building relationships with our clients and their families. We also ensure that freedom of choice, individuality and dignity remain firmly in the hands of those we care for.



## Our Services

Our care team is available to you between 6am and 10pm every day to assist and encourage you to remain independent in your own home. We do not provide any overnight or live in services, but we are always there during the day to provide you with all the support you need.

We can help you to make choices about what is included in your services, based on your individual needs. You may be able to do some things for yourself but need a little support with other things.

We recognise that all people have individual care and support needs which is why our pre-planned care packages are entirely bespoke; you may need someone to visit you three times a day or just twice a week (the time of your call will be pre-arranged with the care team). We understand that the little things, like how you like your bed made or how you like to take your tea are just as important as the bigger things.

Your personal care package could include all or some of the following:

- ◆ Companionship and socialising
- ◆ Light household cleaning
- ◆ Washing, bathing and dressing
- ◆ Assisting with washing, ironing, laundry and linen
- ◆ Preparing meals and support with eating
- ◆ Shopping and external chores
- ◆ Supporting you with outings and community-based activities
- ◆ Promoting and administration of medications
- ◆ Managing continence
- ◆ Pet care

## Our Team

All of our staff are fully checked through the Disclosure and Barring Service (DBS). They also attend an extensive induction and training programme, as well as regular refresher courses.

Our carers are identifiable, for your reassurance and safety, through company uniforms and photograph identification.

If a carer is unable to attend for any reason, we will make every effort to advise you of the situation beforehand and reassure you another carer will be on hand to help instead.

We will endeavor to send you the same carer as regularly as possible to maintain continuity of care. We feel this is a key element in ensuring you feel comfortable and confident with your carer, it also allows you and your carer to build a friendship, as well as a professional relationship.

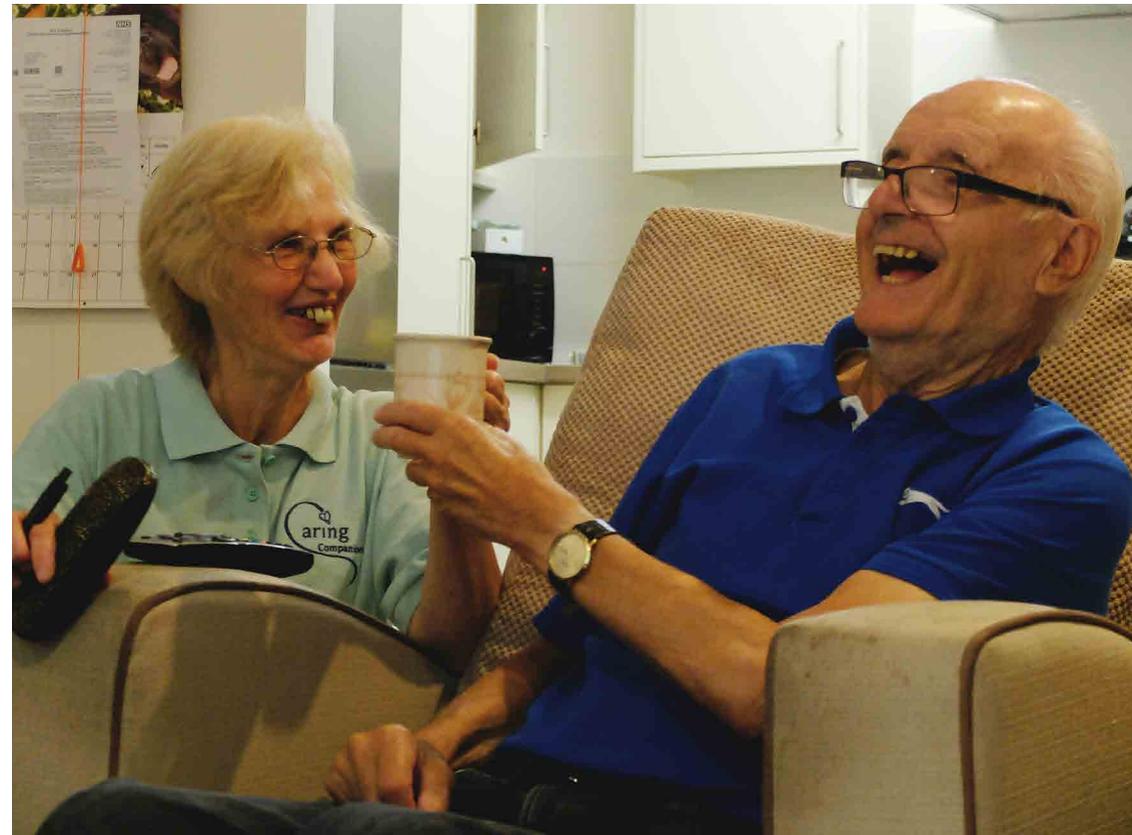
Our Caring Companions Team are committed to making sure that we provide our clients and their families with the highest quality of care and support possible. As a team, we are continually evolving and improving our practices. But more importantly, we want to continue to support people to reach their full potential and to remain as independent as they wish.

## Why Choose us?

Rapport Housing & Care has over 50 years of experience in caring for older people, and delivering person centered care is our priority and commitment to you. We believe that our clients should feel safe, valued, comfortable and above all, happy.

**"The staff are wonderful, it's a comfort to know they are here."**

*Caring Companions Client*



**"All the staff are just brilliant and so caring, I can't fault them."**

*Caring Companions Client*

## What can you Expect From us?

We will:

- ◆ Ensure that staff are: welcoming, polite, respectful and professional
- ◆ Respond to your questions as quickly as possible and give you clear answers
- ◆ Promote freedom of choice, preserve dignity and encourage independence
- ◆ Work with you on how best to achieve what you want
- ◆ Ask you what you think about your home care service, so you can have a say in the service you receive
- ◆ Embrace individuality
- ◆ Tell you how much it will cost to meet your needs, so you have a greater understanding and choice on how your money is spent.

## Will Caring Companions be Able to Support me to Look After my Pets?

Rapport Housing & Care is a pet loving organisation and understands that pets are an important part of people's lives as well as enhancing wellbeing. If you have a pet, we will make sure you are provided with a carer who also enjoys and understands animals and who will support you to look after your pet together.



## Finding out More

If you would like to find out more about our Caring Companions services or Rapport Housing & Care, visit our website at, [www.rapporthousingandcare.co.uk](http://www.rapporthousingandcare.co.uk). You can call us on 01474 249059 or email us at [caring.companions@rapporthc.co.uk](mailto:caring.companions@rapporthc.co.uk).

Call us now and we can arrange to carry out an assessment of your care needs and discuss how we can support you.



 [www.rapporthousingandcare.co.uk](http://www.rapporthousingandcare.co.uk)

 [www.facebook.com/rapporthousingandcare](https://www.facebook.com/rapporthousingandcare)

 [www.twitter.com/rapporthandc](https://www.twitter.com/rapporthandc)

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Rapport Housing & Care is a registered charity 254140, Housing Association H2362, Company 908333.

If you require this information in a different format, email [media@rapporthc.co.uk](mailto:media@rapporthc.co.uk)

Information contained in this leaflet is provided as a guideline only, customers are strongly advised to contact a Rapport Housing & Care representative for further details.