



A Helping Hand for Life



Welcome to HomeCare (Mellor)

HomeCare (Mellor) was established in 1993, by Jeanette Taylor, to provide home-care services (also known as domiciliary care) to individuals living in the Mellor area of Blackburn. The company has since grown from strength to strength and now provides services throughout Blackburn with Darwen, the Ribble Valley, Preston and surrounding areas.

Jeanette Taylor has over 29 years experience in care provision and is the Company's Managing Director. The Blackburn and Preston branches are managed by a team of staff who have over 15 years experience in care provision.

HomeCare (Mellor) is an Accredited Preferred Provider for Lancashire County Council, a Quality Assured Provider of Care to Blackburn with Darwen Borough Council and a member of the United Kingdom Home Care Association (UKHCA).

HomeCare (Mellor) is registered with the Care Quality Commission (CQC) currently rated 3 star – excellent. You can get a copy of our most recent inspection report by asking us or from the CQC's website at www.cqc.org.uk

HomeCare (Mellor) has been an Investors in People (IIP) organisation since 2003 and still maintains this achievement.



Are you sitting comfortably?

Aims

HomeCare (Mellor)'s aim is to provide a comprehensive yet unique package of care maintaining the highest quality of service, bespoke to individual needs.

We believe that each person is a uniquely valuable individual that should have the personal freedom and choice to pursue their aspirations and take their own place in the community.



Mission Statement

"HomeCare (Mellor) will provide service users with the highest standard of personal and domestic home care. Service users of HomeCare (Mellor) will be supported in maintaining their independence and physical ability. HomeCare (Mellor) service users will be treated with the utmost privacy and dignity, within the comfort of their own home."

Jeanette Taylor, Managing Director



Objectives

- *Our service will maximise and enhance life skills, independence, choice and dignity.*
- *HomeCare (Mellor) will provide a service of continuity.*
- *We will encourage our customers to contribute to the planning and development of their plan of care.*



At your service

We offer a vast range of care and support services to enable you to stay in the comfort of your own home. Examples include, but not limited to:

Personal Care

Help with getting up
Help with going to bed
Washing and dressing
Shaving
Oral Hygiene
Bathing/showering
Toileting

Meal preparation

To encourage you to plan and support your dietary requirements.
Prepare breakfast, lunch, evening meal or supper or light snacks.
Meal ordering.
Overseeing stock rotation and expiry dates of food products.
Preparing shopping list.

Rest assured



Care at night

A flexible service that provides care throughout the night
Wake and watch – to assist with palliative care, continence care, repositioning, fluid intake and companionship.
Sleep night – for re-assurance and on hand assistance if required.

Domestic Help

To carry out light domestic tasks such as vacuuming, dusting and general cleaning, washing up and laundry tasks
Additional support includes tasks relating to preparing shopping lists, pension collection, drop off and collection of dry cleaning.
Gifts and greeting card purchase.



Home is where the heart is

Medication

All our staff are trained to a level 2 standard and can support, assist or administer medication in line with our organisational policies and guidance from your G.P.
A collection service can be arranged for prescription renewal including delivery of medicines.

Companionship and Escort service

We appreciate that there are times when you may require some company to enable you to remain involved in community and social activities, attend appointments, employment pursuits, holidays and trips out.

We can provide a compatible companion in the comfort of your own home, to assist with reading, listening to music, reminiscing on historical events, play games or participate in hobbies and crafts.

Pet Care

We can assist you with all your pet care needs, including dog walking and visits to the vets.

Self Directed Support

We can help you develop your support plan, manage your budget and organise support so that you are in control of your care and support via our provider brokerage service.



Standing out from the Crowd

One of the fundamental principles that sets HomeCare (Mellor) apart from many other care providers is that we regard training as an on-going and continuous process that involves an extensive quality training programme.

We recognise the importance of rigorous training to the highest level for the well being and safety of our customers. It is vital in order to maintain our high standards of care and the effectiveness of the service.

We provide a comprehensive introduction to care within our induction training programme so that anyone joining the company, whether they have previous experience or not, has the skills and confidence to provide a high quality adaptable service to meet individual needs.

We pride ourselves on an inclusive and flexible approach to all our training sessions and our commitment to designing training programmes to meet individual needs. Training includes, but is not limited to, the following:

The Principles of Person Centered Care, The Role of the Care Worker, Communication, Health, Safety and Security, Administration of Medication, Moving & Handling,

Safeguarding Vulnerable Adults, Basic First Aid, Infection Control and Incontinence, Care Code of Conduct, Equality and Diversity, Dementia and Alzheimers, Confidentiality, Customer Care, Nutrition and Well Being, The Rights of Clients, Common Induction Standards.

External training is also provided in order for all our staff to achieve a nationally recognised Vocational Qualification (NVQ).

Continual staff training and development ensures that we maintain these high standards in line with the latest developments in Care Practices, retain our staff for much longer, essentially maintaining a continuity of service that is the key to providing the quality service our customers need and expect.

Our spot check, supervision and appraisal procedure provides regular contact with our support workers, helping to identify any further training needs. This ensures that all our staff members are proficient in the skills required to do their job and guarantees that we comply with all legislation and regulatory requirements.

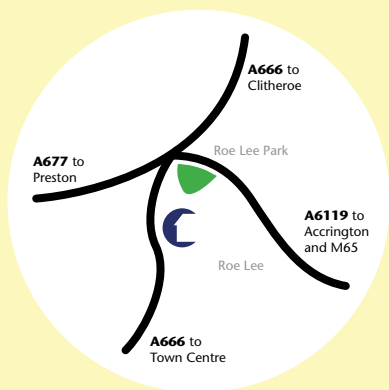
HomeCare (Mellor) is proud to be an Investors in People employer.

“My beloved late wife Kitty and I have been associated with HomeCare (Mellor) for a period of over 10 years. Living alone as a paraplegic I felt a sense of trepidation. However, due to the care and support I receive from staff who I regard as special and solicitous I feel reassured.”

Bob Ward – Ribble Valley Customer



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