



COMPASSIONATE DOMICILIARY CARE



**COMPLETE HEALTHCARE
CAMBRIDGE LIMITED**

COMPASSIONATE CARE FOR EVERYONE

Who are We?

Complete Healthcare Cambridge was established with one mission in mind: "To care for your loved ones as we would care for our own family." Our goal is to treat every person with the respect and dignity they deserve, while deftly handling every detail of care with concern and attentiveness. We believe there is no one-size-fits-all approach to home care. That's why we always customise our services to precisely match your exact care needs. Our home care assessment will help us create a care plan that focuses on the client's needs and preferences. Our staff is always up to date with the latest caregiver training and education. This includes educational courses in areas such as safeguarding, home safety, fall prevention, meal preparation, and more.

At Complete Healthcare, our focus is on creating a warm and caring environment for seniors and others within the comfort of home. We specialise in a range of non-medical, private home care services for seniors and other individuals who are injured, sick, disabled, or generally in need of assistance with their daily activities.

By establishing a partnership with you and your family, we strive to help our clients thrive while enhancing their quality of life. Our caregivers are experienced, compassionate, and reliable, and they are carefully selected to provide loving care and support.

We understand the importance of providing peace of mind to families, which is why all our caregivers undergo thorough interviews, reference checks, and background screenings before being placed with clients.

It is common for family or friends to take on the responsibility of caring for a parent or loved one out of love. However, they often discover the immense difficulties and challenges it presents, especially when juggling their own families and full-time jobs. Allow us to be your trusted home care provider. Take the step today to improve your life and the life of a loved one.

You can always reach us at 07548806778, and we will gladly schedule a complimentary assessment to discuss your care situation in detail with the client, family, or a representative. Together, we can determine the most suitable home care services plan that delivers immediate and lasting benefits.

Our Mission

Our primary focus is providing the best quality home care services for your loved ones. We achieve this by developing a close network of support between our caregivers, clients, client's families, and all other care resources that may help improve the quality of care. A person's health is fragile and is best improved when everyone is on board to provide the support they need. In doing so, Complete Healthcare Cambridge seeks to enhance your family member's quality of life and give you the peace of mind you deserve.



What we believe in

Our passion is in creating environments for individuals to reach their highest potential. Working gradually to overcome emotional and behavioural complications and achieve the best possible outcomes. Our core principles:

- The civil and human rights of those in our care.
- Working collaboratively with you to develop unconventional solutions to conflicts or complications.
- Applying non-prejudicial methods and celebrating individual differences.
- Providing detailed and regularly examined care plans for you.
- The provision of appropriate support and stimulation through carefully monitored, reasonable risk-taking to enable independence.
- Offering a 24-hour service to you, your family, and Social Services.
- Ensuring the highest possible standard of staff recruitment and selection.
- Encouraging training and development that enables staff to develop their professional and care skills.
- Providing an atmosphere of mutual respect between you and our staff, upholding the dignity of the individual.



Why Choose Us?

Experienced Caregivers

Our compassionate and reliable caregivers are highly experienced and trustworthy.

Personalized Home Care Assessments

Individualised healthcare plans that fit your specific needs.

Continuous Improvement

Ensuring that excellent service is maintained to meet the changing needs and care expectations of our service users.

Positive Recommendations

We are gaining traction through positive and enthusiastic recommendations due to the consistent quality of our services and staff.

Regulated Service

We are registered with the Care Quality Commission (CQC) and work with Social Services Departments and health professionals.

We Care for Our Carers

We understand that our carers will do an excellent job if they are happy and confident in their role and abilities. As such, training is an essential part of our team induction process. We offer all new staff induction training and an annual update course. Additionally, all team members receive specialist training throughout their time with us, and we have a specialist carer support team who offers assistance, advice, and a listening ear to all our carers.

Efficient Response

Complete Healthcare Cambridge has all procedures working efficiently on each client's behalf thanks to our dependable support staff. Once we have received your request, we can begin working for a client within 24 to 48 hours' notice.

What you will receive:

At Complete Healthcare Cambridge, we want to support you to live your life, at your home, with as little interruption as possible. For this reason, we tailor what we do to your individual situation, preferences and requirements. Also, our individual services can be combined, ensuring all areas are covered when it comes to your healthcare.

Personalised services - we provide domiciliary care services specified to your needs.

Comprehensive information - you will gain up-to-date information about our services, geographical coverage and applicable costs.

Respecting your home - sharing your home with someone can feel intrusive; we ensure that all of our workers fully acknowledge your privacy.

Local know-how - we have a committed team of carers across the country, who know the area you live in and the local facilities.

24-hour support - you can benefit from around-the-clock assistance, in addition to simple daily visits.

No-obligation assessment - a staff member will visit you to gain a full understanding of your personal needs and any preferences you may have.

Daily visits - from one hour to a full day (minimum visit length is dependent on your location).

Night support - this service is available if you require reduced assistance, either in the form of a Sleeping or Waking Night.



A Home Care Service You Can Trust

Trust is essential when choosing a caregiver who will care for you or your loved ones. We use a rigorous screening process for all caregivers and hire only those who meet our high standards of quality service. Furthermore, our caregivers receive additional education and training to continuously improve their skills and proficiencies.

Our Services

- **Hourly Visiting:** Our hourly visiting offers a dynamic and adaptable care service for those who require support to live in their home with independence.
- **Live-in Care:** We support people to live with comfort in their own environment and who can benefit from our committed full-time support.
- **Dementia Care:** Complete Healthcare Cambridge will support you in arranging sensitive, live-in dementia care. Our staff will stay in your loved one's home, ensuring they can remain in an environment where they feel comfortable.
- **Respite Care:** Taking time to look after yourself is just as important as caring for a loved one. We are ready to step in and take over when you need some time to rest and recharge.
- **Holiday Care:** An optimum solution if you need a break to rest and recharge. Our care service can provide the support needed during your time away, whether in the UK or abroad.
- **Night Care:** Our night care supports various scenarios, from sleeping nights to waking nights service. We can be by your bedside for hands-on care and reassurance.
- **Personal Care:** Our sensitive and private personal care service is there to support you with daily life, ensuring you can remain living with independence within your home.
- **Specialist Care:** We offer a developed, comprehensive person-centred care plan tailored to your identified needs. We conduct regular reviews of your care plan to ensure its suitability for your health and social care needs.
- **Social Companionship:** Our social companionship offers company on outings, support with household tasks or someone to talk to over a cup of tea. Our passionate service can attend to the needs of the most precise requirements.

Minimum visit time

For you to receive the best quality of care, we believe a visit from our staff should never feel hurried. Depending on your location, minimum visit times range between 1 to 4 hours in order to uphold safety in your environment. This is especially for the elderly or those with physical disabilities.

We are passionate about building genuine, trusting relationships. Our staff offer not only personal care but a trusting relationship. Customisable visit lengths, modified to suit your requirements, ensure you get the most out of your care plan. From daily visits to live-in care, we help with domestic chores, community trips or checking you have everything you need.



Complete Healthcare Cambridge and personalisation

In 2007, the Government published an agenda called 'Putting People First', which dictates how care providers should approach your independence, offer you more choices and control over your life in all situations. We offer more than help with personal budgets; we give informed advice and encouragement, vital to making the right decisions about your life.

Complete Healthcare Cambridge is as adaptable as our staff, preferring to find solutions to problems rather than dwelling on them. We encourage meetups to discuss any challenges and identify solutions, ensuring our services correspond with the Personalisation Agenda.

We will consult with you every step of the delivery of your care. Our domiciliary services strive to achieve the best possible outcome for you, whether financed by the council, independently or by personal budget holders. The support we offer is not limited to personal care. A broad range of services (such as domestic help, household management, day trips to helping organise a holiday) is available.

Read more about 'Putting People First' on the Transforming Adult Social Care (TASC) website at www.tasc.org.uk.

How our service is delivered:

The steps below highlight the fundamental phases that Complete Healthcare Cambridge follows to deliver a tailored care service.

1. We receive your enquiry, examine your requirements and specify an overview of the services we offer, as well as a summary of prices.
2. A Complete Healthcare Cambridge assessor will visit you to take a care and risk assessment. After this visit, a care plan will be presented.
3. We finalise your care plan with you and your family. We select staff members to support you according to your needs and organise a meeting if any additional preparation is required.
4. Your care service begins.

***We realise that in an emergency, a care package must start immediately. In this event, we will condense our service process and begin an immediate assessment to assist with an earlier response.**



Funding your care

Though it could be fair to assume personal care is an expensive service, you can benefit from various finance options, which are available to ensure you or your loved one remain in the comfort of home. Funding from your Local Authority or the NHS Continuing Healthcare Team is an option if you qualify. Below is a brief explanation of the types of support available.

Personal Budget is a lump sum set aside to cover your healthcare requirements. You can accept the amount personally as a direct payment or request your local authority to use this money on your behalf. If you wish, your budget can be allotted to a trust fund and managed by a family member or professional social worker.

Personal Health Budget is an allowance made to those with a recognised health concern. The NHS currently offers three options for a Personal Health Budget: Notional Budget, Real Budget Held by Third Party, and Direct Payment.

Individual Budgets is similar to a Personal Budget, this can be a more flexible option involving other sources of support. It includes Supporting People, Disabled Facilities Grant, Independent Living Funds, Access to Work and Community Equipment Services.

Direct Budget puts you in complete control of your care package and provider. Finances are given to you directly to buy services for your care needs.

For more information, visit www.dh.gov.uk.

Quality assurance and our recruitment standards

What defines Complete Healthcare Cambridge is our exceptional standard of care. We take pride in our rigorous internal quality assurance and recruitment systems.

Our staff are required to have relevant qualifications and experience for the services they provide. These checks also include: Disclosure Barring Service (DBS), POCA and SOVA checks, work history, qualifications, health declaration, experience and references. We then train all of the new starters to make sure their performance reflects our company. Their induction includes undergoing a comprehensive compulsory training courses, manual handling, disease control, basic life support, fire safety and medication sections.

Complete Healthcare Cambridge monitors our worker's performance using shadowing, annual audits, random checks and regular supervision. We also comply with The Care Standards Act, The Regulation of Care Act, DoH Code of Practice, all current National Framework Guidelines.



Frequently Asked Questions

Q: Is Complete Healthcare Cambridge registered with the appropriate governing bodies and professional associations?

A: Yes, we are registered with the Care Quality Commission (CQC). This guarantees that we supply you with the highest quality of care and staff. All of our certifications cover our domestic services countrywide.

Q: Will someone visit my home before starting the service?

A: Yes, we will conduct a complete Care Assessment to ensure that the package of care we provide suits your needs. Evaluations take approximately one hour, include an overview of requirements and a general risk assessment for the setting in which we provide your care.

As well as permitting us to record all of your needs formally, the evaluation gives a clearer understanding of any individual requirements. Consequently, this allows us to designate staff with skills that suit your personality and preferences.

Complete Healthcare Cambridge has lawful accountability to guarantee a frequently assessed care plan is in every household where we provide a service.

Q: Will I always receive care from the same carer?

A: We strive to provide personal and consistent care. In the event of any holidays or absences, we present more than one carer in advance to you and your family, guaranteeing a great level of consistency.

Q: How will my care be managed?

A: All of our specialised care packages are managed by our Registered Manager, who ensures that your care is regularly reviewed and managed effectively. We are also easily reachable should you have any concerns.

Q: What makes Complete Healthcare Cambridge stand out?

A: Complete Healthcare Cambridge's experience has given us real insight and an understanding of what our service users require. Our established network of contacts guarantees flexible, dependable and experienced assistants.

We understand the necessity of expertise in this sector and only employ staff with certified skills and qualifications. You can feel confident when using our services, as our staff are adequately trained in performing their duties. Additionally, Complete Healthcare Cambridge bargains an appealing package that is reasonable for you, without compromising on quality.



Contact us

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