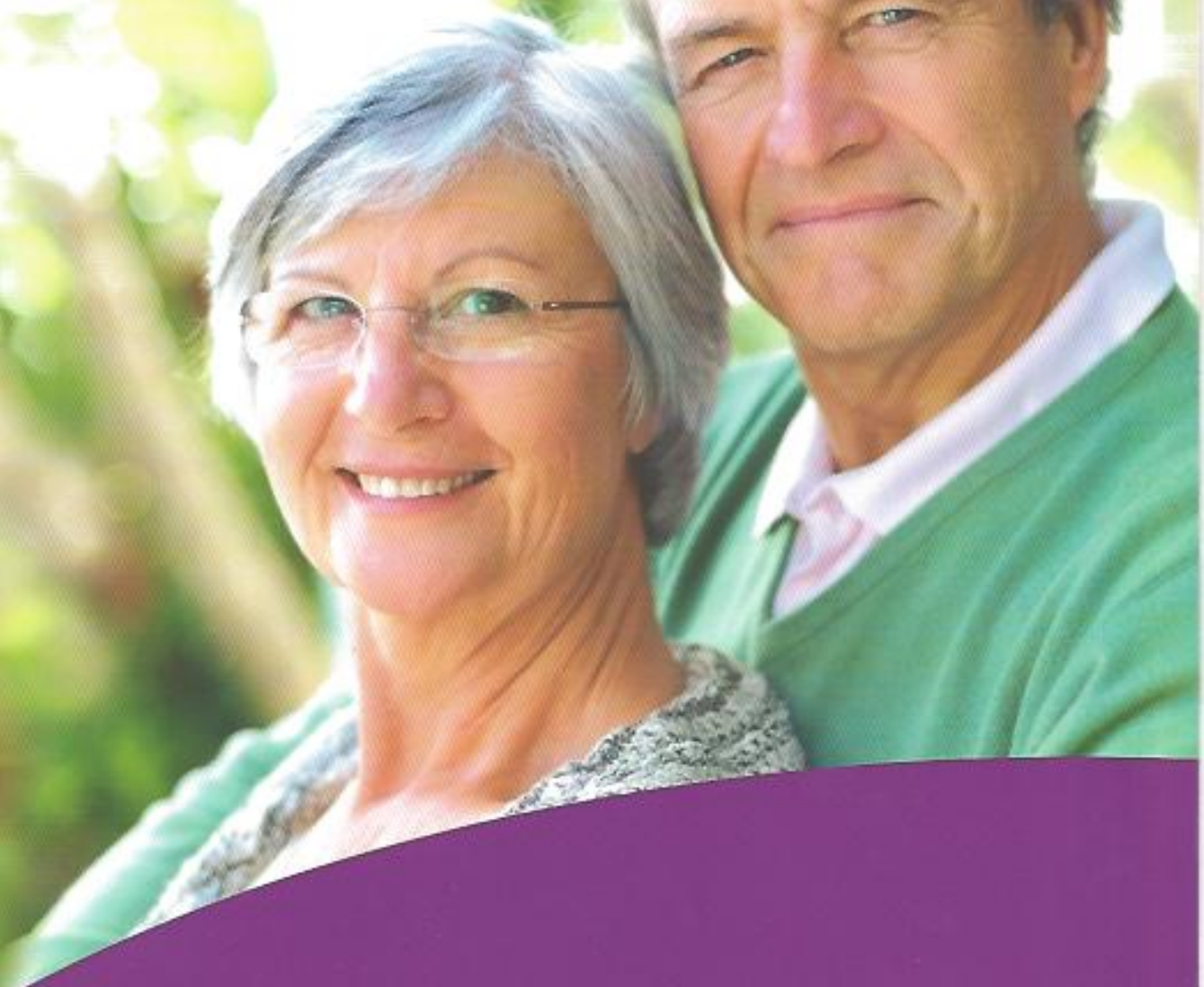


QUALITY CARE AT HOME



Care Assessment & Brokerage
Personal Care
Household & Domestic Services
Social Inclusion Support
Rehabilitation
Direct Payments



INVESTED IN PEOPLE

all about 
you
promoting independent living



Flexible professional care and support to assist the elderly and those with difficulties to live independently at home.

"All About You" care services passionately believe all people, regardless of disability or capacity should lead self directed lives, be offered choice in all aspects of their lives and be allowed to make their own decisions about the things that are important to them.

We offer a broad range of services that are specifically designed for those citizens who wish to continue to live in their own homes but need help and support to achieve this. Our services will assist individuals living at home to take positive control and direction of their own lives.

It is our mission to provide personal support, care, information and other services that will assist citizens to take control of their own lives and realise their aspirations and expectations.

Your Services

Should you choose to use All About You as your care provider you will find, like many other satisfied clients, we will deliver the services you require at a standard you expect, no matter how small or complex your needs. Services can be provided short-term, continuing or just as a one off response in times of crisis.

How can we help you?

Through our many and diverse services we can help you to stay in your home and live within your own community, furthermore, we will assist you to access public facilities and amenities within your area, we can also organise transport to get you there and back.

Because we recognise people as individuals with unique needs, the following list of tasks is not exhaustive, our services are flexible and will be tailored around your requirements.

Personal Care:

- Helping into or out of bed
- Helping to dress or undress
- Help with eating or drinking
- Helping with personal cleanliness
- Help with toileting
- Emptying catheter bags
- Continence promotion
- Administration of medication

Respite Care:

In circumstances when your regular carer or family member needs a break we are able to provide:

- Sitting service day or night
- Sleepovers
- Waking watch
- Pop in service

Domestic and Household Tasks:

- Preparing meals and snacks
- Shopping for food and other household essentials
- Washing and ironing
- Emptying and cleaning commodes
- Bed making and changing
- Light housework
- Vacuum cleaning
- Washing dishes, dusting, cleaning toilets and bathrooms

Enabling and Inclusion Services:

- Accompanying / escorting to the shops or other destinations
- Providing company and support for individuals with e.g. learning difficulty, physical difficulty or sensory impairment.
- Signposting to other support services
- Providing support to enable participation in leisure, educational and recreational activities.
- Collecting pension, benefits and paying bills
- Assisting to manage financial affairs, budgeting and banking

Quality

There are many ways in which we ensure you receive only the highest quality and most reliable services, our carers receive regular training to equip them with the necessary skills and knowledge to carry out their work in professional manner.

Reliability and timekeeping is recorded through our state of the art computer system, this system confirms the arrival and departure of your carer and also lets us know if your carer stays for the duration of the scheduled visit. This not only assists us with the safety of our staff, who often work alone in the community, it also confirms you are getting your service for the scheduled duration and on time.

Our Greatest Asset

As a company we know our greatest asset is the people we employ, as evidence of this and in recognition of our staff we are proud to say we are an accredited Investor In People employer. In addition to their skill and knowledge our staff are well know for their understanding and caring nature, this is reflected in the many testimonials and compliments we have received over many years.

We are good listeners

Here at All About You we are good listeners, we hear what you say and we will act upon your wishes, we will not tell you "what's best for you" because we understand the only person who knows that is you. However, if you do need help in making a decision we provide you with information and assistance that will ensure the decision is made as close to you as possible.

We don't assume things are going to be fine

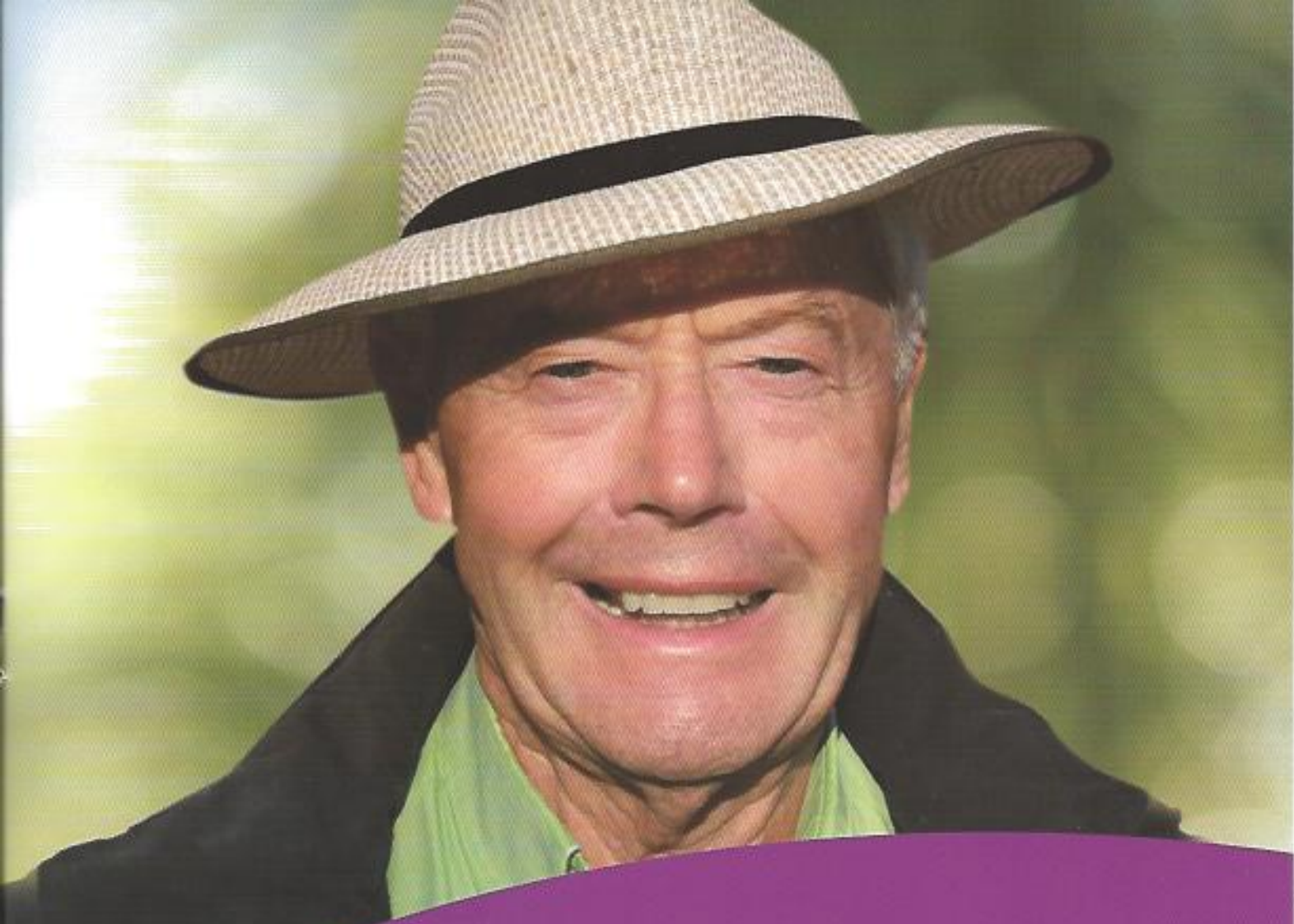
As with all things in life we know that very often people accept what is offered, and very often this is not the best. Because we review your services with you on a regular basis you have the opportunity to tell us about your experience of your service, we will then ensure any changes necessary are made to improve quality and meet your expectations of the service.

We value your views

From time to time we will send you questionnaire, this gives you an opportunity to rate your service and your carers, when completing the questionnaire you may remain anonymous. Anything you say or suggest will be taken with the views of other service users to improve the overall quality and range of services we offer.

Registration

We are registered with, and inspected by the Quality Care Commission, this is the government agency that regulates the work we do. In addition we are also a Preferred Provider to Lancashire County Council Social Services who closely monitor the quality of our services. Furthermore, to ensure your safety and security all of our staff are vetted by the Criminal Records Bureau prior to commencing work in the community.



Older People

Adults with dementia

Older People with dementia

Adults with mental health problems

Adults with learning disabilities

Adults with physical disabilities

Adults with a sensory impairment

Adults with terminal illness

Adults who are ill

Client Group

We are registered to provide personal care and offer services to the listed groups of people.

To ensure you receive only the best and appropriate service our carers are specifically trained to meet your needs



Self Directed Support

if you are looking for a quality service or you are dissatisfied with your existing provider then don't hesitate to contact us for a brochure and an informal chat, we will even arrange to give notice to your existing provider ensuring a smooth changeover to our flexible and reliable Service.

Take the step to a quality service and give us a call on

01253 899982

“

A note to thank you for your excellent care over the past seven years mum could not have stayed at home without your caring professional help, often beyond the call of duty.

”

Following the introduction of the governments new system called “Direct Payments” you can now apply to receive money from your council to purchase your own care. This means you can choose who, when and how your care is provided.

Information for Care professionals

Following the implementation of the government white paper "Our Health Our Care Our Say" we are undergoing major and exciting changes within our organisation both in working practices and culture, we have fully embraced the in control model of service and have adopted principles that underpin Self-Directed Support.

Social Care

"All About You" is a locally based company covering Blackpool, Fylde & Wyre, Lancaster and Morecambe, we have many years of experience dealing with various client groups, our range of services covers domestic duties through to caring for individuals with profound difficulties. As a preferred provider to Lancashire County Council we have established excellent relations with the authority and successfully operate extra sheltered care schemes with the authority, we have experience in working in partnership with housing associations and other agencies and welcome the opportunity to develop new partnerships.

NHS Primary Care Trusts

Our services are available to PCT's for ongoing care provision following discharge from hospital and during rehabilitation. We are able to provide services for the administration of medication changing catheter bags etc. These services can be provided on a round robin basis by our trained staff thus freeing up time spent by your qualified professionals on these important but minor tasks.

If you are interested in commissioning services from an agency that offers reliable high quality services or would like further information please do not hesitate to contact us.

Recruitment

As one of the leading care agencies operating within Fylde & Wyre, Lancaster and Morecambe area we provide social support, personal care and assistance that enables elderly citizens and those with difficulties to live in their own homes. Due to current success and ongoing expansion we are recruiting on an ongoing basis and frequently have range of positions available.

- Part time & Full time
- Weekend work available
- Care work
- Domestic work available

Whilst some experience within the social care sector is preferable it is not essential as we provide full training. A driving license would be an advantage but most importantly you must share our passion to support people who wish to be in control of their own lives and live independently in their own homes.

If you believe you have the skills and attitudes to become a valued member of our dedicated team and would enjoy a rewarding career then we would like to hear from you.



Our services are available in:
Fylde & Wyre, Blackpool,
Lancaster, Morecambe and
surrounding areas.

Unit 14 Sovereign Court
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www.allabout-u.co.uk

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