Cerecare Nursing and Domiciliary Services Ltd.

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Website: www.cerecareltd.co.uk
INTRODUCING CERECARE

WHO WE ARE

We are Cerecare Nursing and Domiciliary Services Ltd., a nursing and domiciliary care company dedicated to providing a professional service.

We cover Ceredigion, North Carmarthenshire and North Pembrokeshire and West Wales.

We specialise in delivering quality Domiciliary, Nursing and Support Services, with highly qualified and experienced staff, to a broad range of customers and service users in both the public and private sectors, primarily across West Wales. Our Senior Management team bring considerable experience from the Public & Private Care and Nursing sectors.

CONTACTING US

Cerecare Nursing and Domiciliary Services Ltd

Registered Office
30 Bridge Street
Lampeter
Ceredigion
SA48 7AA

Company No.
4319244

Telephone
01570 423342 (9am to 5.00pm)
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Fax
01570 423826

Website
www.cerecareltd.co.uk

eMail address
info@cerecareltd.co.uk

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Sooner or later many of us will find that we need a little extra help; often there is a reluctance to admit that there is a problem. Maybe loved ones express concerns about tasks that used to be easy and have become just a little too difficult; or an informal carer who may need extra help and support to care for a relative or friend.

Home is an integral part of our lives; full of comfort, familiarity & memories. It is often preferable to enable people who are elderly, sick or disabled to remain in the place they regard as home.

Here at Cerecare we offer a service to people (Service Users) that encompasses their needs, allows them to remain in the comfort of their own homes, and to retain their independence, maintain their dignity, privacy and right to choose how and when their care is delivered.

We specialise in delivering quality Domiciliary, Nursing and Support Services, primarily across West Wales. Our Senior Management team bring considerable experience from the Public & Private Care and Nursing sectors.

Each of our service users is an individual with his or her specific needs, priorities & preferences. The aim of all of our care assistants and nurses is to provide a highly reliable and professional level of service, to ensure that the best possible standard of care is available to those most in need.

Some service users simply need a Care Assistant to help with, for example:

◊ personal care  ◊ security  ◊ light housework  ◊ medication requirements  ◊ shopping  ◊ meal preparation  ◊ continence issues  ◊ Companionship

Some service users may need a greater level of service because they have:

◊ a terminal illness  ◊ osteoporosis  ◊ loss of sight or hearing  ◊ mobility problems, e.g. following an injury or hip replacement  ◊ MS or other chronic illness  ◊ stroke or paralysis  ◊ Parkinson’s disease or Huntington’s chorea  ◊ dementia, such as Alzheimer’s  ◊ recently undergone surgery  ◊ a need for regular assistance by a Registered Nurse
INTRODUCTION

At home we all feel better. It’s where we are most at ease with the world, especially later in life when familiarity means so much to us and any change is daunting.

At home, our friends and relatives can visit to cheer us up. We can enjoy the meals we choose, cooked just the way we like them. We have precious things around us to remind us of all the good times.

And if it’s a choice of an extended convalescence in hospital or care at home, we know what we would choose. It is a proven fact that people recover more quickly at home.

We recognise that planning, consultation, and regular reviews are key to successful placement, and a fulfilling long term relationship between us, our care assistants, nurses and support workers, and our Service Users.

Before any placement, a senior member of staff will visit, and assess the service user’s needs. An individual care plan will be compiled, and remains with the service user, in a Housefile.

During a placement, we aim to maintain regular contact between the service user and a member of our management team, either by phone, or face-to-face meetings; and through the Housefile.

OUR SERVICES (IN BRIEF)

Here at Cerecare we work in four associated areas, providing care and support in service user’s homes, and more formal locations.

Domiciliary Care - providing the reassurance of full time care, in familiar surroundings.
Nursing Services - For people needing a greater level of service than Domiciliary Care, because they have long-term illness, disability, or many other reasons. We provide nursing care; in private homes, the community, Nursing Homes.
Supporting People - A Welsh Assembly funded programme providing housing related support. The main aim is to help vulnerable people with disabilities to live successfully and independently in settled accommodation within the community.
Holiday Care - We have a number of service users who regularly come to West Wales on holiday; using our care services can often help to add that extra bit of relaxation that might otherwise be difficult to achieve on holiday.

Each of these services is described in more detail over the page.
DOMICILIARY SERVICES

For people who want the reassurance of full-time care in familiar surroundings, our service options are the ideal solution. All Community Care Assistants / Support Workers have, or are working towards, Level 2 / 3 in Health & Social Care or are working towards the qualification. All staff are given mandatory training in First Aid, Food Hygiene, Medication, Manual Handling, CPR, Abuse Awareness to include Adult & Child Protection, Health & Safety and Dementia Awareness. We couldn't possibly list every area where our Domiciliary Services care assistants can help, but as an indication, some of the more common are:

◊ Assistance with personal hygiene
◊ Dressing and Undressing
◊ Bathing, washing, shaving, oral hygiene
◊ Toilet and continence requirements
◊ Medication requirements
◊ Manual handling
◊ Meal preparation and eating
◊ Light domestic service
◊ Laundry service
◊ Shopping service
◊ Sitting / Befriending service
◊ Short term respite care
◊ Sleep in support service
◊ Night care
◊ Promotion of social activities

NURSING SERVICES

Cerecare provides Registered General Nurses (RN1), to service users in the community, in Nursing Homes.

Cerecare’s nursing team specialises in End of Life care within the home. All our Nurses hold current Nursing & Midwifery Council (NMC) PIN Numbers, which are regularly verified by Cerecare.

For Service Users nursed at home, there is close liaison with the GP and District Nursing Service to ensure the best care is provided.

SUPPORTING PEOPLE

Supporting People is a funding programme from the National Assembly for Wales that pays for housing related support. The main aim is to help vulnerable people live successfully and independently in settled accommodation within the community.

Support should enable and empower service users to cope as independently as possible. Assistance may include help to improve daily living skills, social interactions and community involvement, but specifically focuses on support services that ensure people with disabilities can live safely and securely in their own home. The programme can help people by:

◊ Offering people help with managing their budgets and assistance accessing services dealing with benefits, finances and legal issues
◊ Offering to help to ensure people feel safe and secure in their home
◊ Helping people to make and keep appointments
◊ Supporting people with tenancy and housing issues, arrange O.T visits and assist with organizing adaptations, liaison with landlords, accessing advice and advocacy
◊ Addressing homelessness issues and helping people to access accommodation
◊ Assisting people in planning their weekly meals, shopping and food preparation
◊ Assisting people to develop life skills that will help them cope better with daily living tasks
◊ Helping people gain access to other services they may need, including training, education, employment, health and social activities
◊ Resettlement activities - pre and post tenancy assistance
◊ Support with relationships and family, maintaining support networks and good neighbour relations, and also promotion of good parenting skills

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Increasingly we are supporting people holidaying in the area; either by referral through the service user’s local authority, or simply to help private clients to have a more stress-free time while visiting West Wales.

Whether the help or care needed is general Domiciliary service, or a more specialised Nursing service, we can help to make your holiday even better!

**QUALITY, STANDARDS & REGULATIONS**

**Quality - Monitoring & Feedback**
We take our responsibilities for Quality of Service, Conformance to Standards and Regulations very seriously.
Quality of service is not just about formal inspections; we regularly review our own processes, conduct satisfaction & similar surveys with our Service Users, Customers and staff; we produce an annual quality assurance report, and always welcome feedback.
Comments and suggestions are always welcome. We want it to be easy for you feedback to be passed to us; Comment forms are available in the Housefiles; they can also be downloaded from our website.

**Our Registrations**
Cerecare Nursing and Domiciliary Services Ltd. is registered as a Nursing & Domiciliary Service with the Care and Social Services Inspectorate Wales (CSSIW), and the United Kingdom Home Care Association (UKHCA).

**Inspections**
In common with other similar Companies, our procedures & records are regularly inspected by the Care and Social Services Inspectorate for Wales (CSSIW); our most recent CSSIW inspection report is available on the CSSIW website (www.cssiw.org.uk).

**Staff References, CRB Checks & Conduct**
All staff have relevant and up to date references and have an enhanced CRB police disclosure.
Staff conduct is governed according to the United Kingdom Home Care Association (UKHCA) and NMC codes of conduct. Nursing staff maintain their own registration and professional profiles. The company regularly checks Nursing staff PIN numbers.

All staff wear a Cerecare uniform where appropriate and carry Cerecare Photo Identity Cards.

**Service Reviews**
A member of the management team maintains regular contact with service users, either by telephone or face-to-face meetings.
Care plans (and site visits) are reviewed on a regular basis
Service arrangements may be reviewed at any time. A review may be scheduled by contacting the office.

**Staff Training & Qualifications**
All Community Care Assistants / Support Workers have Level 2 / 3 in Health & Social Care or are working towards the qualification. All staff attend mandatory training in First Aid, Food Hygiene, Medication, Manual Handling, CPR, POVA & Child Protection, Health & Safety and Dementia Awareness. Senior and Deputy care assistants either hold Level 3 working for Elders or are working towards it.
Only appropriately trained staff are provided to each service user.
Staff training requirements are identified and addressed on a regular basis.

**Insurance & Data Protection**
In accordance with requirements for supplying services to Local Authorities, we have appropriate Liability Insurances.
We are registered under the Data Protection Act 1998. All information relating to staff and service users is kept in confidence and can be accessed only at their request.
The Housefile

Variously through our brochures, and other documentation, we make use the word ‘Housefile’; to us it is the key to providing consistent & quality care - because of this, we feel it is appropriate to spend a few moments describing what’s in a Housefile.

For Home based service users, a care plan is drawn up from the assessment, in agreement with the service user and their family/representative or social worker.

The care plan remains with the service user, in a Housefile (this is a collection of all relevant plans, risk assessments and agreements, associated with the service user). The Housefile also contains a Handover book which the Care Worker will fill in at every visit recording the tasks that have been completed or any concerns that they have. It is also a useful tool for communication between Service User/Family to record any information which they wish to pass onto the care Workers or vice versa. Comment forms, complaints procedure and other policy documents can also be found in the Housefile; it is intended to ensure consistency of care, and provide an auditable history of our relationship with individual Service Users.

Notes
The Team

Marianne Deacon—Director
Marianne has considerable experience in Social Services Home Care, having worked with the Mid-Sussex and Llanelli Authorities, and has held senior posts in Residential Homes for the Elderly. She holds an NVQ level 4 in the Management in Care, has successfully managed the business since 1998.

Management Staff

Chrystyne Hughes—Responsible Individual Business Manager
Chrystyne has extensive experience in Care Management and Managing Domiciliary and community care services. Whilst employed for Ceredigion County Council Social Services over 19 years ensuring effective management of the in-house and independent sector domiciliary care services, including commissioning, contracting, and response teams for Community Assistive Technology At Home.

Sam Farquhar—Registered Manager of Nursing & Domiciliary Services
NVQ 2 Care, NVQ 3 Promoting Independence, NVQ 4 Management, A1 Assessor & A1 Internal Verifier.

Sam is currently working towards level 5 in coaching & Mentoring and is a Care Ambassador in Wales.

Sam has worked within the Health and Social care sector for over 15 years. Sam has experience with working with adults with learning difficulties and challenging behaviour and has previously worked in sports coaching. Sam provides in-house training and accesses external training, works within the Internal Verifiers team at Coleg Sir Gar, she heads the Human Resources Department & Personnel Department.

Sam is responsible for the Nursing and Domiciliary service, recruitment, staff supervisions, appraisals and reviews, strives for a happy, supported and safe workforce, and has been with Cerecare since 2001.
Sheila Beaumont
Quality Assurance & Complaints Manager
NVQ 3 Direct Care & NVQ 3 Supervisory Management

Sheila is currently working towards Health & Social Care Diploma Level 5

Sheila joined Cerecare as our Service & Quality Assurance Officer in August 2008. In 2012 Sheila became the company’s Quality Assurance & Complaints Manager. Sheila has many years of experience working for Carmarthen County Council, with elderly clients in a variety of settings from domiciliary care, residential and community services.

Jess Bennett – Office & Finance Manager
NVQ 2 & NVQ 3

Jess is currently working towards an AAT Level 3 Diploma in Accounts.

Jess has been with Cerecare since 2002, and holds an NVQ 2 and NVQ 3 in Business & Administration. Jess has many years of experience in office administration and finance. Her main roles are in the company are wages, updating records, purchases, credit control accounts & banking, and any other daily office duties.

Jess also runs a small team of office staff and as part of her role oversees filling, archive records and is responsible for regular office and supervision meetings with her team.
**Management Staff (continued)**

**Victoria George** — Care Coordinator
**NVQ 2 & 3**

Victoria is currently working towards Health & Social Care Diploma Level 5

Victoria started with the company as a Care Worker in 2007, and worked her way up the ladder to a Senior position in 2009 and joined the office team as Care coordinator in July 2012.

**Tina Sturtevant** — Supporting People Coordinator
**Degree in Management**

Tina has been in and around care for 35 years she started with the company in 2010 after moving over from England. Tina has had experience in managing Domiciliary care and holds a degree in management and runs a small team of Support Workers primarily dealing in tenancy and debt issues.

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**Administration & Office**

**George Draper**
**Administration Assistant**

George started with Cerecare in 2011 and has had experience in Administration prior to his retirement as a serving Police Officer. George’s role within the company involves the processing of Ceredigion Social Services timesheets.

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**Ruth Draper**
**Administration Assistant**

Ruth has a wealth of administrative experience built up from 20 years in administration; she has been with Cerecare since 2001. Ruth’s role within the company involves the processing of Ceredigion Social Services timesheets.

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**Sheila Madley**
**Administration Assistant**

Sheila has experience for over 35 years in administration; she has been with Cerecare since 2009. Sheila’s role within the company involves processing Continuing Health, Private and Carmarthenshire timesheets, invoicing on a weekly basis and other daily office duties.

Cerecare has a team of eight senior care workers; each is responsible for the staff and service users in their particular sector. They are responsible for preparing rotas, allocating hours of work to staff, and monitoring the service in their area. They will assist staff in filing their timesheets, and will work with staff to help maintain a high standard of care for service users. Our Senior Care Workers hold, or are currently studying for NVQ Level 3 in Care.

Our Senior Care Workers are situated in the following four areas:

**South Sector**, Cardigan to Llandysul; **North Sector**, Llanilar to Aberystwyth; **West Sector**, Aberaeron to Llanybydder; **East Sector**, Lampeter to Tregaron.

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Please note that the Terms & Conditions on this sheet are representative of our full terms & conditions. These terms are subject to change and should always be confirmed with a senior manager at Cerecare.

**Rates & Invoice Periods**
Nurses and Care assistants are provided at our published rates. Service users are invoiced weekly, or on a 4 weekly basis if they request.

We undertake to fill all bookings, but in the event of being unable to help, no fee is charged.

**Cancellation**
The company requires a minimum of 24 hours notice if the customer wishes to cancel a booked visit.

There will be a charge of equivalent of 2 hours work if the customer fails to cancel or gives less than 24 hours notice unless there are exceptional circumstances.

Service users may change service arrangements on a temporary basis by giving at least twenty four hours notice.

**Continuity of Care**
Cerecare endeavours to maintain continuity of care, but in the event of sickness or absence of an employee, we will supply an alternative member of staff.

**Timesheets**
All employee’s must obtain a signature from the service user or representative to verify each visit on the timesheet that is provided. The service user is charged according to the information provided on the timesheet.

**Termination**
Cerecare may terminate the provision of service as a result of extreme circumstances, for example:

- irreconcilable health and safety issues which put staff or service users at risk.
- abuse.
- non payment of invoices.

In this event we endeavour to give one month’s notice.

A service user may terminate the provision of service by giving one month’s notice.

**Smoking Policy**
We request that service users do not smoke when our staff are present.

Cerecare’s policy on complaints is available to all service users. If a complaint is unresolved, the complainant can contact -

**The Care and Social Service Inspectorate Wales,**
South West Region,
Government Buildings,
Pickton Terrace,
Carmarthen,
SA31 3BT
Telephone: 0300 062 2092
PRICE GUIDE

The prices in this guide were last reviewed in April 2012; they are generally reviewed several times a year. Please contact us to confirm the pricing schedule active at a particular time.

Travel (per mile)  £0.45

Care Worker / Support Worker (per hour)

Monday to Sunday

Domiciliary Day Care  £12.13
Domiciliary Night Care  £13.72
Sleepover (up to 10 hours)  £7.58
Bank Holidays  Double Time

RGN Nurses (per hour)

Weekdays (8am to 8pm)  £16.38
Weeknights (8pm to 8am)  £20.45
Weekends  £24.58
Bank Holidays  Double Time

NOTES

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In our office we keep folders of tributes, letters, and testimonials written about us & to us; it’s always nice to receive feedback about how we are doing, especially when it’s positive!

Our comments files are always available in the office for anyone interested to take a look at, and extracts from a few are re-printed below -

“We would like to thank you all for the wonderful care your … carers provided whilst we were on holiday. We will certainly arrange for you to look after us next year when we come back … and it was lovely to see your happy smiles each day.”

“In the last weeks of his life my father was cared for by your company … they were reliable, they communicated with us and we always felt supported by their constancy.”

“All concerns … were managed with prompt, sensitive professionalism.”

“The attention given to him was elemental to his being able to remain at home and for his deepest and most earnestly felt wishes to be met. For this I am deeply grateful.”

“The care given by all who came to look after my mother has been outstanding.”

“They look after me very well”

“Everyone is very good, and nothing is too much trouble”

“You played a very special part in ensuring that Dad’s last years, months, weeks and days were as comfortable as possible and your sense of humour kept me going many times. We were very lucky to have you as part of our lives”
"We are writing to thank you & the CereCare Carers for all the help & kindness you gave to my late dad C.H. He used to look forward to his twice weekly outings in the car & it really made a difference to him as he used to enjoy them so much. ... once again thank you for everything you did for him."

"I would like to thank all the lovely ladies from Cerecare for washing and caring for E., it was a big help to me. We had more time to enjoy our holiday. Hope to see you all next year"

"To whom it may concern
I would like you know that the 3 regular people who you sent to look after me in evening have proved to be marvelous. R.M."

Mr C. would like to thank all the carers who have looked after him. He’s very happy with the way they did their job so well & says that they have been brilliant"

"I have found the help provided very valuable and it has assisted me in many ways... I would recommend others in my position to turn to Cerecare for support"

"Just a line to say Thank You very much for the care & companionship your staff gave R.D. on the sitting in service"

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