

Trust community care brochure

At Trust community care we endeavour to help people to live independently through providing personal care support at home. The service provided depends on the individual need of the person requiring support within their home. We also offer services to those in receipt of Self-Directed support Our Care at Home Support Service will provide the following:

Personal care

- Help getting up and going to bed
- Washing and dressing
- Bathing and showering
- Toileting and managing incontinence
- Social companionship

Help at home tasks

- Preparing meals and feeding
- Housework, shopping, laundry
- Managing medication
- Collecting prescriptions

Social Companionship

- Offering conversation is part and parcel of all services we provide
- Accompanying clients to appointments e.g. doctors, hospital, hairdressers
- Accompanying clients when shopping, going to the library, attending social events, etc.
- Day and night sits – having the peace of mind that someone is there to help during the day or night

Our Promise to you

Our care services may be short or long term, permanent or temporary, depending on your requirements.

Our standards

We believe that demonstrating a commitment to providing quality care comes from the top - our senior team lead by example. All Trust Community care carers are selected, trained and managed against this fundamental value, which allows us to give our clients excellent service and the continuity of care they need.

There are 3 key areas that we adhere to, maintain and monitor, to ensure that we provide the highest level of care to our clients:

- Recruiting, training and developing quality carers for our clients
- Working together with our clients and their support network

- Keeping up to date with home care regulations and best practice

Your helping hand at home

Our fees

Our care fees have no hidden extras and there is no VAT to be added. Costs differ if care is required in the week, the weekend or bank holidays and we will discuss and agree this with you at your assessment. We can offer visits of 30 and 45 minutes as well as a full hour or longer, so that your care needs can be met in as flexible a way as possible that will suit your budget. Our assessment is free of charge, so even if you decide not to go ahead we won't charge you. To find out more get in touch with us on 01698682129 and we will be more than happy to talk you through our fees.

Arranging Care At Home

We understand that arranging care for you or a loved one can be an incredibly sensitive, and sometimes confusing time. It is vital that you understand what care at home actually involves, before making important decisions. The first step is to get in contact with us either by phone, email or visit our office. We will then have an initial chat with you to find out what the care needs are, then organise a convenient time for one of our friendly team to make a home visit to carry out an assessment. Together we will create a care plan which will detail the help and support that will be provided. When an agreement is in place, we will match one of our fully trained carers to you to start delivering the help and support you need at home.

For when you need us..

If you think you may benefit from additional care at home, or are looking for a home care provider for a loved one, get in touch. Alternatively you can complete the enquiry form on our website www.trustcommunity.co.uk and a member of our care team will contact you to discuss further details

Contact our team

Office Opening times 8am -5pm

Out of hours Mobile number: 07368 813489

Tel: 01698 682129

Email: info@trustcommunitycare.co.uk

W : <https://trustcommunitycare.co.uk>

Facebook @trustcommunitycare

Then our address at the bottom