

A photograph showing a healthcare worker in a dark blue uniform with white trim on the collar and sleeves. She is smiling and holding a white mug. An elderly woman with short blonde hair, wearing a white button-down shirt, is also smiling and looking at the worker. They are in a bright room with a window in the background showing a brick wall and greenery.

# Healthcare with you in mind

## The Sova Healthcare Personal Care Service

With our Personal Care Service we can provide you with both the physical and emotional support you may need when faced with disability or illness. We deal with our clients compassionately and with the utmost discretion, allowing you to feel comfortable and fully at ease at all times. As well as offering our full support to you, we also encourage and promote independence where possible, so that you are able to continue living a full and content life.

Everyday tasks such as bathing and dressing come naturally to most, but can be a daily struggle for some. We are here to aid you with tasks that may have become painful or difficult. We aim to make your day-to-day lives easier and less stressful. We believe that everybody should be able to perform tasks such as these as painlessly as possible and not be something that causes stress or worry. The Personal Care services that we offer include: bedroom mobility, dressing, bathing, medical administration, household tasks, eating and mealtimes, companionship and continence care.

## Our Care Process

At Sova Healthcare we know that everybody is different and has different needs. This is why our services are always flexible, your care plan will be entirely built around you and your personal requirements and circumstances, and we do our best to fit in with your normal routine and lifestyle. If you choose us as your care provider one of our team of staff will come to visit you in your home and assess your needs with you and your family. Together we will organise and arrange your care plan so that it meets every one of your needs. We are here to answer any questions or queries you may have and ensure that you are entirely comfortable with the care plan we arrange with you. If at any time you wish to alter your care plan or increase your care requirements, this can also be arranged.

### Here is an overview of the services we can offer you as part of our Personal Care Service:

#### Bedroom Mobility

Our carers can assist you in the mornings and evenings with getting in and out of your bed at times to suit you and your personal lifestyle. We ensure that you feel comfortable and safe, and can have a peaceful night's sleep.

#### Dressing

If you have difficulties getting dressed and undressed, our carers are able to assist you. We are aware that you may have trouble moving into certain positions and we can provide a gentle and patient service helping you do these daily tasks.

#### Bathing

Our carers are able to assist you with getting in and out of the bath or shower and also can aid you with any help you may need with washing, cleaning and drying yourself. Our personal care is always gentle and discreet; we take every care in maintaining your dignity with intimate support such as this, ensuring that you are always comfortable and at ease. If you are able to perform these tasks yourself but nevertheless would like somebody there just in case, we can sit with you whilst you bathe and be at hand if you have any trouble. We encourage your independence but understand that you may still have concerns; everybody has different needs and we work our care plan to suit you.

#### Medical Administration

Your health is of utmost importance to us and if you require help remembering, taking and managing medication, our staff can be there to help. For more complex medical requirements one of our registered nurses will administer the medication. A full assessment will be carried out to ensure you have the right medication service to suit your needs.

#### Household Tasks

Maintaining a household can be a daunting prospect. Your home is personal and special to you and should be the

place where you feel most safe, relaxed and comfortable. However, being unable to keep on top of the chores can mean it becomes a stressful and unhealthy environment. We are here to help you maintain your home as it should be by aiding you with tasks such as cleaning, vacuuming, dusting, washing up and laundry. If you are able to do some of these tasks yourself, our staff can be with you to assist where needed or just to provide support. We can help take a load off your mind and allow you to relax in a clean, tidy and healthy atmosphere.

#### Eating and Meal Times

Our staff also provide services to help you prepare and eat healthy nutritious meals. We can assist you with your weekly food shopping, cook and prepare your meals for you or with you, help you with eating, and support you with managing a healthy lifestyle. We take into account your personal preferences and are also keen to suggest and introduce new foods and recipes into your diet. Again, as with all of our services, we encourage your independence, and if cooking is something you enjoy and would like to take control of, we can be there to assist and reassure you.

#### Companionship

Mobility issues can sometimes hinder your ability to visit friends and family. We can assist you with this and make sure you see them as often as you would like. All our staff are all very friendly and chatty and are also happy to just stay with you to keep you company if this is desired. Please see our Social Companionship brochure or on our website for more information on our companionship services.

#### Continence care

Sova Healthcare can provide you with continence care as part of your personal care plan. Our staff are highly trained to be discreet and maintain your dignity at all times during intimate and personal tasks such as helping you get to and from the toilet, changing incontinence pads and catheter bags, and helping you keep clean, hygienic and comfortable.



## Frequently Asked Questions



### When can my personal care service begin?

As soon as you want it to. When you first contact us we will arrange for a member of the team to come and visit you and discuss and assess your individual situation and needs. We will produce your personalised care plan which will then be confirmed with you and your family. It will be tailored to suit you and your lifestyle, preferences and abilities, so we need to ensure that you are completely happy with the plan. From then on we can begin providing you with the services in your plan.

### What if my circumstances change?

Sometimes we find that after producing the care plan and going to practice, people's needs are slightly more or less complex than originally thought. We are flexible with what we do, and if for instance you have asked for help with household chores, but then find you can do some of it yourself, this can then be altered to what suits you better. Similarly, if at first you are capable of doing certain tasks on your own, but then a few months down the line begin to struggle with anything, we can then add services to your care plan. Our services fit around you so if at any time your needs or preferences change, this can be modified and updated on your care plan.

### Do you provide personal care for children?

We can provide care for children and young adults of any age. Whether your child requires complex physical support, or just someone to visit them a couple of hours once a week, we can cover this for you, providing your child with the very best support. We will always take a child's wishes into consideration, as well as their parents', in order to offer them the right care plan. All the services we provide for Personal Care are available for children and we have carers specifically experienced and trained to provide care for children and young adults. Please do not hesitate to contact us with any questions.

### I need a service that isn't included in this brochure. Do you provide it?

At Sova Healthcare we pride ourselves in providing an extensive variety of care services to suit a wide range of different requirements. Our team of carers will do their very best to assist you with your day-to-day needs. If there is something extra that you require this can be discussed at your assessment meeting. For initial queries of what we offer please do not hesitate to contact us and one of our Sova Healthcare Team members will be more than happy to help.

### How much does it cost?

To receive a quote on what your care plan would cost, please contact our Sova Healthcare Team. You may be entitled to funding from social services. To find out if you are you can contact your local authority. Alternatively, you can contact us for more information and we can discuss your financial options with you, as well as directing you to funding organisations.

## Quality Assurance

We guarantee that all of our staff have the necessary training, experience and qualifications needed in order to do their jobs professionally and effectively. During our recruitment procedure we certify that they are compliant with the Care Quality Commission (CQC) and the Disclosed Barring Service (DBS). We undertake rigorous measures to ensure that they are constantly working to the highest of standards with regular observations, spot checks and reviews. Many of our staff undergo further training with us in order to continually advance their skills and improve themselves professionally. Please see our website for more information regarding our training and recruitment procedure.



[www.sovahealthcare.co.uk](http://www.sovahealthcare.co.uk)

Call our team today 0800 688 8866