



**Healthcare  
with you in mind**

Sova Healthcare **Social Companionship Service**

# The Sova Healthcare Social Companionship Service

At Sova Healthcare we know what a huge difference companionship can make to people's lives. Whether it's a friendly chat over coffee or going on a leisurely walk with somebody you get along well with, we all need a bit of company to make us feel happy and fulfilled. With our Social Companionship Service we can provide companionship and friendship as well as assisting you to live your life as independently as possible in your own home.

You may find that as you've got older it has become increasingly difficult to stay in touch with old friends, or you may have trouble forming relationships with people due to disability. We are here to help. Our carers are always friendly, chatty and enthusiastic. They are keen to assist you with visiting friends and meeting new people, as well as trying out new hobbies and activities, allowing you to live the life you want to live.

Whether all you want is a carer to pay you a short visit once a day to see how you're doing, a friend to go out on day trips with, or somebody to keep you company 24 hours a day, we have the right Support Plan for you.

## Our Care Process

We recognise that everyone is different and has different requirements, therefore our services are always tailored to each individual to ensure we provide you with the best possible care that suits your needs and situation. This is why we like to begin our service with an assessment of your particular requirements. If you decide to choose us as your care provider we will arrange to have a member of staff come to visit you and discuss your needs and situation with you and your family, taking into account any input you and your family may have. Our team at Sova Healthcare are very friendly and approachable; we are here to answer any questions or queries you may have and ensure that you are entirely comfortable with the Support Plan we arrange with you.

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

### One-on-one time

Our carers can spend as much time with you as you would like them to. You may like to go out for day trips to the cinema, museum, or swimming pool, or you may like to be outdoors going for walks or visiting parks and nature reserves. You may prefer to stay at home and enjoy a nice lunch or game of cards. Whatever your personality or preferences, these activities are much more fun and rewarding when you have company, and that is what our carers can provide you with. With our years' experience we understand the value of having someone there with you that you feel completely at ease with. It can provide you with extra confidence as well as improve your overall happiness.

### Day-to-day Assistance

We understand that as you get older it is the little things that escape your memory first. Therefore, as well as being there for you as a friend and companion, we can also assist you with your regular routine. This could include helping you to remember medication, doctor and dentist appointments and also when your favourite TV programme is about to begin!

### Socialising

You may find keeping regular contact with family has become difficult for you. Also age or mobility issues can sometimes hinder your ability to visit people. We can assist you with this and make sure you see your loved ones as often as you like. We also can help you remember important dates such as birthdays of family and friends, and can accompany you to social gatherings that you may

feel are a bit overwhelming or are uncertain about going alone to. We can also act as moral support providing you with the confidence you may need to meet new people. We can accompany you to book clubs, bingo nights, the local pub quiz; places where you can widen your circle of friends whilst trying out new hobbies. If you have a disability that means you find it difficult to communicate with and understand other people, our carers can provide expert support to enable you to form lasting and valuable relationships with others.

### Day Trips

Whatever you decide to do with your day, your carer can be there with you to support you. They will help you organise travel and transport as well as helping you make a packed lunch and taking everything you need with you. If you are planning a day trip with your family, your carer can come along for extra support allowing you and your family to relax and make the most of the day, safe in the knowledge that you are being looked after.

### Domestic Tasks

Our carers can also help you out with household chores. We understand that your home is a very personal and special place, and if keeping on top of the housework has become challenging for you, we can help you with tasks such as cleaning, washing up, vacuuming and laundry. We can help take a load off your mind and allow you to relax in a clean, tidy and healthy atmosphere. Our carers can either do these household tasks for you or just assist you with them, this is completely up to you. Our Support Plans are always personalised to each individual so the amount of help and support you receive is entirely your choice.



## Frequently Asked Questions



### When can my 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 Support 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 I need support in other areas, such as personal care or night care?

Sova Healthcare offers many other services as well as Companionship Care. Please see our other service brochures or our website. When creating your Support Plan you can pick and choose which care services you want and outline exactly what you need from us. Our support is shaped to suit your needs so please do not hesitate to contact us and ask us any questions about what we can provide for you.

### What if my circumstances change?

Sometimes we find that after producing the Support 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 fit our services around you, so if at any time your needs or preferences change, this can be modified and updated on your Support Plan.

### How much does it cost?

To receive a quote on what your Support Plan would cost, please contact the 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