

MOONSTONE CARE UK LTD



CARING TO MAKE A DIFFERENCE



Registered Health and Social Care Provider

Registered Care Provider



Service Information Pack

MOONSTONE CARE UK

Imperial Offices, Heron

House, 2A Heigham Road

East Ham, E6 2JG

TEL: 02034890790

COMPANY REG: 7144960



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ABOUT US

As a registered care manager for the Moonstone Care uk I would like to tell you about who we are, and how we support people in the community to enjoy their life better through good quality social care provided to them in their own home. Because we believe that if life's is worth living – it's worth living well with the support of Moonstone Care uk!

Since it's established, Moonstone Care uk has since developed a range of expertise that has led to us being a registered care provider with the UK Care Quality Commission with several local authorities contracting with us to supply homecare service provision. So anyone who uses our care service can rest assured they are in safe hands!

Moonstone Care uk provides different options for care services you can receive in your own home to help you cope with disability, illness, or to maintain your independence for as long as possible. Our aim is to:

- help you keep your independence and remain living at home
- prevent you having to go into a long-term care home or hospital
- reduce physical or emotional stress to you and your family

We offer a flexible and much personalised approach to the way your social care needs at met, putting you in control of key decisions and preferences for the way you want us to support you.

The types of people who we support include:

- Elderly People who are finding it hard to care for themselves and their home.
- People with physical and sensory disabilities who need support at particular times of the day to continue living in their own home.



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- People with mental health issues and learning disabilities who need support to maintain their independence and emotional well being.
- Children and young people under the age of 18 who have special needs that cannot be easily met by their family alone.

OUR CARE SERVICES

Personal care

- Assisting service users with getting up and going to bed
- Assisting with washing, bathing, showering and maintaining good personal hygiene and dressing
- Transferring from bed to chair/wheelchair/toilet with or without hoists
- Shaving, Hair care, Nail care
- Changing of incontinence pads & Emptying catheter bags

Domestic Housework

- Vacuum-cleaning, Dusting and cleaning
- Washing & drying Laundry, Ironing and Changing bed linen
- Preparing meals, Washing up
- Feeding and walking dogs or cats

Money and shopping

- Shopping
- Assisting with shopping list, etc
- Paying bills
- Cashing benefit books

Escorts to and from for:

- Hospital and medical appointments
- Visiting Day Centres
- Attending Social event and visiting friends & relatives

Supporting People



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- Providing companionship to those individuals living alone
- Short respite care to enable informal carers to go out for a break
- Re-ablement for people to relearn skills for daily living after having been discharged from hospital
- Supporting elderly people and those with disabilities to become more involved with their local community
- Benefit advice and information signposting for people who are seeking training, employment and financial services

COMMITMENT TO QUALITY

Moonstone Care uk is committed to providing high quality care. We have quality criteria for each area and activity of our service that can be monitored and measured against nationally recognised quality outcomes.

We are registered with the government regulatory body the Care Quality Commission as a social care provider, being subject to regular external inspection for compliance with Fundamental standards designed to promote continuous improvement in the way we plan, deliver and manage our care services.

Formal comprehensive quality assurance checks of our care service are carried out by our Registered Care Manager whose qualifications include:

- Over 10 years experience in Domiciliary.
- NVQ Care level 4: Management Qualification to the Registered Manager Award(Adults)
- Level 3 NVQ in Health and Social Care (QCF)
- Degree in Banking & Finance
- Train the Trainer Moving and Handling
- Train the Trainer Health and social Care



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We place high emphasis on gaining feedback from people who use our services, and their relatives if appropriate. This information is fed into our quality assurance management system to ensure any need for corrective action is taken promptly with lessons being learnt from the experience.

All our managers and staff are trained in safeguarding of adults and Children against potential abuse or unfair treatment. We offer a 24 hour emergency hotline number for anyone to report a complaint, concern or allegation of maltreatment or abuse that they suspect or have been witness to.

MOONSTONE CARE UK LTD is in the process of obtaining its accreditation for the prestigious and internationally recognised ISO 9000 Quality Award.

PERSONALISED CARE

Moonstone Care uk are able to offer a “personalised” solution for meeting the social care needs of people through responding to their preferences and needs with appropriate services, rather than making everyone fit into an existing service. The aim is to give people more choice and control over their lives and the care they receive.

We regularly take time to listen to what our Service users are telling us. The people who use our care services confirm that they want support when they need it, and they expect it quickly, easily and in a way that fits into their lives. They want our care workers to consider their needs with a greater focus on promoting independence and ability for people to remain living in their own homes, rather than having to face the prospect of a Residential Care Home.

Our approach towards the planning and delivery of social care services is to offer information that will enable the individual to make an informed choice over the options available to them in how we meet their needs in practice. We agree goals and expectations that we can then use to measure the success of our care service.



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Our aim is for our service users to become experts in the way their own care is delivered, rather than just being a recipient of it - so that they can take control over their lives and well-being far more than what can be offered through an simple “off-the-shelf” solution.

Call us to discuss the wide range of personalised care options we can offer through an integrated approach that puts the individual at the centre of our Support planning and service delivery.



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SUPPORT FOR OLDER PEOPLE

Our Home Care services for older people are designed to support independent individuals to live and stay in the comfort of their own home, but who do require some help around the house with chores, errands or personal care needs. Highland Care offers the reassurance of using a professional care provider with over 15 years' experience.

We work closely with service users, families, social services and other healthcare professionals to ensure we deliver the right level of care, tailored to meet the needs of our service users. For the safety of our clients all of our Carers are vetted by the Disclosure and Barring Service (DBS), are fully trained, always carry a Highland Care identification badge and wear our uniform.

As an additional level of reassurance, our Registered Care Manager for Highland Care, We are always available for professional advice should you need it; her responsibility is to ensure that the care we provide continues to meet the needs of the Service Users and we also provide a 24/7 emergency telephone line.

Our Support Services for Older People include, but aren't limited to:

- General housework, as well as laundry and preparing meals.
- Errands like shopping, collecting pensions, benefits or prescriptions.
- Administrative help such as letter writing, making phone calls or filling out forms.
- Help getting out and about, taking trips, visiting friends or going on excursions.
- Offering companionship. Simple tasks like reading, chatting and listening.
- A Sitting service; providing brief relief for an existing care giver.

Personal care services include, but aren't limited to:

- Help getting up in the morning - toileting and bathing, washing and dressing.
- Help with going to bed in the evening.
- Help overseeing medication.
- Overnight stays where necessary.



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HEMOCARE REABLEMENT

The overall aim of our Reablement Services is to help people who have recently been discharged from hospital or Residential Care following illness or accident, or who are having difficulty managing at home, by working with them to restore their physical and mental capabilities to their optimum potential.

We offer this service to three main types of people:

- Older people who may of had an accident or fall forcing them to be admitted into hospital for observation or surgery.
- People with mental health issues who are trying to rehabilitate themselves into an independent life after a period of institutional care.
- People with learning disabilities whose family or social worker recognise that their potential to develop maximum independence had not been reached yet.

All clients undergo a comprehensive assessment to determine realistic goals and outcomes to be achieved through a structured programme of relearning previous skills and the acquisition of new skills where possible. We then manage this programme of reablement with aim of the client to achieve as high a degree of independence as possible.

The period of reablement support can vary between a few weeks to a few months, but will always have a set date for reviewing progress against set goals and outcomes.

We are able to work with health care teams and professionals who may be involved with supporting our reablement service for the individual to regain or learn their daily living skills for maintaining a more independent lifestyle.



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SPECIAL NEEDS CHILDREN

We believe in children - all children. Every child has value and deserves a safe, nurturing environment in which to grow up. We help make that happen for special-needs children. We are committed to achieving successful outcomes for the children entrusted to our care and proud of our ability to deliver an innovative, quality services

We aim to work in partnership with families to identify their particular needs and to provide emotional and practical support to help meet those needs. We work closely with others in the disability network to try to provide a coherent and holistic service.

Special Needs Children who we provide care for include:

- Autistic spectrum
- Aspergers syndrome
- Sensory & dual sensory impairment
- Brain injuries
- Severe and partial physical disabilities
- Profound and minor learning difficulties
- Cerebral palsy
- Challenging behaviour
- Terminal illness
- An unstable family life or who may be at risk
- Children with complex care needs
- Attention Deficit Hyperactive Disorder (ADHD)

Our Children's Home Care Services include:

- Build on children and their family's strengths;
- Teach life skills to children and their families;
- Help children and families to develop alternative coping strategies;
- Support cultural diversity;



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- Build each community's capacity to support children and their families.
- Emotional Support.
- Short Breaks either with foster carers or in residential units.

PAYMENT FOR YOUR CARE

If you feel that you may be in need of some kind of care, or a doctor recommends it, then your specific requirements will be assessed by your local social services. A care needs assessment is an assessment of your care needs by your local authority. The next stage is to determine the best way to pay for the cost of meeting any care needs identified.

There are many methods of making your money work to pay for the cost of meeting your care needs. Here is some basic information you need to know to consider what options are available to you:

The Local Authority will provide help with the cost of long term care - but not to everyone. If you feel or have been told you will need long term care and are wondering how to pay for it – turn first to your local authority to see if there is any financial support.

You will be assessed by your Local Authority to see if you qualify for long term care funding. The Local Authority may pay for all or some of the costs of your care – depending on how much money you have:

- If your financial assets – including property – have a total value of less than £14,250, you will qualify for Local Authority funding for long-term care.
- If you have more than £23,250, you will normally be expected to pay for your own care in full.

If you find yourself having to fund the cost of your own long term care – don't worry. Many thousands of people are in a similar position – and there are a variety of strategies to help you pay for your care. These might include family



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assistance, renting, releasing equity from your home property, borrowing options as well as drawing money from your savings.

Call us to find out the contact details of whom you can speak to in your local authority about payment and funding for your social care needs to be met.

Agreement date: 01/06/2017

Next review date: 01/06/2018

Name: Mr Adebayo Oshuntoki

Registered manager

Signed: