

# Providing help and care at **your** home

Many of us are familiar with the problems faced by some older people in accessing care and support services. All too often we hear about services being fragmented, geographically varied, poor quality, not linked together and general concerns that older people are falling between gaps in provision.

Bell View have developed a new, innovative way of providing services for older people. The unique feature of our idea is that we are looking to address issues of providing personalised, comprehensive and reliable care and support services to older people through an integrated services model, that can be scaled up or down as an individual's circumstances change.

To offer a range of support from one provider - a 'one stop shop' model; to move away from what is currently the situation where there can be one provider offering care, another transport, another domestic help, another volunteer befriending support.

Older people and their carers are often not linked in to who can provide what and they tell us that it is difficult to understand the health and social care systems in order to get the help and support they need.

We are a Home Care Provider, registered by the Care Quality Commission (CQC), delivering our services to the local community.

Care should be just what you want when you want it. It should be part of supporting your way of life. No matter how complex or simple the care needed, the principle is the same.

We know that most people are happiest living in the comfort and relaxed surrounding of their own homes, but there is a time when this is difficult, if not impossible, to manage without help and assistance. Our care services can help close this gap and maintain the dignity and self respect of our clients.

Bell View Help at Home operates a rigorous recruitment & selection procedure, followed by full induction training and regular staff supervisions & appraisals. All staff are employed directly by the organisation.

Bell View Help at Home management recognises that it is one of their key responsibilities to ensure that Care Workers arrive at their assignments. To ensure reliability a manager is on call 24 hours a day in case of emergencies and enquiries.

Trust in our consistent, high quality home care services for older people and other adults:

- **Bespoke elderly care services -**

Our clients are at the heart of our services, enabling us to tailor our services to each client's personal lifestyle..

- **Robust recruitment practices -**

With a 5-stage recruitment process and a thorough hands-on training programme for our care workers, we offer a consistently premium quality service.

- **Continuity of care -**

Bell View Care at Home ensures continuity and a high quality of service by focusing on long-term investment in its care workers and recognition of staff.

Our care services suit varying levels of independence and include, among others, grooming, bathing, medication reminders, food preparation and companionship.

**Our mission** The Bell View mission is to support and enable older people to live independently by working in partnership to develop innovative services that respond creatively to the needs of individuals and local communities in rural North Northumberland. Key aims include:

- To enable older people to live independently in the home of their choice**
- To promote physical and mental well-being of older people**
- To reduce older people's social and geographical isolation and increase their participation in decision making**

