

My Way

**PRIVATE CARE AT HOME**  
delivered your way



Private care at home by



Manorcourt Homecare

## MY CARE



**W**e recognise that choosing to work with a care provider for any family is not a decision taken lightly and that trust plays an enormous part. To trust that the person chosen to care for their loved one will do so in such a way that recognises them as a unique individual, respects the way they like things done and treats them at all times with consideration, kindness, dignity, warmth and compassion.



At Manorcourt Homecare we are passionate about delivering this level of care consistently, so much so we call this bespoke customer service **((My Way))**

From day services to care in your own home, through to residential care, there is no need to go anywhere else.

**That's what makes us so unique**



Private care at home

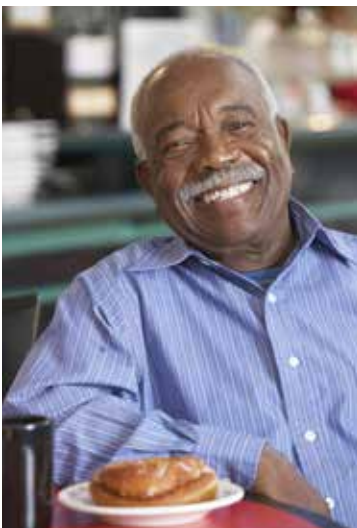
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**Manorcourt Homecare** is uniquely positioned in Bedfordshire, Cambridgeshire, Essex, Norfolk and Suffolk to be able to look after your short, medium and long-term care needs without the need for going anywhere else. Our comprehensive private service means that across the Healthcare Homes Group (our parent company) we can offer you:

- **Bespoke private care at home** delivered from our offices at: Aylsham, Brooke, Clacton-on-Sea, Colchester, Downham Market, Harlow, Hornchurch, Lowestoft, Newmarket, Saffron Walden, Swaffham, Thetford, Thurrock, Watton and Griston.
- **The very best private residential care homes** at: Aldringham, Barking, Beccles, Biggleswade, Bury St Edmunds, Caister-on-Sea, East Bilney, Felixstowe, Fulbourn, Gorleston, Mundford, Needham Market, Newton Flotman, North Walsham, Shipdham, Southwold, St Neots, Stowmarket, Swaffham, Toft and Wroxham.
- **Pioneering private day facilities** in Griston, serving Norfolk and specialising in the care, support and wellbeing of people living with dementia.



# Family values are at the heart of our approach and our people

Our philosophy being rooted in the fact that:

- We are committed to maintaining dignity, choice and independence
- We encourage and believe in building positive relationships and in so doing we promote respect, trust and honesty
- Our staff are skilled in the provision of positive and sensitive support; in meeting individual physical, psychological, spiritual and social needs
- Our approach is person centred; with care plans built through consultation with individuals, their family and where requested outside agencies and other relevant parties
- We ensure all physical and practical assistance, social and recreational activities agreed are appropriate to the wellbeing of each individual
- We provide a support network which is positive in both its social and physical boundaries
- Within this context all staff are provided with an annual appraisal, regular supervision and a training structure to support and develop their competencies and practices
- Most of all we are caring, kind and passionate about what we do



Private care at home

((My Way))

# Bespoke private care at home

## **((My Way)) lets you choose the level of service you want**

- Temporary service, for example to enable you to come home quickly from hospital
- Regular service to support you to continue to live independently at home, with confidence
- From 30 minute pop in calls for comfort breaks, medication prompting or safety checks all the way up to several hours of care and support a day
- Occasional, emergency or regular respite to cover times like family holidays
- 24 hour or live-in care



## **((My Way)) lets you choose the time and day of service you want**

- Help in the mornings, getting up and preparing breakfast
- Help in the evenings with dinner and retiring to bed
- Help during the day with household duties and preparing lunch
- Help on a day out or overnight





## ((My Way)) lets you choose the type of service you want

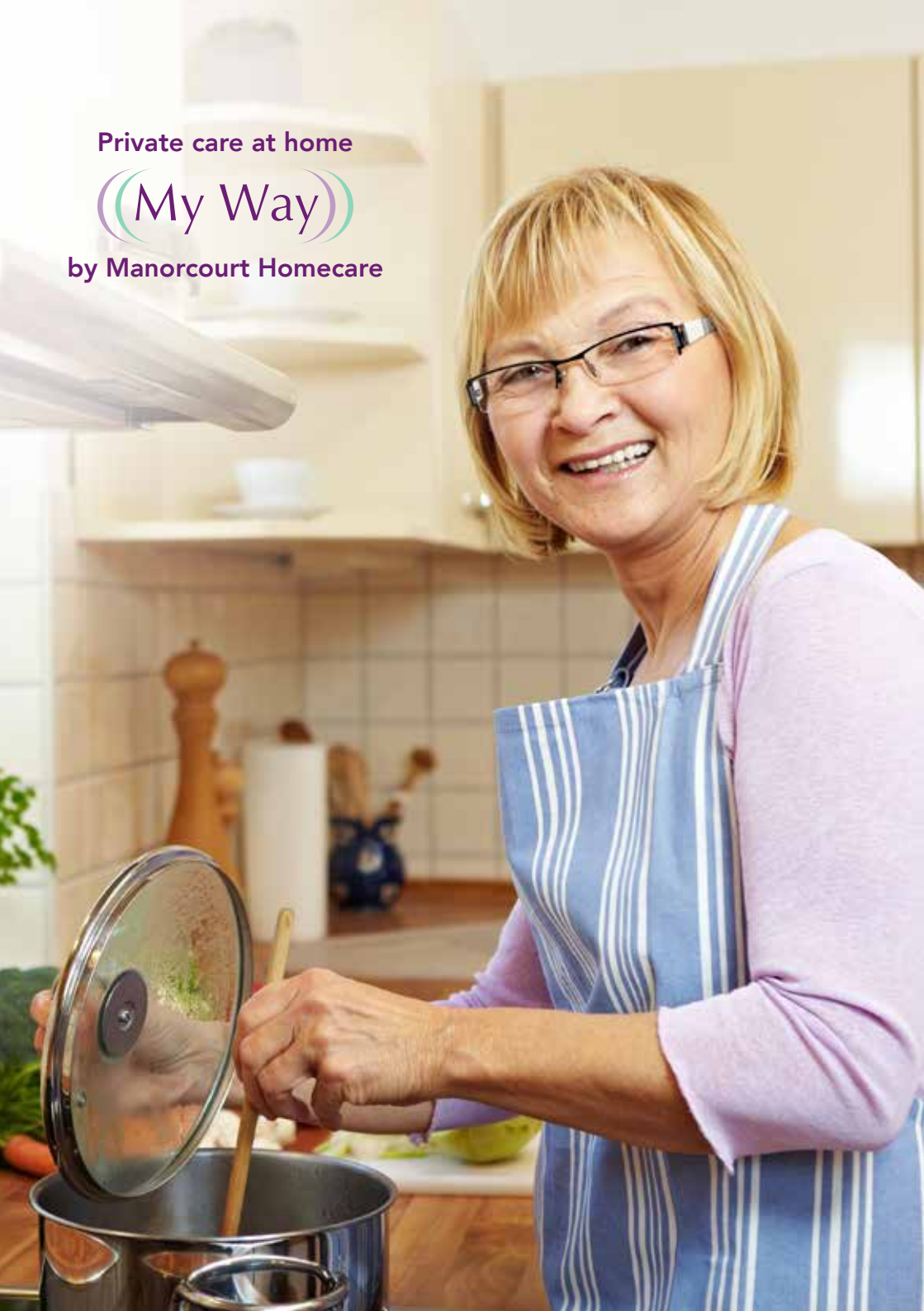
- Personal care including washing, bathing, showering, dressing, assistance with toileting needs, continence care, getting up and retiring to bed, prompting to take medication
- Care of the home including tidying, vacuuming, dusting, washing, ironing
- Preparing drinks, meals and light snacks
- Companionship including sharing hobbies, interests and activities
- Accompanying you at social occasions, on visits to friends or favourite places, to appointments at hospitals, doctors, hairdressers or barbers
- Shopping with or for you for food, clothing or other items
- Night time care from 10 pm to 7am, either staying awake and caring for you throughout the night or sleeping over and waking with you as and when you need assistance



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## ((My Way)) lets you choose someone who best suits you

- In terms of care delivery
- In terms of interests and approach to life
- In terms of personality and outlook

We do this by introducing our care staff to you before anything else, to ensure a “match”. You can be confident that anyone we introduce to you has been meticulously trained to the highest standards, are warm, friendly and caring. We only select care workers like this in our thorough recruitment process.

Our care workers are also security checked through the Disclosure and Barring Service and meet all the competency standards, specified by the Care Quality Commission, as well as standards laid out in the Health & Social Care Act 2008. Manorcourt Homecare are also accredited with an ‘Investors In People’ award.



## **((My Way)) is all about you**

We call the approach we take to design the right level of care – person centred – and it starts with you – detailing everything that matters to you in your bespoke care plan. We also take time to understand the needs and wishes of the family. We recognise them as the primary source of care and acknowledge that they play an invaluable part in this process. We offer you our assurance that we know that our role is not so much to take over but to step in to support the family, when invited to do so.

## **Our service promise**

- We will meet with you in the comfort of your home to listen to what your wishes are and detail them on your care plan.
- We will ask you a series of questions in order to design a bespoke package, which will cover your precise care needs.
- We will agree a time schedule for your care that works for your regular routine and discuss with you the type of person who would best match you and your loved ones.
- Once done we will send you a proposal for your approval and guide you through setting up your preferred payment option (cheque, credit or debit card, direct debit).
- Your bespoke proposal will very clearly detail the cost of your care, our terms and conditions.
- Until you are ready for care to start there will be no charge for any of our time. So feel free to ask us as many questions as you like to help you reach the right decision for you and your family.

**We are genuinely here to help**



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## Providing continual feedback so you can be assured (My Way) is delivering on its promises

We have learnt over the years from our customers the importance of communication and both our care workers and office teams pride themselves on being accessible and staying in touch. We know how much families love to know that their loved one is happy, doing well and also when things change, so they are up to speed at all times.

We also welcome feedback on how you think we are doing and how we can improve our service, dealing with complaints and compliments in equal measure.

## Just some of the things that our customers have said about us over the years...

*"We are writing to express our gratitude for the outstanding care my mum is receiving. You can be justly proud of every one of your staff."*

*"We appreciate the high level of care that enables our mum to still enjoy her home. We find that the staff display a deeply caring attitude. We are very reassured by the care offered."*

*"All the carers and office staff are a treat to talk to, and all of the care staff you have sent to us are kind and caring. Thank you once again."*

*"They are excellent. I am very satisfied with your care workers and management. I would not be able to survive without them. They are my lifeline."*



Manorcourt Homecare

PART OF THE HEALTHCARE HOMES GROUP

## Contact Us

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