



Royal Care
24 Hour Health Care Service
Domiciliary Care



Welcome to Royal Care

Royal Care was originally founded in Dover back in 2011 by Sreelatha Vijayan. Sree is a Registered Nurse and has been working in A&E, trauma centres and care homes for the last 20 years, and continues to do so. Sree is so passionate about caring and the work she does on a daily basis, that she decided there was a need to further support both the service users and the staff that work so very hard to provide exceptional care. This is where the concept of Royal Care began.

In May 2018 she employed myself to open the first office in Dover and to assist in creating the business that we are today. I have worked in the care industry for several years, gaining a Level 3 Diploma in Health Studies, working as a community carer and progressing to my role as Manager now.

The main goal for Royal Care is to provide exceptional and first hand care to all service users across all areas of the industry. We believe that not only our services users receive the utmost care, but that are clients and staff are equally respected and appreciated.

We would like to take this opportunity to thank you for taking the time to read this booklet, and hope to work with you in the near future.

Sreelatha Vijayan

Director

Sarah Orchard

Manager



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Passion For Care

Royal Care are a CQC registered agency that can supply you with, healthcare assistants and registered nurses 24 hours a day, 365 days a year. Our goal is to provide you with a first class service, meeting your individual needs and making this as stress free as possible. The aim of Royal Care is to make a change in the care industry. Making sure that service users are looked after the way they should be and treated with dignity and respect. In addition to this we will provide you with a professional and friendly service, which is tailored to your individual needs.



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What Is Domiciliary Care?

Domiciliary care is where you can have the help you need in your own home. We will provide the support you need to help you with your daily needs.

Many people are now choosing to use domiciliary care as it provides support and helps keep your independence.

We at Royal Care, will provide you with one-to-one care 24 hours a day, 7 days a week, 365 days a year. The care plans that we have are created and designed to suit you. We make sure that your needs are met the highest possible standard, no matter how big or small .

We Are Here To Help With:

- Personal care: *showering, bathing, grooming, medication routine, and any other personal hygiene tasks.*
- Shopping: *whether this is shopping for your food or running your daily errands*
- General household duties: *light cleaning, preparing meals, laundry and other daily chores*
- Engaging with clients: *building an excellent rapport with you.*
- Dementia care: *providing that extra mile of support.*
- End of life: *supporting you when times are difficult.*
- Bespoke care packages available



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Who Is Domiciliary Care For?

Domiciliary care (also known as home care) is for anyone that wants to stay at home while receiving the care you need. At Royal Care, we support anyone that is 18 years old and above.

We understand that it is nice to be supported in your own home and want to make sure that your needs are well catered to.

The staff that we provide are fully trained with mandatory training all in place, making sure that you know you are in safe hands. They will help you maintain your independence as well as keeping you comfortable in your own home.

Here at Royal Care, we take pride in what we do. With a passion for care, we make sure that we provide you with a service that meets your needs and requirements.

Our friendly yet professional service gives you the piece of mind that we are here for you every step of the way.

Sometimes it maybe difficult to continue doing day-to-day jobs such a cooking, cleaning, washing etc. So with this service we will help take that stress away.

Each care plan that we create for you is unique to your requirements. Keeping in mind your wishes and needs.

All plans are tailor made to you and are flexible. We understand that your needs may change over the course of time. So with regular communication Royal Care, can deliver the service you need.

We make sure your needs are put first, by having regular routines which can coincide with your daily life. Such as medication schedules or and anything that's important to you.



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Building Relationships To Ensure The Future

It's important to us that we build a positive and professional relationship with our clients and service users. This is to make sure that we effectively meet your requirements, making sure every need is covered so that we can run an effective and reliable service.

We always encourage you to provide us with feedback in regards to our service and the healthcare assistants we send to you. We believe communication is the key. It is important for us to obtain feedback from yourselves to ensure our services meet your requirements and satisfaction. We ensure that every step of our journey from beginning to end, is of the highest standards ensuring that the company, and our staff are working to their full potential. We pride ourselves on offering a caring, empathetic and dedicated service and most importantly work together as one team.



As part of our service, we are committed to providing care on a 24/7 basis. This means one of our friendly office staff are contactable anytime, anywhere, day or night.

We work closely with our staff to ensure we are aware of their availability, which allows us to provide cover for last minute requests. Our staff are recruited locally and are committed to their role. When we recruit we ensure we have a variety of staff that can cover various shifts in all areas.

We believe that providing a high quality of care can really make a difference to each service user's daily life. To us, this is not just a job. Royal Care thrive off of supporting and helping others.



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Staff Quality

It is important to us that our healthcare assistants and nurses share the same compassion in care that we do. Within our recruitment process, we ensure that we carry this out on an in-depth basis, to be able to provide the services expected. Therefore, we find it important to carry out thorough interviews and screening processes.

All of our staff have previous experience within the health care sector, have an enhanced DBS, complete references, and a minimum of standard mandatory training.

This training includes:

- Safeguarding of vulnerable adults
- Manual handling
- Food hygiene
- Fire Safety
- First Aid/Basic life support
- Infection control
- Control of substances hazardous to health
- Diversity and equality



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How Do I Apply For Help?

Applying for our Domiciliary Care is quick and easy. All you need to do is come into the office or, give us a call and we will arrange for one of our friendly team to visit you at your home to discuss the care plan you need and the cost involved.

Prior to your home meeting, we will provide you with a rate sheet that will give you a guideline to our prices based on the amount of care you need.

We can accept referrals from medical professionals as well as private clients.

Payments are weekly and can be accepted in a variety of ways. This will be discussed with you in your care plan meeting.

Whether this is short term care or long term care, we will provide you with a service that is hassle free, friendly and gives you that little bit of extra support.

Phone— 01304 279415

Email—info@royalcare.org.uk

Pop In—9 Church Street, Dover, Kent, CT16 1LY



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01304 279415
www.royalcare.org.uk

Royal Care welcome this opportunity to contract with your organisation, and look forward to hearing from you soon.

To discuss further or for more information
contact us on:

Contact Telephone Number:

01304 279415

E-mail:

info@royalcare.org.uk

Address:

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