

About Papillon Home Care

Papillon Home Care was launched in February 2018 by Mary Harvey, an award-winning home care registered manager and UK Care Awards finalist. Our ethos is to deliver person-centred home care, to listen to clients, their family, friends and our care staff, offering support to enhance health and wellbeing.



Mary cared for Mrs Papillon who was a headstrong, amazing and inspirational woman, our company name is a tribute to her.

OUR MISSION STATEMENT

- To support and enrich the lives of our clients by offering a
 personalised care plan to enhance the value, quality and dignity of
 their lives.
- To be the most responsive and respected care and training provider in the community.
- To be an employer that encourages and supports staff to maximize their potential in a safe, compassionate and motivational environment.

Personalised care and support plans, tailored to your needs

What we do

Here at Papillon Home Care Ltd, we ensure our clients are at the centre of what we do. We aim to provide the very best in home care that is safe and responsive to our client's individual needs. Our staff are always polite, friendly and courteous and take pride in ensuring clients are treated with dignity, whilst respecting their right to privacy.



All our clients are treated as individuals, we recognise and promote individual choices. We provide a quality of care that enables our clients to remain independent and living in their own homes. The home help service we deliver is always professional, trustworthy and transparent.

To ensure our staff can meet all our client's expectations, we continually improve and develop their skills. Our skilled staff listen to our clients, their families and friends and offer support to enhance the client's health and wellbeing and will also work alongside professionals to always achieve the very best outcome for our clients.

Our care is on-going, we will regularly meet with you/your loved ones to ensure the care package remains suitable for your changing needs.

Papillon Home Care is rated Good in all areas of the CQC inspection



Choosing the care that's right for you

Choosing the right care for you or your loved one can be a confusing task, researching various care options such as a care home versus home care, deciding which service will offer the most appropriate care and finding a reputable agency can be extremely time-consuming and stressful.

- A persons home can become their safe bubble and provide special memories, for some people, to move to a new environment may cause emotional stress and discomfort.
- There may be a support network nearby of friends and family and social aspects in the local community which they enjoy.
- People tend to be more independent within their own home, the layout, location of items are familiar.

Providing care and support where you can remain at home, in familiar surroundings can offer significant benefits.

At Papillon Home Care, we work with you to create a care package to support your individual needs.

We will visit you/your loved one and discuss the care and support requirements, your likes and dislikes and build a support package to help promote your independence where possible, but offering the care required to live a fulfilled life.

Papillon Home Care provide a local service in Dover, Folkestone, New Romney, Ashford and surrounding areas.

enefits.

consistent care
and support
throughout
Covid-19

Providing

For a free, no-obligation assessment, contact us today:

01303 255785

www.papillonhomecare.com



How we can support you and your loved ones:

Here at Papillon Home Care, we provide an extensive list of home support services to assist with each client's individual needs, such as short term re-enablement support following a hospital stay, illness or any injury. We also provide personal care such as showering, bathing and any support with medication.

Our staff can assist with home management such as domestic tasks, laundry, bed changing, paying the bills and shopping – which also extends to internet shopping (accompanied or unaccompanied). Our team are skilled in providing nutritional support, which can include food preparation and advice on healthy living.

Our staff are happy to provide companionship either at home or to visit the theatre, cinema, restaurants, doctors and/or hospital visits. Should you require any assistance relating to management support for personal assistants our staff are happy to assist. If any of our clients have any pets we offer pet care which includes walking the dog.

What our clients say:

"The service my Aunty received has been absolutely outstanding!
All the workers have made her feel a sense of normality again after losing a lot of her independence.
To be able to be at home is the one thing she had been praying for and Papillon Home Care has made this possible!"



Elderly

Papillon Home Care provides quality in home care for the elderly. This could be from one call a week to 24/7.

We understand that every elderly person is unique. We aim to form a partnership with our clients to act as their support, to listen to and empathise with their needs and fears.

Physically Disabled

We can provide 24/7 speciality
care for clients with physical
disabilities, including catheter
and colostomy care.
We recognise and promote each
persons individual choices to enable
them to conquer challenges and
lead a fulfilling life.

WHO WE SUPPORT

Mental Health Disabilities

Mental health illness has become a more widely recognised and accepted condition suffered by many more people each year. We work on supporting people with challenging needs to maintain good mental health & strengthen their independent living skills.

Speciality Care Needs

Assisting with artificial feeding (peg feed) and changing sterile dressings.

Catheter and Colostomy care.

Assistance to chronically and terminally ill clients who desire to remain at home. These will be undertaken following an appropriate risk assessment and specific training.

Things to think about when choosing a home care provider:

Does the care provider have CQC (Care Quality Commission) registration and are you able to view it?

Papillon Home Care is registered with the CQC. We received a Good rating in all areas. Our full report can be read on www.cqc.org.uk

Do they have references you can check?

Along with the testimonials on our CQC report, we are happy to provide reference and reviews from clients and workers on the service we provide.

What training is provided to the care workers?

Our staff receive intensive training plus regular updates, we provide training on things such as basic first aid, medication management, food hygiene, manual handling, plus specialist training in Dementia care, Autism, Mental Health and more.

Do they have insurance?

Papillon Home Care are fully insured to provide Domiciliary Care Services, this includes: Employers' Liability, Public Liability and Professional Indemnity





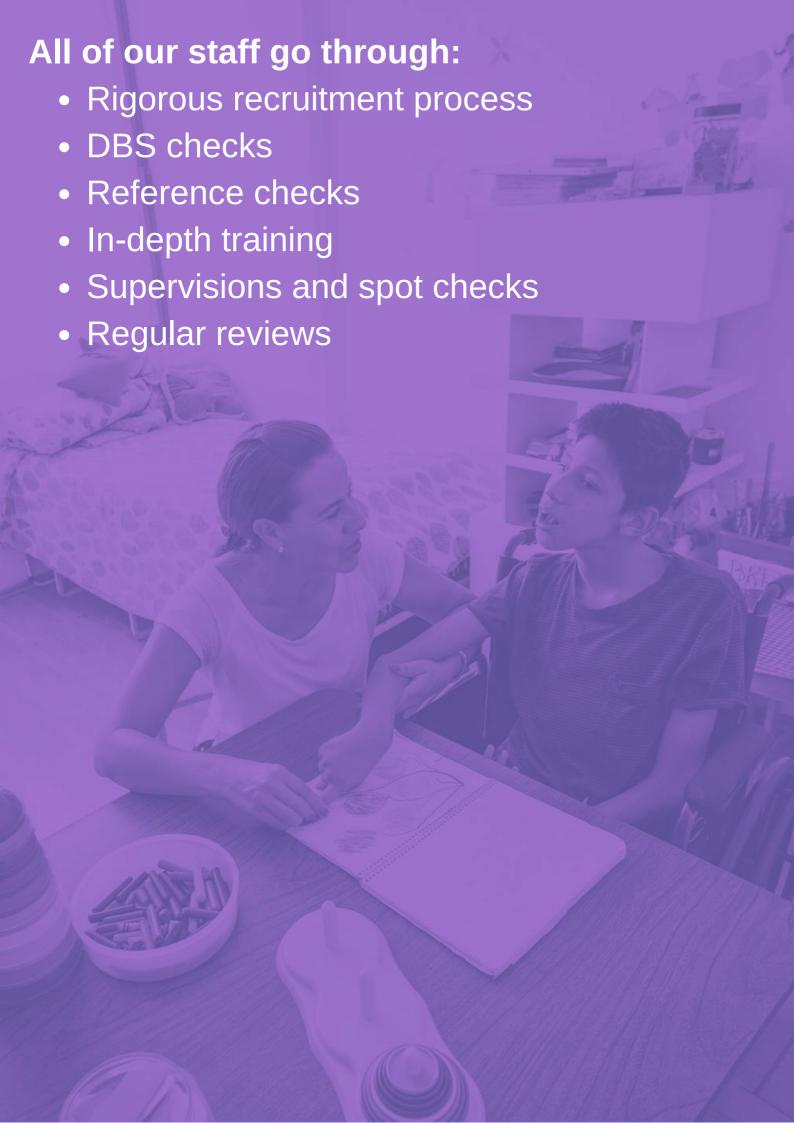
How often is the care package reviewed?

Our Care Co-ordinators will regularly discuss your care package with you, we are able to adapt quickly to any changing needs, such as a fall, decline in health or additional support following a hospital stay.

Contact Papillon Home Care today: Call: 01303 255785

www.papillonhomecare.com





Covid-19 -You are in safe hands

The Covid-19 pandemic has seen a lot of worry and changes in the world around us, at Papillon Home Care we have embraced the challenges set before us and continued to ensure our staff and our clients are receiving the support and care that they need.

We have continued to promote inclusion to our clients by allowing them to stay connected and even have some fun, including:

- Delivery of afternoon teas to all clients for VE day celebrations.
- Christmas hampers to clients who could not have a family visit over the festive period.
- We have helped our clients stay in touch with families through video calls.

All of our staff are provided with PPE and have received additional training on Covid-19 safety: this includes:

- Correct use of PPE
- Application and disposal of PPE
- Caring for Covid positive clients

If you have any questions regarding Covid-19 and care for you/ your loved one, our friendly office staff will be happy to discuss this with you.





Our Ashford Team cover:

Ashford – Wye, Kennington, Willesborough, Kingsnorth, Town centre, Stanhope, South Ashford

Our Dover Team cover:

Dover

Our Folkestone Team cover:

Folkestone – Folkestone, Cheriton, Hythe, Hawkinge and Lyminge.

Our Marsh Team cover:

The Marsh – Lydd, Lydd-on-sea, Greatstone, Littlestone, New Romney. ST Marys Bay and Dymchurch.

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Email: hello@papillonhomecare.com

Visit: www.papillonhomecare.com