

## Domiciliary/Home Care Services Brochure

The leading supplier of skilled Healthcare staff providing bespoke home care or support in the comfort of your own homes.

### We promise to provide:

- The same caring, safe, passionate, reliable and trained domiciliary care and support staff every time.
- A collaboratively working relationship with you and your family with honesty and openness in our communications.
- Our Registered Manager and Care – Coordinator details for direct access
- A reliable, high quality, honest and open responsive 24-hour (same number) service, we have been doing it since 2006.
- Continuous Improvement – we will always listen to your feedback.

We are **Xtra Options Care Services Ltd, T/A Anytime Care 2020**, an established, CQC registered domiciliary/Home Care agency supplying skilled carers to support clients with their individual needs in the comfort of their own homes.

**Our Vision** is to see all our clients achieve as much independence as possible and an enhanced daily life through the care and support we offer them.

**Our Mission** is to offer caring, safe, passionate, responsive, reliable and trained domiciliary care and support staff every time.

Call us today on **01256 808 656** and to speak with our Registered Manager and discuss what tailored service we can provide you with.

### OUR VALUES



CARE WITH  
COMPASSION



COMPETENCE -  
BEYOND COMPLIANCE



FLEXIBILITY AND  
RESPONSIVENESS

## What some of our clients & staff have on their relationship with us:

"Thank you so much Anytime Care 2020, the carers you sent to me were excellent, their support helped me to recover well following my operation." **A Sharma,**

*"All your carers are very good and extremely patient with mum especially as I know how difficult she can be at times but I would like to say special thanks to Shirley, Sonya and Annette who normally take the brunt of mum when she is in one of her I don't want to moods.*

*Your team are a credit to you and Barry and I would be lost if we didn't have your team to help us.*

*Thank you all for everything you do we really do appreciate it" - **Lorraine Newman.***

*"Excellent service care manager always helpful and very understanding. The carers that come out to my mother treat her with respect they communicate with her very well even though she has hearing and speech problems some of the carers do far over and above what they have to it's always a pleasure to meet them. All in all, a very good service."- **Patricia Griffin***

*"I have worked for Anytime Care 2020 for just under a year. The company and staff are excellent to work for with flexible hours that suit me. I got given good training through the company and can and have achieved bigger goals.*

*If you are looking to join the company then I advise you that you do and if you have family or friends that are looking to be cared for within their home, we are the care company you are looking for..." - **Annette Eaton***

## Our Services

**Domiciliary/Home Care** is the range of services we can put in place to support you, in your own home. We will assist you to remain living as independently as possible by doing tasks such as preparing meals, administering personal care & medication as applicable, general housekeeping – such as cleaning and doing laundry or going shopping.

We can arrange a carer to come in either a few times a day within designated times that suit you e.g., 9am to assist with getting out of bed and helping make breakfast or come in just for half an hour to assist with medication management.

Sometimes there is 'sit in' service for companionship where a carer comes in to sit with you for a chat/company or take you out for a given amount of time as you require.

**Nursing/Complex Care is when we can arrange** a fully managed qualified nurse led care services, enabling individuals with more complex, severe or challenging conditions to continue living independently in the comfort of their own home. Our NMC registered nurses and specialist trained carers will support you with specialist care such as tracheostomy care, ventilator care, PEG feeding, stoma care and complex continence needs, such as catheter care.

**Live-in** is when our professionally trained, caring and passionate care worker moves into our client home, full time to live with them and support their care needs. They will assist with all activities of daily living such personal care, administering medication, eating & drinking/dietary & nutritional needs, companionship and Support, general housekeeping/domestic tasks. Normally the carers can stay with you for a week or two weeks at a time, however we listen to what suits you best.

### **How we recruit our staff...**

We recognise the importance of compliance, (we are CQC registered). Our recruitment team ensures that all our healthcare staff are fully screened. All healthcare staff:

- Complete our application form, with full details of career history, qualifications and a declaration on criminal proceedings/convictions.
- Have eligibility to work in the UK checks.
- Undergo an enhanced DBS check.
- Have a face-to-face interview to verify documents, assess suitability and confirm language ability.
- Have at least two references – including most recent employer.
- The Nursing and Midwifery Council (NMC) Pin for registered nurses

We comply, at all times with the latest NHS Employers Check Standards, when providing care staff into your home.

**Organisational Capacity/staff** – Our Personnel Plan reflects our commitment to offer employment that is meaningful, ensuring good staff retention through competitive wages, conducive working environment, training, learning & development, and flexible working hours. A brief description of key individuals is below, and all have been involved within the implementation and delivery of services across a range of health and social care services:

- **Admore Ishmael** Co-Founder/Accounts Director and Responsible Individual. Has a Business and Human Resources Management background, and over 15 years' experience working in senior management roles within various Nursing and Domiciliary Care agencies across the country.
- **Ed Sena** Co-Founder and Services Director. Has worked in various healthcare settings within the NHS and Private sector after completing my Bachelor of Science Degree in Mental Health Studies and a Diploma in Higher Education Adult Nursing, both from Anglia Ruskin University in 2001.
- **Ecstacy Mguyo** is our Registered Manager for Hampshire Branch. She has over 18 years of working in the healthcare sector, her career path includes managing supported living settings, domiciliary care agencies and developed teams that have successfully produced outstanding CQC ratings. She started as a care worker in care homes and community settings. Stacy graduated from University of Cardiff in International Business and holds a diploma in Adult and Children Health care, Level 5.

- **Alicja Wojciechowska** is our Care Coordinator and has been working in the Healthcare and social care sector for over 10 years, responsible for rostering and ensuring practical and skilful matching of staff to clients. She started her career as a care and support worker. She understands the needs of people and involves the team in developing relationships with clients, families and other external professional partners.

## Our Affiliations

We are registered and regulated by the Care Quality Commission, and we have adopted the professional Code of practice from United Kingdom Home Care Association (UKHCA) and Recruitment and Employment Confederation (REC) of which we are members.

## OUR ASSOCIATIONS



## Find us on social media.

Facebook Icon - <https://www.facebook.com/anytimecare2020agency/>

Twitter Icon - @anytimecare2020

LinkedIn icon - <https://www.linkedin.com/company/anytime-care-2020>

Instagram icon - [anytimecare2020social@gmail.com](mailto:anytimecare2020social@gmail.com)

## CONTACT US

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