

Welcome to Careline Nursing

We are a care and nursing agency based in the city of Greater Manchester. We specialise in providing high-quality care and support services to clients across the north of England. We strive to provide consistency and continuity of staff in order to make a difference and change lives of the people we care and support.

Our Services Approach

Our services approach is person centred and focused on the individual's therapeutic engagement, promoting the values of rehabilitation and recovery. Risk management underpins our staff training and care delivery ensuring regulatory compliance and in turn enhancing your organisation's clinical governance, cost effectiveness and service development

Our Services

Careline Nursing specialise in the provision of care staff in the Health and Social Care Sector.

Our staff are professional, trustworthy, reliable and all have experience. They all hold in-date and valid certificates in every aspect of care service they provide as well as references and an enhanced DBS check.

Careline Nursing provides comprehensive cover for a variety of temporary healthcare settings.

Our team is able to provide a full range of services for a range of organisations or individuals looking for care support, they will ensure that your needs are met quickly and efficiently.

Mental Health

We provide expert tailored care and support for people with a range of mild, moderate or severe mental health problems.

As one of the leading home care providers of bespoke Mental Health in the north of England, we pride ourselves on offering superior support in a flexible way – with everything from day-to-day care to highly specialised clinical expertise.

Our staff's combined years of experience within the healthcare sector means we work closely with other healthcare professional teams to ensure the focus remains on providing high quality care.

Supported Living

Careline Nursing supports individuals to live as independently as possible. We aim to provide the best quality of life possible by investing in our staff to deliver quality care and excellent service. We believe that individuals should be at the heart of the planning process for all services and support.

All support given is tailored to suit the needs of each individual we support. Be it supporting someone in their own home or to access the community, we provide person-centred support that is reliable, consistent and flexible.

Elderly Care

We understand that caring for the elderly requires the expertise to deliver high quality personal care on a daily basis whilst maintaining dignity and respect for those who have become unable to look after themselves.

At Careline Nursing we strive to provide high quality nursing and care services to the elderly. We always ensure that we provide you with the highest quality nurses and carers that are carefully selected through our rigorous recruitment processes and training.

Learning Disabilities Care

At Careline Nursing, we like to go above and beyond to set our service apart from other care providers. One of the most exciting aspects of Careline is our diverse range of our support services.

At Careline Nursing, we have experienced healthcare staff in providing high quality care and support services.

Mental Health Care

Whether you need live-in care full-time or as a means of allowing a family member to take a holiday, our care and support staff are dedicated and well experienced. Sometimes, we are asked to provide a live-in care and support service for an agreed period of time while someone recuperates after leaving hospital.

We will endeavor to find the right carer or support staff; someone who is able to provide you with support and companionship that you require 24 hours a day, 7 days a week.

Quality Assurance

Careline Nursing is committed to ensuring the highest standard of service is provided and that we act in the best interests of the clients or service users. We monitor client's feedback carefully to make sure that our staff are delivering high-quality service that goes beyond expectations.

We provide evidence-based and continually improving services, which promote good outcomes.

We aim to continuously listen and improve the quality of our services through engaging with all healthcare representatives as well as reviewing our services regularly.

Our Complaints Procedure

We value our clients and their comments are very important in how we review our services in order to keep on providing the exceptional concierge-level customer service to our clients.

If you have any feedback, please talk to your carer in the first instance to see if he or she can make changes if required. If your concerns cannot be addressed by your carer, you may wish to make a formal complaint.

Our Complaints Management

- we will respond to you as soon as possible to acknowledge receipt of the complaint and what steps we will take to resolve it.
- Your complaint will be fully investigated and keep you informed about the progress of the investigation, which will be concluded within 28 working days. However, if the investigation is complex and likely to take longer than this we will let you know and agree a different timescale.
- we will discuss the outcome and write to you with details of the findings, any action we have taken and proposals to resolve your complaint.

Our manager's contact details are as follows;

Woolwich House, 61 Mosley Street
Manchester
Lancashire M2 3HZ

Tel: [0161 237 9386](tel:01612379386)

Email: michelle@carelinenursing.co.uk