

GoodOaks  
visiting care





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# Welcome to Good Oaks

Good Oaks is a home care provider that offers high quality care and support to individuals in their own homes.

Our experienced, professional and friendly carers adapt to your routines and lifestyle to provide care that is shaped by you.

We create care plans tailored to your unique needs and preferences, and regularly review these to adapt to any changes.

## Our Care Ethos

Good Oaks was founded to provide a premium service of personalised, dependable and quality care to private individuals in their own homes.

We have always understood that the only way to provide quality care is to work with quality carers, and to support them to do the best job they can.

This means that with Good Oaks, you know that the professional carer walking through your front door is properly trained, supported and valued.



“You are a wonderful team and everyone I’ve met is really caring, helpful, friendly and cheerful, and I look forward to their visits. So please keep up the good work.”

Mr K, Sandbankss



# What is Visiting Care?

Visiting care involves a carer visiting you at home to help with tasks you are finding difficult. Visits range from 30 minutes right through to 24-hour care.

Our carers can help with:

- Your morning routine
- Preparing meals
- Administering medication
- Providing companionship
- Housework such as laundry and tidying
- Helping people to regain their independence after a stay in hospital
- Providing personal care, such as help with continence
- Helping people visit the shops, attend doctor's appointments or meet friends.

## Why Visiting Care?

Visiting care allows you to stay independent at home and provides peace of mind for you and your loved ones. We offer a flexible service that can easily be adapted to suit your lifestyle, family and priorities.

Timely, quality home care is a cost-effective alternative to moving into a residential care home. It allows lasting, enabling relationships with carers to form, which is key to excellent care.

- Often appropriate for long-term as well as short term 'Home from Hospital' packages
- No big, disruptive move
- Continuity of care
- Enabling and caring one-to-one relationships
- Keep the familiarity, comfort and safety of your own home
- Care adapts to suit you, not the other way around.



“I didn't like the idea of care, but now look forward to visits from carers.”

Mr H, Bournemouth





## Why Good Oaks?

Good Oaks works with your family, friends, neighbours, GPs, district nurses and other health professionals to form a team with a common purpose – your safety and well-being.

Working exclusively with private individuals, our success is due to recommendations and referrals. We are focussed on providing a premium service of personalised, dependable and quality care:

- Registered with and regularly inspected by the Care Quality Commission
- Experienced and friendly Dignity in Care registered carers
- Small teams of carers, providing good continuity
- Well trained and paid staff, willing to go the extra mile
- Attentive and caring management.



“I have found Good Oaks to be an excellent organisation where individual needs are met with courteous professionalism.”

Mr and Mrs W, Burley



# Our Carers

Our focus is making sure that the person walking through your front door has the right skills, experience and qualifications for you and your situation.

The support we provide our staff has been recognised nationally by Skills for Care, the strategic body for workforce development in adult social care. Good Oaks reached the finals of their Accolades awards in the 'Best Employer of Under 50 Staff' category.

Every member of staff completes our comprehensive induction in accordance with the Care Certificate, a set of standards developed by Skills for Care, Health Education England and Skills for Health.

Our local carers are:

- Submitted to enhanced checks on their employment history and criminal record
- Compassionate and friendly
- Dignity in Care registered
- Thoroughly vetted, inducted and trained
- Regularly supervised and checked
- Often studying for, or have completed Diplomas in Health and Social Care.



## Our Mission:

“To be the go-to provider of quality care at home by valuing, developing and rewarding the caring people who work with us.”





## Your Questions

### What times do you start and finish in the evening?

Usually, we start visiting clients at about 7am, and finish at about 10pm. If you have any specific requirements, however, please let us know and we'll do our best to accommodate you. We also offer night time carers and live-in carers.

### What carer vetting is undertaken?

Our Quality System demands that we undertake comprehensive checks on all our carers. Good Oaks thoroughly checks and trains every carer employed. Enhanced criminal record checks, DBS 'barred list checks', thorough interviews and at least two work references are all used to make sure we, and you, are confident that the people helping you are suitable.

### Can my carer accompany me on visits outside my home?

Yes. Nearly all our carers drive, and have business insurance on their cars. They can take you shopping, to friends, to a doctor or hospital appointment, wherever you need to go. We ask that you pay mileage. If there are any parking fees, you will need to cover them as well.

### Next Steps

**1** – Phone us to arrange a free assessment meeting to discuss your precise needs and explain your home care options. The assessment is a carefully structured process to get to know you better, finding out what you're looking for, and how we can help.

**2** – After meeting us, you decide whether you'd like to go ahead with our service. We put together a bespoke care plan that meets your unique needs.

**3** – We can generally start quickly once you have made the decision, and we review everything soon after we start to ensure everything is working well.



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[www.goodoakshomecare.co.uk](http://www.goodoakshomecare.co.uk)

