



Ultimate
Independence
Care
enhancing life

**COMPASSIONATE
DOMICILIARY CARE**

Your Privacy is Central.

Here at Ultimate Independence Care, we understand that your situation is private. We take it upon ourselves to guarantee your privacy and independence with quality care staff who offer excellent, compassionate service.

Our Ethos

Maintaining our own experience caring for an individual within the home environment, we understand the importance of finding someone with the compassion and skill required to care for a loved one. We are changing the approach to the care system in the UK and implementing a people-first agenda. We want families and loved ones to take comfort in the knowledge that their loved ones will receive the best care available to them.

Our highly trained and compassionate care staff are central to this ethos, and they are recognised, praised, and rewarded for their responsible attitude and work ethic. We understand that personal and reliable care is invaluable. Our service aims to offer the user the ability to remain in their own home for as long as possible, and we want all families to take comfort in the knowledge that their loved one is in capable, caring hands.

We pride ourselves on possessing all the skills and knowledge required to enhance service users' quality of care. We cater to the needs of individuals and their families to deliver a truly exceptional care service. Our staff embody our values and are valued in the community, and they are part of our family of unique people seeking to offer the highest standard of care. Clients' dignity and respect are at the forefront, and through dedicated service, we aim to provide their loved ones and families with comfortable, uninterrupted peace of mind.

Tailored Support

We have extensive experience selecting the best carer to suit your lifestyle and interests. We can provide a carer with the required skill and knowledge, but also one that meets the clients' hobbies and interests, ensuring they're fully satisfied. This is inclusive of cultural needs too.

Our Leadership

Ultimate Independence Care benefits from dynamic and professional leadership. Our company director, Chimaobi Onuoha, is an experienced healthcare professional who's been working in the sector since 2012. With a passion for using their experience and knowledge to lead projects,

Chimaobi aims to improve themselves and the environment they manage continuously, ensuring consistent and quality service.



What we believe in

Our passion is in creating environments for individuals to reach their highest potential. Working gradually to overcome emotional and behavioural complications and achieve the best possible outcomes. Our core principles:

- The civil and human rights of those in our care.
- Working collaboratively with you to develop unconventional solutions to conflicts or complications.
- Applying non-prejudicial methods and celebrating individual differences.
- Providing detailed and regularly examined care plans for you.
- The provision of appropriate support and stimulation through carefully monitored, reasonable risk-taking to enable independence.
- Offering a 24-hour service to you, your family, and Social Services.
- Ensuring the highest possible standard of staff recruitment and selection.
- Encouraging training and development that enables staff to develop their professional and care skills.
- Providing an atmosphere of mutual respect between you and our staff, upholding the dignity of the individual.





What you will receive:

At Ultimate Independence Care, we want to support you to live your life, at your home, with as little interruption as possible. For this reason, we tailor what we do to your individual situation, preferences and requirements. Also, our individual services can be combined, ensuring all areas are covered when it comes to your healthcare.

Personalised services - we provide domiciliary care services specified to your needs.

Comprehensive information - you will gain up-to-date information about our services, geographical coverage and applicable costs.

Respecting your home - sharing your home with someone can feel intrusive; we ensure that all of our workers fully acknowledge your privacy.

Local know-how - we have a committed team of carers across the country, who know the area you live in and the local facilities.

24-hour support - you can benefit from around-the-clock assistance, in addition to simple daily visits.

No-obligation assessment - a staff member will visit you to gain a full understanding of your personal needs and any preferences you may have.

Daily visits - from one hour to a full day (minimum visit length is dependent on your location).

Night support - this service is available if you require complex care or reduced assistance, either in the form of a Sleeping or Waking Night.

Which service is right for you?

- **Personal care** is for service users who require support with daily activities. From morning and evening routines, bathing, dressing, continence care, to medication prompts and meal preparation.
- Our **Social companionship** service is best suited to those who are comforted by having someone with them. Whether it is a helping hand with household chores or someone to sit with and have a cup of tea, Ultimate Independence Care is here for you.
- **Live-in care**; if you need assistance both day and night, our befitting live-in care service is for you. Offering the feeling of independence within the comfort of your own home, one of our skilled staff members will live with you to deliver one-to-one, personalised care services. This service is based on a night of up to 3 disruptions.
- **Complex care** requirements often need the support of highly trained healthcare professionals, so that you can continue living where you feel comfortable. We allocate prepared staff with niche skills, tailored to meet your requirements.
- **Hospital to home** is not always a simple transition. We can ensure you settle back into your home smoothly. No matter if you require assistance with day-to-day activities or a complex level of care, Ultimate Independence Care will be there from the moment you are discharged from hospital.
- Our **Night care** services (Waking Night and Sleeping Night) ensure the night-time hours pass with ease. A good night's sleep is vital to your wellbeing. With our healthcare assistants by your side, Ultimate Independence Care can assure that you are comfortable and not alone during your most vulnerable hours.
- **Palliative care** is a sensitive area of healthcare for those with life-threatening conditions. Ultimate Independence Care offers care services for all possible stages of illnesses or conditions. We aim to provide the best quality of life if you are suffering from a progressive illness.

Minimum visit time

For you to receive the best quality of care, we believe a visit from our staff should never feel hurried. Depending on your location, minimum visit times range between 1 to 4 hours in order to uphold safety in your environment. This is especially for the elderly or those with physical disabilities.

We are passionate about building genuine, trusting relationships. Our staff offer not only personal care but a trusting relationship. Customisable visit lengths, modified to suit your requirements, ensure you get the most out of your care plan. From daily visits to live-in care, we help with domestic chores, community trips or checking you have everything you need.



Ultimate Independence Care and personalisation

In 2007, the Government published an agenda called 'Putting People First', which dictates how care providers should approach your independence, offer you more choices and control over your life in all situations. We offer more than help with personal budgets; we give informed advice and encouragement, vital to making the right decisions about your life.

Ultimate Independence Care is as adaptable as our staff, preferring to find solutions to problems rather than dwelling on them. We encourage meetups to discuss any challenges and identify solutions, ensuring our services correspond with the Personalisation Agenda.

We will consult with you every step of the delivery of your care. Our domiciliary services strive to achieve the best possible outcome for you, whether financed by the council, independently or by personal budget holders. The support we offer is not limited to personal care. A broad range of services (such as domestic help, household management, day trips to helping organise a holiday) is available.

Read more about 'Putting People First' on the Transforming Adult Social Care (TASC) website at www.tasc.org.uk.

How our service is delivered:

The steps below highlight the fundamental phases that Ultimate Independence Care follows to deliver a tailored care service.

1. We receive your enquiry, examine your requirements and specify an overview of the services we offer, as well as a summary of prices.
2. A Ultimate Independence Care assessor will visit you to take a care and risk assessment. After this visit, a care plan will be presented.
3. We finalise your care plan with you and your family.
4. We select staff members to support you according to your needs and organise a meeting if any additional preparation is required.
5. Your care service begins.

***We realise that in an emergency, a care package must start immediately. In this event, we will condense our service process and begin an immediate assessment to assist with an earlier response.**

Funding your care

Though it could be fair to assume personal care is an expensive service, you can benefit from various finance options, which are available to ensure you or your loved one remain in the comfort of home. Funding from your Local Authority or the NHS Continuing Healthcare Team is an option if you qualify. Below is a brief explanation of the types of support available.

Personal Budget is a lump sum set aside to cover your healthcare requirements. You can accept the amount personally as a direct payment or request your local authority to use this money on your behalf. If you wish, your budget can be allotted to a trust fund and managed by a family member or professional social worker.

Personal Health Budget is an allowance made to those with a recognised health concern. The NHS currently offers three options for a Personal Health Budget: Notional Budget, Real Budget Held by Third Party, and Direct Payment.

Individual Budgets is similar to a Personal Budget, this can be a more flexible option involving other sources of support. It includes Supporting People, Disabled Facilities Grant, Independent Living Funds, Access to Work and Community Equipment Services.

Direct Budget puts you in complete control of your care package and provider. Finances are given to you directly to buy services for your care needs.

For more information, visit www.dh.gov.uk.

Quality assurance and our recruitment standards

What defines Ultimate Independence Care is our exceptional standard of care. We take pride in our rigorous internal quality assurance and recruitment systems.

Our staff are required to have relevant qualifications and experience for the services they provide. These checks also include: Disclosure Barring Service (DBS), POCA and SOVA checks, work history, qualifications, health declaration, experience and references. We then train all of the new starters to make sure their performance reflects our company. Their induction includes undergoing a comprehensive compulsory training courses, manual handling, disease control, basic life support, fire safety and medication sections.

Ultimate Independence Care monitors our worker's performance using shadowing, annual audits, random checks and regular supervision. We also comply with The Care Standards Act, The Regulation of Care Act, DoH Code of Practice, all current National Framework Guidelines.



Frequently Asked Questions

Q: Is Ultimate Independence Care registered with the appropriate governing bodies and professional associations?

A: Yes, we are registered with the Care Quality Commission (CQC). This guarantees that we supply you with the highest quality of care and staff. All of our certifications cover our domestic services countrywide.

Q: Will someone visit my home before starting the service?

A: Yes, we will conduct a complete Care Assessment to ensure that the package of care we provide suits your needs. Evaluations take approximately one hour, include an overview of requirements and a general risk assessment for the setting in which we provide your care.

As well as permitting us to record all of your needs formally, the evaluation gives a clearer understanding of any individual requirements. Consequently, this allows us to designate staff with skills that suit your personality and preferences.

Ultimate Independence Care has lawful accountability to guarantee a frequently assessed care plan is in every household where we provide a service.

Q: Will I always receive care from the same carer?

A: We strive to provide personal and consistent care. In the event of any holidays or absences, we present more than one carer in advance to you and your family, guaranteeing a great level of consistency.

Q: How will my care be managed?

A: All of our specialised care packages are managed by our Registered Manager, who ensures that your care is regularly reviewed and managed effectively. We are also easily reachable should you have any concerns.

Q: What makes Ultimate Independence Care stand out?

A: Ultimate Independence Care's experience has given us real insight and an understanding of what our service users require. Our established network of contacts guarantees flexible, dependable and experienced assistants.

We understand the necessity of expertise in this sector and only employ staff with certified skills and qualifications. You can feel confident when using our services, as our staff are adequately trained in performing their duties. Additionally, Ultimate Independence Care bargains an appealing package that is reasonable for you, without compromising on quality.



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