

# CAREDO

## SERVICE USER GUIDE

Always enabling person centered quality care

January 2026



**Caredo** Caredo Group Regulated by Care Quality Commission

**Quality Healthcare Workers**  
On Your Terms—Choose Caredo.

Elevate Your Team with Skilled Professionals!

Caredo connects you with reliable healthcare workers. Your trusted choice for

Contact us at: 01772 281128

3 Caxton Road, Fulwood, Preston

admin@caredo-ltd.com

www.caredo-ltd.com



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### Caredo Ltd's Services

- Personal or family carers.
- Older people 65 Years old
- People under 65 years old
- People under 18 years old
- TDI care
- End of Life service
- People with dementia
- Administration medication
- House hold task
- Shopping
- Social visits/Companionship
- Hospital appointments

And much more

Our Mission: Empowering Health, Enriching Life

Our Value: Igniting Potential and Inspiring Growth

Our Vision: Unleashing the Future for a Brighter Tomorrow

For more details please ring us, visit our Web page or by email.

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هذا يکر اسٹاف اشیں کیونی  
کی خدمت میں مہدت رکھتا ہے اور اردو، گجراتی اور پنجابی بولنا جانتے ہیں  
ہم صرف خواتین کاروں یونڈن کے لیے خاتون کیکر اسٹاف مضمون کر سکتے ہیں۔

At the Caredo Group, we can offer various packages of care to meet your individual needs. We strive to create warm caring environments and deliver services where kindness is valued as much as the care itself. We firmly believe that kindness fosters a sense of belonging and is paramount for our clients and their families.

Caredo Ltd is fortunate to have an exceptional team who are the epitome of excellence in their field. We invest significant time in their continuous development and training to maintain the highest standards. This commitment is acknowledged by our Care Quality Commission accreditation. However, it is our genuine passion and unwavering dedication to creating extraordinary experiences that truly drive us. Our aim is to extend the kindness that everyone deserves.

## Tailored Care Solutions

Caredo Ltd specialises in providing customised care solutions for various specialist conditions. Our experienced and highly skilled team comprehends the intricacies of these conditions, delivering exceptional support to enhance independence and empower clients to live fulfilling lives. We prioritise maximising independence, ensuring that individuals receive the personalised care they need. Trust Caredo Ltd for expert care tailored to specific conditions, promoting wellbeing and enabling a high quality of life.



## LIVE-IN CARE

We Can Also Offer LIVE -IN Care

Our service caters to clients who value staying in their homes, maintaining independence, and receiving necessary support for their daily routines. With live-in care, a dedicated carer resides with you, becoming familiar with your routines and providing the required assistance and reassurance.

For those not requiring live-in care but in need of multiple visits throughout the day, we offer a suitable alternative. Our carers visit your home regularly according to a schedule tailored to your specific needs, providing the necessary support and care without residing with you.

## Specialisms and services

- Care services for people with dementia
- Care services for people with learning disabilities
- Caring for adults over 65
- Caring for adults under 65
- Caring for children (0 - 18)
- Mental health conditions
- People subject to Mental Health Act
- Physical disabilities
- Sensory impairments

## **What Caredo Can Offer**

### **Visiting care**

enables you to continue to live the way you choose,  
allowing you to maintain your routines and independence.  
From  $\frac{1}{2}$  hour to 24 hour a day whatever you need we are there

### **Flexible support**

Visiting care enables you to access what you need as your needs change.  
From support with meal preparation and light housework  
to assistance with getting the shops or managing medication,  
you are in control.

### **Companionship and care**

Your visiting carer offers companionship as well as care at every visit.  
Families often value the peace of mind this brings  
if they are not able to visit on a regular basis.

### **Handpicked carers**

We know that having a carer live with you in your home can feel daunting  
which is why you can be reassured all our carers are handpicked  
for their kindness, patience, and empathy.  
They care for you or your family as we'd want  
our own families to be cared for.

### **Complex needs and conditions**

Our team of specialist care staff are trained to  
support and oversee the delivery of care with our live-in carers.  
If you have complex needs or need help managing a condition,  
we can help.

### **Peace of mind**

For families that live some distance away, live-in care  
provides peace of mind that a loved one has the help they need.

## **Caredo The better alternative to care homes**

Finding the right care provider for your family can take time, but one thing is for certain: if your loved one wants to remain at home, they can. Live-in care serves as a viable alternative to residential care,

You can remain in the comfort of your own home

You have full control over your mealtimes and preferences

One-to-one, 24-hour care from your own dedicated carer

You can continue with your preferred lifestyle and routines

Your friends and family can visit as much as they like

You may need help accessing certain parts of your home, and support with strenuous activities like getting out of bed

Household chores can include tasks like vacuuming, doing the laundry, cleaning, and other time-consuming activities which people with mobility needs may require assistance with.

One of the benefits of staying at home for care is that you're not parted from your furry friends. Our carers can take your pets for walks and ensure they're properly fed.

Companionship visits might mean sitting down for a cup of tea while you watch a quiz show together, or heading out for a day trip.

If you are living with a medical condition, you may need gentle reminders so that you don't forget to take medication or assistance to administer creams, tablets or lotions.

## **Nutrition**

Healthy, nutritious and tasty meals can play a key role in enjoying a better quality of life.

Your carer may cook a full meal for or just prepare a light bite for you to eat when you're ready.

### **Personal care**

This can include things like helping you to bathe, get dressed, toilet and continence care, and assisting you in matters of personal hygiene, such as shaving or applying makeup.

You can feel confident that all our carers hold an enhanced DBS check with at least two external references before they deliver your care.

We are proud to state our care team are all very well-trained. Starting with initial assessments to ensure they have the right skills, our carers also receive regular refresher courses.

We have a support network in place for all our carers, with a manager or care coordinator always on hand to assist.

At Caredo we will do our best to always ensure you receive the best possible care

### **Principles and Values Underpinning Our Services**

Caredo Ltd considers its management team and employees to be the key factor in the delivery of quality services and believes that the success of the service delivery is dependent upon developing and maintaining a skilled and trained workforce. Our principles and values are to provide a high standard of individualised care and treatment to all Service Users. It is our aim that all Service Users will be treated with care, dignity, respect and sensitivity that match their individual needs and abilities. Our service will be delivered flexibly, within the limitations of the service in an attentive and non-discriminatory fashion with respect for independence, privacy, and with the right to make informed choices. We will respect the needs and values of Service Users in matters of religion, beliefs, culture, race, ethnic origin and sexuality. Our staff will encourage all Service Users to maintain where possible their social and cultural links. We encourage all Service Users to be involved in all aspects of service provision.

**Privacy of Service Users.** Our staff recognise the right of Service Users to be left alone, undisturbed and free from intrusion and public attention. The Service User also has a right to privacy with regard to both their personal affairs and their belongings. Written permission, whenever practical, will be sought for access to Service Users' records, especially in cases where the person or agency requesting the records is not involved in the direct care and support of the individual concerned.

**Discrimination.** Our staff must not discriminate against Service Users on the grounds of race, nationality, language, gender, religion and beliefs, age, sex or sexual orientation, disability or social standing. Our staff team must not discriminate between Service Users who pay directly for their Service and those who do not.

**Personal Dignity, Independence and Individuality.** Irrespective of the nature and severity of their physical difficulties or mental infirmity, the personal dignity, independence and individuality of the Service User will be respected and maintained at all times. The care worker must recognise and respect, regardless of circumstances, the uniqueness of each Service User and their intrinsic value as an individual. Dignity in social care occurs when each person is valued and treated with respect in all aspects of their daily life, regardless of their circumstances or level of dependence. The organisation will ensure that Service Users have skilled and sensitive care to enable the Service User to achieve the highest possible degree of independence, choice and control, thereby enhancing their quality of life.

**Fulfilment of Aspirations.** To have their social, emotional, spiritual, cultural, political and sexual needs acknowledged and respected. Service Users will be enabled to achieve their potential capacity – physical, intellectual, emotional and social. Individuals will be given support and freedom to realise personal aspirations and abilities in all respects of daily life.

**Consultation.** Service Users have a right to be involved in a careful and thorough assessment of their needs and wishes, and to be informed of the outcome. Service Users will be consulted about daily living arrangements and enabled to participate in discussions about any proposed changes to those arrangements. Service Users will be fully involved in and fully informed about the individual assessment of their care needs. Caredo Ltd.'s commitment will be to find the best and most cost-effective way of meeting Service Users' needs and aspirations. Service User will be supported in making informed choices about their future, which should be incorporated into their personal Care Plan.

**Personal Choice.** The care worker will support each individual Service User to exercise, to their full potential and personal choice in opportunities and lifestyle. The care worker will ensure that the person whom they provide with care has a say in decisions about the provision and extent of their Care Plan, the frequency and regularity at which it is reviewed, and a say in the withdrawal of any Service. Where, for reasons of incapacity, the person who is being cared for is not able to participate fully in the development and review of the Care Plan, consideration will nevertheless be given to their wishes, as far as these are expressed through others and are practical.

We welcome the assistance of designated advocates in this context. Account will also be taken of the needs and rights of carers to lead their lives without placing upon them unreasonable levels of demand and stress and in all cases the outcomes in individual carers' assessments will be taken into account

**Access to Information.** Every Service User has a right to information about the objectives of their care and a detailed explanation of the Service being offered. All Service Users must be enabled to participate in the planning of their care and consent must be obtained for all interventions

**Reviews.** The Service User will have regular reviews of their needs and individual circumstances at which they have a right to be present and/or represented by an advocate or a designated person within their circle of support.

**Services Information.** The Service User will be fully informed about the Services provided by Caredo Ltd.

**Legal Rights.** The Service User will be fully informed about their legal rights including their Human Rights.

**Medication.** The Service User will be fully involved in discussions and informed about their medication needs.

They will be supported if required, to make decisions about their medical treatment whenever possible. Service Users can be sure that they are protected by the organisations policies and procedures with regards to safe administration, recording and storage of medicines. Service Users will receive medications at the prescribed time and all medical devices will be used in a safe manner by staff and properly maintained at all times. Were this is a part of the service users care needs

**Family and Friends.** The Service User will be supported to maintain continued access to family, friends, facilities and the community. This will include support to form personal relationships.

#### **Gifts, Wills and Other Documents**

Employees are expressly forbidden to act as witnesses to the signature of any documents such as wills and testaments. Employees may not accept Gifts from service user

## **Confidentiality**

Our policy is that any information about Service Users is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality care, such information will be shared with members of staff who may care for you. Visiting professionals and visitors requiring information will be

referred in the first instance to the Registered Manager or the person in charge. The Service User or, where appropriate, their principal Carer or advocate will be consulted before information is shared.

Information about Service Users will be stored in paper form and may also be held electronically or on computer. All forms are treated in the same strictly confidential way.

Information about Service Users is needed to enable staff to provide proper support and treatment. Some of the information may also be used for other purposes, such as:

Making sure services meet the individual needs of Service Users.

Helping staff to review the support they provide to Service Users in order to help them achieve the highest possible standards.

Investigating complaints or legal claims.

Auditing of our services.

Sometimes information about you needs to be passed on to other agencies or organisations, for example if you are receiving care or support from a GP or hospital. The types of organisations with whom we may share information about you are:

GPs.

District nurses.

Other health professionals.

Social workers including care coordinators or care brokers.

The Care Quality Commission.