

## MEGA RESOURCES LIMITED

### COMPLAINTS POLICY AND PROCEDURE

#### Complaints Policy

Mega Resources Limited is committed to providing a high level of service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

#### Complaints Procedure

Contact the Manager by either phoning the office on **01536 526416** or in writing to:

The Manager,  
Mega Care Services,  
32 The Business Exchange  
Rockingham Road  
Kettering  
NN16 8JX



Main Office number  
Tel: **01536 526416**

Email for enquiries:  
**[megacare@hotmail.co.uk](mailto:megacare@hotmail.co.uk)**

# MEGA CARE SERVICES

**ALL EMERGENCY CALLS  
ARE DIVERTED TO THE  
ON-CALL MANAGER**

## MEGA RESOURCES LIMITED

Mega Resources has been engaging and providing carers, registered nurses and specialist nurses to private hospitals, social services, NHS hospitals, residential homes, schools and day centres for several years. Our highly trained staff strive to understand and meet the needs of our service users. We have developed alternative services to a wider range of individuals.

### Domiciliary Care

Mega Care Services provide care and support enabling you to achieve your desire to remain at home. We support people of all ages for both short and long term arrangements. We would also ensure that you are enabled to settle back at home to recuperate following discharge from hospital.

### Live-in care support staff

We provide live-in carers, which gives an alternative to living in a residential home. They meet your need for companionship and are also available to meet your specific health care needs. Our carers would assist you with staying at home or remaining independent in the comfort of your own home. They will assist you with household chores, shopping, cleaning, cooking, bathing, washing, dressing and other personal care needs.



## MEGA CARE SERVICES

Mega Care aim to provide a high quality professional, cost effective service with a friendly approach. We acknowledge and respect differences in all areas of life and living and aim to promote independence by assisting you to help yourself, but also there to help you, when you are not able to do so. We always respect privacy with an open-minded approach. Our vetting system is firmly in line with the **Care Quality Commission Standards**, enabling us to ensure that we match high quality staff at all times, tailored to your needs. We also ensure that we deploy staff that has prior experience in working in your environment in order to avoid constant inductions. This also promotes continuity of care. We are highly interested in staff development and encourage our staff to undertake regular continuous professional development.

### Aims and Objectives

-  To provide a caring, professional and efficient service to clients who cannot wholly look after themselves in their own homes, and keep in line with an agreed plan of care.
-  To provide skilled qualified care workers to clients to assist and support them in promoting independence and preserving quality of life.
-  To provide a focused, value for money service that is reliable and responsive to client needs and preferences while offering the highest standard of care.
-  To build solid relationships with our clients, making every effort to improve our service, keeping up with our clients' changing needs.

### Our services include

-  Assistance with washing, bathing and dressing
-  Assistance with getting up in the morning and tucking into bed in the evening
-  Incontinence care
-  Medication prompting
-  Prescription collection
-  Light housework
-  Meal preparation
-  Help with shopping
-  Companionship and conversation
-  Arranging/escort to appointments
-  Attend meetings and events

