



Fees and payment arrangements

Our schedule of charges is available on request. Our fees are usually all inclusive, covering the cost of care and travel expenses for staff.

Depending on circumstances, clients may be eligible for financial support from their Local Authority.

Supreme Home Care can assist with contacting the relevant Social Services or Direct Payments department for advice.



Directors

Georgina Roe Claire Eagles



How to contact us . . .

By Telephone: **0121 373 2743**

By Fax: **0121 373 4649**

By e-mail:
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C & G Care Services Ltd
[Company Reg. No 8041912] Director: Georgina Roe
a franchisee of Supreme Home Care Limited



0121 373 2743

First class, professional support and
care in your own home.



Our aims and objectives

The primary aim of Supreme Home Care is to provide high quality, dependable support and care for our clients. We encourage our clients to do as much as possible for themselves in order to maximise their independence, whilst providing the support and care that they need.

What services do we provide?

Following a full assessment we will provide an agreed package of care, which may include:

- Advice, encouragement and prompting people to care for themselves
- Personal care, for example assistance with bathing, dressing, toileting, feeding
- Assistance with shopping or cleaning
- Facilitating hospital or other appointments or social activities
- Assistance with the safe administration of medications
- Meal preparation

Supreme Home Care provides trained and qualified carers throughout NORTH BIRMINGHAM and beyond. Our staff work in a variety of settings, clients' own homes, supported housing and care homes.

Who are our clients?

We provide care to a range of clients with a variety of needs including: frail elderly, adults and elderly with mental illness, adults with learning disabilities, adults and elderly with physical disabilities and those nearing the end of their life.

All new clients are involved in the assessment of their needs and the development of their care plan. This is undertaken by senior care staff who involve family members and other care professionals as appropriate.



How will care be delivered?

At Supreme Home Care we recognise that clients want as much control as possible over how their care is delivered. Increasingly, Social Services are offering clients the option to direct their own payments or control an individualised budget.

Supreme Home Care can help with this. At a client's request, we will appoint a part or full time 'Care-Coordinator' or Care Manager for that individual who will be their first point of contact. He/she will develop a package of care and co-ordinate a team

of carers to suit the client's needs. Supreme Home Care will manage this service, ensuring that all staff are well trained and supported there is cover for staff leave or other absence, and providing a management back up if there are any problems or difficulties.

A written care plan will be prepared which sets out the service that has been agreed with the client. This plan will detail how this care will be delivered and will include, for example, the frequency and times of calls, any equipment which might be needed and the number of staff who will visit to ensure care is delivered safely.

We will agree arrangements for gaining access to the client's house and for keeping clients and their property safe.

A senior member of staff from Supreme Home Care will visit periodically to ensure staff are carrying out their duties effectively and appropriately and that the care delivered is continuing to meet the client's needs.

At Supreme Home Care, there is always a senior manager on call to deal with any staff concerns or emergencies.

