



'WE CARE MORE'



ISON HOMECARE SERVICES BROCHURE





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"As a specialist health care professional recruitment agency, we understand the necessity for high standards in staffing within the NHS and private health-care sector. We are pleased provide highly qualified staff to our clients at all times matching their specific requirements."

Mrs I. Jagne

Nominated Individual

**Call our friendly
team on 0844 800 1124**



Ison was established by nurses with over 40 years experience to provide a comprehensive home care service for the residents of London and surrounding areas. Whatever your needs, we aim to help you stay independent and comfortable in your own home.

Introduction

Finding the right care solution can be stressful and confusing. Navigating your way through the maze of information is challenging. At Ison, we take the time to listen, learn and understand your needs, then provide you with the information you need to make an informed decision.

The following information has been produced to enable you to have an overview of who we are, what services we can provide, where and when.

There are many 'care' companies, but only one that truly embraces the word. At Ison, we put the 'care' and needs of our clients at the heart of everything we do, simply put WE CARE MORE.

Please talk to the Ison Team and let us help and support you to choose the right care package for yourself or your loved one.

We are registered, licensed and inspected by the Care Quality Commission. CQC is the health and social care regulator for England.

Aims and Objectives

Our aim is to provide the highest level of care and assistance appropriate to the needs of our clients, and in accordance with the remit from the client or their advocate, allowing as much participation and independence as possible. We like to be as unobtrusive as possible within the client's home, especially where the home is shared with a partner. We extend our respect to clients' relatives, carers or other advocates whilst continuing to embrace client confidentiality.

We have the same philosophy towards our clients whatever the frequency of our services, for example, daily, weekly or to help with recuperation or holiday relief cover for other carers (or even assistance to holidaymakers). We aim to empower our service users, encourage individual choice and recognise different social lifestyles and home environments.

We provide service user focused and outcome based services to anyone that uses our services. We aim to meet the requirements of each individual's assessment and to monitor its progress so as to meet changing needs. We value our client wishes and promote choice, independence, dignity, right, respect, individuality and work in partnership to maintain individual's privacy.

In order to achieve these aims we actively promote to our staff that they must respect the ambience of each client's home and embrace the client's welfare as a whole experience. All our staff attend a mandatory training class.



Our Services At A Glance

Personal Care

We work hard to match the right support worker to you and all our support workers can take care of your personal needs with dignity and respect.

Personal care can include:

- **Bathing**
- **Showering**
- **Dressing and undressing**
- **Shaving and other grooming duties**
- **Changing/emptying catheter bags**
- **Assistance with medication**
- **Anything else that involves a more hands-on approach**

Our care/support workers can pop in for just half an hour once a week or regular morning and evening calls. We will help you get up in a morning, go to bed at night and be there for longer weekend calls, indeed any support you need for as long as you need it.



Home Care Services or Domiciliary Care

Home care is sometimes called domiciliary care or home help. It is when a care/support worker visits you or someone you care for in their own home to give them help and support with the daily tasks.

This care can involve all manner of activities including:

- **Meal preparation**
- **Collection of pension**
- **Paying of bills**
- **Laundry**
- **Companionship**
- **Cleaning**
- **Ironing**
- **Shopping**
- **Visiting friends/relatives ~ outings/day centres**
- **General errands eg. Post Office, banking, shopping**

Your independence, safety and dignity at home is our priority.



Our Services At A Glance

Specialist Care Services

We understand your specialist needs and have support workers who are experienced in providing care for the following conditions:

- **Dementia**
- **Learning disabilities**
- **Parkinson’s disease**
- **Severely Disabled**
- **Stroke / Multiple Sclerosis**
- **Palliative care/ End of Life care**
- **Sensory Impairment (Blind or Deaf)**

Handy Man / Driver Services

We understand the stress that can be caused due to the odd jobs at home and the lack of a competent driver. At Ison we offer a handy man/driver service. Our fulltime em-



Concierge Service—Beyond Care

To ensure our clients maintain independence and quality of life we believe that care is only part of the equation. There are many little jobs that often get overlooked and cause unnecessary hassle to you and your loved ones.

The Ison Concierge Service compliments our care, by supporting you and your family in all areas of your life, providing you with peace of mind that the tasks are being taken care of. Bridging the gap by offering a full-support package to keep you safe, independent and happy.

To give you some ideas, these could include:

- **Medication management – monitoring, reordering, collection or arranging delivery and liaison with GPs as prescriptions change**
- **Appointments – arranging and co-ordinating appointments eg. Doctors, dentists**
- **Co-ordinating home maintenance**
- **Arranging specialist equipment – mobility aids, home adaption's (eg. grab rails)**
- **Food and supplies ordering - maintaining nutrition and general well being**
- **Liaising with NHS and local authorities**



We Care More

Ison will provide all clients with high quality care in their own homes, delivered by our carefully selected and trained staff.

Ison will provide support services to enable you to remain independent in your own home for as long as you wish to stay there

Ison will respect your right to....

- Dignity, privacy and confidentiality
- Have spiritual, emotional and physical needs, and life-style choices, met and respected
- Freedom of choice, especially in social, legal, financial, political and religious matters
- Be treated with kindness
- Have control over what happens in your own home

Quality Assurance

We are constantly endeavouring to improve the services we offer to our clients and welcome any suggestions for change or any comments that you may have.

Inspections are also carried out by the Care Quality Commission (CQC) and can be found at www.cqc.org.uk or in the office, as well as annual internal monitoring of the standard of our service.

Ison believes that you have the right to:

- Be consulted and involved in a full assessment of your needs and be advised of the outcome.
- Refuse admission of any Ison employee into your home.
- Have complaints taken seriously, fully and promptly investigated and be informed of the outcome.
- Expect our staff to arrive within 10 minutes of the appointed time, stay for the agreed period and deliver the required service.
- Receive the highest level of care, respect, courtesy and professionalism from our staff.
- Know that any information about you is treated in the strictest confidence, and that all records are maintained in accordance with the Data Protection Act 1998 and will be made available to you on request
- Be assured that all Ison staff are subject to thorough vetting before introduction to any client
- Have free access to the Directors and/or Community Services Manager

If you have any cause for concern or complaint about any aspect of our service please use our Complaints Procedure, a copy of which will have been supplied to you. We will respond quickly, confidentially and professionally. Please send complaints to complaints@isonna.co.uk.



What makes Ison Special?

Experienced hands

Ison is operated by nurses with over 40 years combined experience so you can rest assured you are in experienced hands.

Peace of mind

Just knowing that someone will be around to check that you are ok can provide comforting reassurance in case anything happens and prevents isolation.

Maintaining independence

Enjoy receiving care from the comfort of your own home to minimise disruption and to maintain as high a quality of life as possible.

A friendly face

Our friendly carers take their role seriously and care about the well-being and safety of our clients. They all go through a rigorous selection and induction process (including an enhanced criminal records check and also checked against the Protection of Vulnerable Adults (POVA) list) prior to employment at Ison and are equipped for all eventualities.

Individualised care

Ison can assist with a wide range of tasks in a way that suits you. Your needs and preferences are our number one priority.

Time

We are available anytime, Monday to Sunday, 24hours, 365 days a year. You choose what time, what day, and how often. Emergency call outs are also available.

How it works

Getting started couldn't be simpler. Call our friendly team on **0844 800 1124** who will be able to answer any questions you may have and will book in an assessment with a Team Manager to assess individual needs and capabilities, including any specialist equipment required to aid mobility. There is **NO CHARGE** for this meeting and no obligation.

A care plan is then drawn up, in conjunction with the client and/or relative or other advocate, specifying the various details of the care to be provided and any health and safety risks. This plan is reassessed annually or at any time of change, and at the request of the client, relative or other advocate, or Carer.

Personal care is supervised by the manager and assistants. The necessity to have care at home can be a difficult lifestyle change and we do all we can to minimise disruption to existing domestic routines.

Areas we cover

Our operational area is mainly within but not restricted to London.

Remember!

We are here to listen! Lets us help plan the most caring solution that's right for you.



How quickly can support be provided?

You choose when, what time and what day. At Ison we aim to have a support worker available within 48-hours of the initial enquiry being received. This will vary in certain cases, or can be delayed, if it suits your plans. We also provide an emergency call out service.

Will I still receive care on Bank Holidays?

We provide care 365 days per year, if your scheduled care visit falls on a Bank Holiday of any kind, i.e Christmas, New Year, Good Friday, we will ensure you still receive your support unless you tell us it is not required.

What if my support worker is ill or on holiday?

If for any reason your regular support worker is on holiday or unwell, we will find a suitable replacement to attend to your needs. You will be informed of who this person is and when they should be arriving to be with you, where possible it will be somebody who has worked with you in the past.

Will the agreed time of my visits be the same everyday?

Yes – in most cases your support is scheduled so it should be at the same time each day/week. You will be sent a roster by post or electronically for the week ahead. This details the time and the support worker you should expect. Sometimes small changes have to be made after the rosters are sent out but you will be spoken to about any changes we have to make. If timings are essential, please stress this in your initial assessment.

Can the support worker take me out into town?

Accessing the local community is a vital service we provide to many clients, this will be discussed and agreed with the Team Manager at the initial assessment if it is a service you wish us to provide.

What if I need to speak to somebody when the office is closed?

Outside of office hours 9:00-17:00 we have a dedicated **out-of-hours support service** which can be contacted on the usual number 0844 800 1124. The on-call members of staff will deal with any issues that may arise.

What if I need more or less support in the future?

You choose if you wish to increase or decrease the amount of support given. Just give your Team Manager a call and they can come and review your needs. For clients who are not self funding, your Council Care Manager will need to review your package with us and agree any increase or decreases that need to be made.

If I go out with a support worker, do I pay petrol?

When you go out and about using a support workers vehicle we charge 45p per mile. Any mileage and parking expenses will be detailed and charged back to you on your invoice. We ask that you do not pay your support worker directly. All our support workers that drive have their driving credentials checked prior to starting with us.

Are there any other costs I will be expected to pay?

If you wish to go somewhere special where there is an entrance fee, you will be expected to pay for your support worker and any parking charges you may incur. You are not expected to provide refreshment for the support worker unless you wish for them to eat with you.

Is there a minimum amount of hours I must have a carer?

No – the amount of support you need dictates the amount of support you receive. If that is half an hour every Thursday and we have the availability in that area we will support you.



Contacting Us

Our office is open from 9am to 5pm Monday to Friday, except Bank Holidays. We also offer an emergency out of hours service for when our office is closed.

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