

I care - I-s Care



My name is Claudia Zylbersztajn. Based on two decades of experience in the health and social care sector I have worked for several years to establish a care agency with a difference: Immediate Social Care, (I-s Care). I am passionate about providing you with excellent quality care centred on compassion, dignity and respect. I want to care for you because I care. I care about your pain, your journey, your health and your well-being. Whatever your needs are, we care.

Claudia

Claudia Zylbersztajn B.A., M.A., Dip.S.W., is the director of I-s Care. She is a Mental Health Social Worker and Approved Mental Health Professional, and Social Work University Tutor.

Our mission is to maintain the dignity of vulnerable adults by addressing the inequality and imbalances that exist in the community, giving excellent care provision to vulnerable adults with mental health, physical disabilities, and caring for the elderly, including dementia sufferers.



We listen to customers' individual needs.

We treat our customers as individuals.

I-s Care is a business with compassion.

As such, our consistent goal is to employ competent, caring and trained individuals, who are given focused professional development training to ensure I-s Care remains a care agency with the highest standards of care and empathy.

Maintaining the dignity of vulnerable adults is our primary focus. We ensure that their likes and dislikes are heard, and that their care programme is designed around their very specific needs.

Our assessments are carried out by qualified Social Workers.

We operate within the central and the wider boroughs of London.



Immediate Social Care Ltd.

**Welcome to our
services.**



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Services for people with disabilities:



I-s Care provides a personalised domiciliary service based on the person's physical, emotional and mental requirements. We enable people to feel better, look forward to visits and take pride in their appearance. Our services include:

- Providing emotional and psychological support to each customer including behaviour management and assistance with cognitive functions.
- Safety in the home.
- Personal support, including grooming, hygiene, mobility, bathing, toileting, dressing and undressing, getting up and going to bed including health monitoring in both mental and physical health.
- Support with care of skin, hair, teeth and nails, if required together with support for the home, social and personal life of the customers.
- Support with housekeeping, shopping and customers personal affairs.

Services for older people:

At home I-s Care's personalised domiciliary service is based on our customer's physical, emotional and mental requirements and needs.

I-s Care helps customers to remain in their home. However, if customers need to be moved into a care home, we provide help and support for customers and their families to manage the transition:

- Care at home, grooming
- Respite care and living-in care
- Nursing home care
- Personal care
- Day-to-Day Care
- Completing forms and claiming benefits
- To organise and monitor the payment of your household bills
- Managing dementia care
- Activities to decrease social isolation
- Liaison with your GP and other agencies
- Short or long term mental and physical health needs
- In line with Government policy
- Personalisation: giving you choice and control to help you reach your goals.



Philosophy of care:

I-s Care believes that for services and practice to be effective, they should be based on sound values and principles. I-s Care believes that it is vital to discover, understand and treat customers as individuals, in order to adequately address their needs. These principles are central to our care planning and service delivery. I-s Care has drawn upon some core principles of care to achieve this, which include:

- To embrace equality, value differences and treat all customers equally.
- To support diversity, including cultural, ethnic, religious differences and differences based on sexual orientation.
- To safeguard adults by maintaining their dignity and adhering to all regulations and policies.
- To maintain confidentiality and privacy.
- To consult, discuss and explain any important decisions that may affect the customer(s).
- To empower the customer(s) to have a real say in their care plan and to fulfil their personal aspirations.

A true Professional Partner:

I-s Care is a professional provider and prides itself in maintaining excellent standards in all areas of social care. We have expertise in working with the elderly, dementia care, mental health, physical disability, sensory impairment, forensic clients, young offenders, working with substance misuse, working with client's GP and other health professionals.