



Care & Grace



Home Care Your Family Will Love

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ABOUT US

At Care and Grace, we are dedicated to offering personalised domiciliary care that truly empowers your independence and enriches your life. Our mission is rooted in providing care that's as individual as you are, ensuring that every day is lived to its fullest potential. Whether it's providing daily assistance or managing more complex care needs, our approach is always personal. We believe in care that's not just effective but also imbued with a sense of warmth and respect, ensuring you always feel valued and comprehensively supported.



WHAT WE BELIEVE IN

Care and Grace is built on respect for individuality and a commitment to enhancing life quality. We believe in nurturing strong community connections and operating with transparency and trust. Continuous improvement is at the heart of our approach, guaranteeing that we consistently provide top-tier care. Our beliefs guide every action, fostering an environment where clients and families can thrive.



At Care and Grace, our care team sets us apart. Each member is not just qualified, but passionately dedicated to caregiving excellence. They embody our core values, delivering care that is as caring and dependable as it is trustworthy. With a focus on individualised attention, our team ensures that every client feels genuinely supported and valued in their own home.

WHAT YOU WILL RECEIVE

Opting for domiciliary care from Care and Grace brings you a host of benefits, all designed to promote your comfort, uphold your dignity, and provide peace of mind. Below is an overview of the exceptional care and services you can get:

Personalised Care

Customised care plans that respect your needs, preferences, and lifestyle.

Empathetic, highly trained professionals passionate about their work.

Professional Carers

Access to our services any time, ensuring continuous care.

24/7 care and support

Respect for rights

Unwavering commitment to upholding your civil and human rights.

Family Involvement

We encourage and welcome family participation in the care process.

Regular health checks to prioritise your wellbeing.

Health & Well-being

Assistance with social and community activities for an enriched life.

Community Integration

Transparent Cost

Clear pricing with no hidden fees for your peace of mind.

Continuous Improvement

Regular feedback-driven service enhancements.

Our commitment to excellence ensures we always strive to exceed care standards.

Quality Assurance

OUR CORE PRINCIPLES AT CARE AND GRACE

Upholding Rights:

We are committed to upholding the civil and human rights of our clients, ensuring dignity and respect in every interaction.

24/7 Availability

Our services are accessible round-the-clock, providing support whenever needed.

Collaborative Care

We work closely with social services for a cohesive care experience.

Tailored Care Plans

Our care plans are custom-made and regularly reviewed to meet evolving client needs.

Quality Recruitment

We employ a rigorous process to recruit highly qualified and compassionate care professionals.

Continuous Training

Our team receives ongoing training in the latest care practices and innovations.

Transparent Communication

We maintain open communication with clients and families for effective care coordination.

Feedback-Driven Improvement

Client feedback is vital in continually refining our services.

Community Connection

We promote and support clients' connections to the community, recognising its role in overall well-being.

Commitment to Excellence

We execute every service aspect with a steadfast commitment to excellence.

CARE AND GRACE PERSONALISATION

At Care and Grace, personalisation is more than just a service it's a core principle. Our approach is in line with the 'Putting People First' agenda from 2007, which advocates for individual choice and control in care and support. This philosophy is integral to how we provide care.



Customised Care Plans

Every care plan is carefully crafted to reflect your specific preferences and needs, ensuring our support positively impacts your life in the most meaningful ways.



Empowering Autonomy

Your independence is our priority. You're involved in every decision, ensuring the care you receive is precisely what you desire and require.



Adaptable Services

Our services adapt as your needs change, maintaining flexibility to ensure our care remains aligned with your current situation.

To understand more about the 'Putting People First' initiative and its influence on services like ours, visit tasc.org.uk.



WHAT SERVICE IS RIGHT FOR YOU

Care and Grace offers a wide range of domiciliary care services, each designed to meet diverse individual needs. Discover how we can support you:



PERSONALISED CARE

Support for everyday tasks, delivered with the highest degree of respect and sensitivity.



COMPANIONSHIP

Enriching social interactions and assistance with attending appointments to maintain your connectivity.



NIGHT CARE

Overnight support for peace of mind, knowing help is available at any time.



LIVE-IN CARE

In-home support offering you the benefit of 24/7 assistance within the comfort of your home.



RESPIRE CARE

Provision of temporary care to give primary caregivers a respite, while ensuring your care continues seamlessly.



COMPLEX CARE

Specialised support for complex health needs, delivered by expertly trained professionals.



HOSPITAL TO HOME

Attentive support to facilitate a smooth transition from hospital to home, aiding in your recovery and reintegration.



PALLIATIVE CARE

Compassionate care focused on alleviating symptoms and stress of serious illnesses, to enhance life quality.



END OF LIFE CARE

Sensitive, dignified support to ensure comfort during life's final stages.

MINIMUM VISIT TIME

Recognising the individuality of each client's needs, Care and Grace offers flexible visit durations to provide precisely the right level of care and support. Our range of visit times includes:

1 Hour Visits: These are ideal for routine assistance, quick check-ins, or specific tasks needing professional attention.



2-3 Hour Visits: Suitable for more comprehensive support, these visits cover personal care, meal preparation, and companionship.

4 Hour Visits: For clients needing thorough assistance, these extended visits accommodate complex care requirements or a combination of multiple services.



EMERGENCY RESPONSE

We recognise that emergencies don't wait. Our team at Care and Grace is committed to providing rapid assessments and initiating care within 24 hours, ensuring prompt and quality care in critical moments.

SEAMLESS AND PERSONALISED CARE DELIVERY

From your first contact with us, we're dedicated to a seamless, personalised care experience. Here's our approach:

- Initial Enquiry:** We begin by understanding your situation and care requirements, laying the foundation for your care journey.
- In-Depth Consultation:** A detailed consultation helps us understand your needs, preferences, and concerns, shaping the ideal support structure for you.
- Tailored Care Plans:** We create a personalised care plan based on our consultation, adaptable to your evolving needs.
- Caregiver Matching:** Selecting a caregiver who matches your preferences ensures a positive, trust-based relationship.
- Quality Assurance:** We review your care plan with you before commencement, ensuring it meets your expectations and our standards.
- Ongoing Support:** Open communication with you and your family is maintained, keeping our care responsive.
- Regular Reviews:** Your care plan is regularly reviewed and adapted to suit your changing needs.
- Emergency Readiness:** In emergencies, our trained team is ready to act swiftly, ensuring continuity and quality of care.
- Feedback and Improvement:** Your feedback is crucial for us to refine and enhance our services continually.

FUNDING YOUR CARE

Understanding the financial aspects of care is vital. Here's how you can fund your care with Care and Grace:

Self-Funding

We offer clear pricing and work with you to develop a budget-friendly care plan.



Local Authority Support

We guide you through assessments and liaise with local services if you're eligible for council funding



NHS continuing Healthcare

For complex health needs, we assist with NHS Continuing Healthcare funding applications.



Direct Payment

We support the management of Direct Payments, offering flexibility in arranging your care.



Insurance & Benefits

We help in understanding and accessing any funding through insurance policies or benefits.



QUALITY ASSURANCE AND RECRUITMENT STANDARDS

At Care and Grace, we set and maintain the highest quality standards in every facet of our service, from client care to our professional team. Our commitment to excellence is unwavering, and here's how we ensure it:



·**Rigorous Recruitment:** Our recruitment process is comprehensive. We select care professionals based on their qualifications, experience, and commitment to our core values of compassion, reliability, and integrity.

·**Enhanced DBS Checks:** Each team member undergoes an enhanced Disclosure and Barring Service (DBS) check, ensuring the utmost safety and security of our clients.



·**Continuous Training:** We invest in the ongoing training and development of our staff, keeping them updated with the latest in care best practices to uphold our high service standards.

·**Client-Centered Approach:** Our quality assurance is deeply integrated into our client-centered approach. Regular feedback from clients informs our continuous service improvement.



·**Accreditations and Compliance:** We strictly adhere to regulatory standards and maintain accreditations that recognise our commitment to quality care.

·**Performance Monitoring:** Through internal monitoring, we track and ensure the high performance of our services, consistently meeting and exceeding client expectations.



·**Transparent Communication:** We believe in open communication with clients and their families, addressing any concerns swiftly and effectively.

SAFEGUARDING OUR CLIENTS

Safeguarding our clients' welfare is paramount at Care and Grace. We are dedicated to creating a safe environment that promotes the health, well-being, and dignity of each individual we support. Our safeguarding policies and procedures align with current legislation and best practices, focusing on prevention and proactive measures.



Regular Training: Ongoing safeguarding training for our staff ensures constant vigilance and knowledge in protecting vulnerable individuals.

01



Rigorous Recruitment: Our thorough background checks and DBS screenings guarantee that only the most trustworthy and capable individuals join our team.

02



Client Empowerment: We empower our clients by educating them on their rights and providing necessary support for informed care decisions.

03



Transparent Reporting: Our culture of transparency allows for the immediate and effective addressing of any concerns without fear of reprisal.

04



Collaborative Approach: We collaborate with local authorities and organisations to remain updated on safeguarding practices and ensure a community-wide protective approach.

05

FREQUENTLY ASKED QUESTIONS



1. What types of domiciliary care services does Care and Grace offer?

Care and Grace provides a wide array of domiciliary care services, including personal care, complex care, hospital-to-home transitions, palliative care, and more. We tailor each service to meet the unique needs of our clients.

2. How are care plans created and can they be adjusted?

Our care plans are developed following a thorough consultation with clients and their families, ensuring they address the individual's specific needs. These plans are flexible and can be modified as client circumstances or needs evolve.

3. What qualifications do Care and Grace caregivers have?

Our caregivers are qualified professionals in their respective service areas. They undergo stringent background checks, including enhanced DBS checks, and receive ongoing training to uphold the highest care standards.

4. How does Care and Grace ensure the quality of care?

We maintain rigorous quality assurance protocols in line with CQC standards, the Care Standards Act, and the Regulation of Care Act. Our approach includes a robust feedback system and regular service reviews for continual improvement.

5. What should I do to arrange care in an emergency?

In emergencies, Care and Grace is ready to respond promptly. We provide quick assessments and can initiate care within 24 hours to meet urgent needs while maintaining our commitment to quality care.



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