



We can help...

Are you or a loved one in need of care at home?

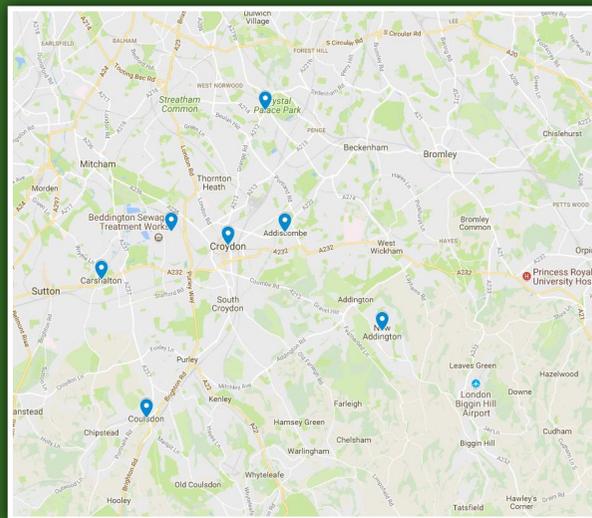
There is nothing like home for your loved ones whether they are elderly, or those with disabilities. We all share similar concerns about their care and support and naturally want to enable them to remain in and enjoy their own home whenever possible and for as long as possible. That's where Gracefield Home Care Services can really make a difference to the quality of life of those whom we serve.

“

Without Gracefield Home Care Services to help her get up in the morning and to bed at night, my Aunt would have to live in a care home, there's no two ways about it. I can't thank them enough for helping her stay in the home she's lived in all her life.”

Areas we cover

Presently we are operating in these areas:
Coulsdon, Addiscombe, Croydon, Beddington Farm, Carshalton, Crystal Palace and New Addington



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Telephone: 0208 667 2113

Email: enquiries@gracefieldhomecare.co.uk

www.gracefieldhomecare.co.uk



Gracefield Home Care Services Ltd is registered with the Care Quality Commission (CQC) and complies with all relevant regulations

Gracefield

Home Care services



Specialist Home Care and support services

Contact us today

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What we offer...

We offer a wide range of home care and support services aimed at meeting your assessed care needs without compromising your independence, dignity and privacy.

We are aware that each person's care needs are unique. We work flexibly with our clients and their family or representative to ensure that their care plans meet their care needs. We value the trust our clients have invested in us, and are committed to meeting their expectations. We expect that the need may arise for our clients to add new services or remove some existing ones from their care plans in order to meet their changing care needs; as such, we welcome their input in the review of their care plans.

Our clients' needs are our priority and we are able to respond to requests at short-notice for respite support, post-operative care, long-term care, support with medication, shopping or other activities of daily living.

Some of the specialist care services we provide are:

- **Respite Care**
- **Personal Care & Support**
- **Dementia Care**
- **Palliative Care**
- **Mental Health**
- **Learning Disabilities**
- **Companionship Services**
- **Supported Living**



Step by step...

We aim to build a lasting relationship with our clients and demonstrate our appreciation of their confidence in our service. We welcome and value your custom; the following steps are to guide you through requesting the care that you need.

Contact us to request a **FREE** assessment by any of these methods:

1. We will then make an appointment for our Care Manager to visit you in your home or hospital to discuss your care needs. You can invite any family member, friend or representative to support you.
2. We will draw up and supply you with a draft copy of your care and support plan to review. Once you are satisfied:
3. We will agree a start date with you and introduce your carers to you. Your carers will follow the plan that has been designed for you and ensure that you are happy with the service you are receiving.
4. We will maintain a 'Daily Care Record' which your carers will use to document their attendance and the tasks they have completed. You will have a section of the sheet to leave your comments.
5. You will be able to add or remove from your care plan any service of your choice and we will update our records to reflect this.
6. To ensure that your care plan reflects your changing needs, our Care Manager will work with you once every year to review your care needs and we will amend your care plan so that the care you are receiving will continue to meet your needs.
7. Our pricing and schedule are easy to understand, giving you control over the services you pay for.



Join us...

Recruitment & Training:

We pride ourselves in the quality of our carers; we are determined to maintain continuous improvement through a programme of training and induction. To this end, we use computer based training manuals and have also engaged the services of an external training firm to ensure that our carers are well trained.

If you share our passion for excellence and improving quality of life for people then you could work with Gracefield Home Care Services.

At Gracefield Home Care Services, we strive to provide a supportive, open and honest culture, aiming to provide top end flexible terms and conditions of employment.

On-Going Training:

Many of our existing carers have necessary qualifications and experience of working in care. Their on-going training and career development is paramount to what we do. All of our carers are placed on an on-going training plan; constantly developing their skills to continually improve our service. Training in specialist conditions such as Dementia, and Learning disability are just a few examples of the courses our staff undergo.

Our management team will support your learning and encourage you to acquire recognised qualification to enhance and give you confidence to progress in your career.