



# Wirral Service User Guide

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# Welcome to Apollo Care



**This booklet will provide you with information about our company, what to expect from us and the services we provide.**

Apollo Care was established in 2011 by Cheryl White, a District Nurse, in response to the poor quality of care she had witnessed while providing nursing care to patients in their own homes. Her aim was to improve the quality of care for people living in their own homes by establishing a home care company that focussed on individual care needs.

**Apollo is a domiciliary care agency that will:**

*“Provide individualised holistic care to individuals in the community who wish to remain living at home”*

By providing care, support and advice, we enable our service users to remain as independent and self-caring as possible. We will provide assistance on an individual basis following a detailed, person-centred care plan, our service users can expect an excellent service provided by trained care staff.

*We promise to provide person-centered, holistic care to individuals living in their own homes.*

Apollo Care is compliant with Care Quality Commission standards and follows the KEY LINES OF ENQUIRY that our care teams are inspected and regulated against.

There are 5 questions that are asked of all care services. They are at the heart of everything we do and help us to make sure that we focus on the things that matter to people who use our service.



# The 5 Questions



## 1 ARE WE SAFE?

You are protected from abuse and avoidable harm.

## 2 ARE WE EFFECTIVE?

Your care, treatment and support achieves good outcomes, helps you to maintain quality of life and is based on the best available evidence.

## 3 ARE WE CARING?

Staff involve and treat you with compassion, kindness, dignity and respect.

## 4 ARE WE RESPONSIVE TO PEOPLE'S NEEDS?

Services are organised so they meet your individual needs.

## 5 ARE WE WELL LED?

The leadership, management and governance of the organisation make sure we provide high-quality care that is based on your individual needs, that we encourage learning and innovation, and that we promote an open and fair culture.

**What do you expect from our service?  
What would your ideal outcome be and  
how can Apollo help you to achieve this?**



# Meet our team



"Five years ago I came across Apollo Care whilst looking for care for an elderly relative and was so impressed with the company that I decided on a career change and moved into the care industry. Me and my team strive to provide high-quality service delivery and continuity of care ensuring dignity and respect for all." - Nicky Lucas

My aim is to keep care services efficient, and compassionate and take action as and when required, however big or small to create a caring system. I am very lucky and proud to have a team that is motivated and skilled, their attention to detail is second to none and nothing is too much trouble.

My team listens, they care and they respect our service users' goals and aspirations. They support service users to remain as independent as possible within their own home, therefore in turn they are continuously improving the way they provide support to enable these goals and aspirations to become an everyday reality."



# Our services



## SERVICES WE PROVIDE

Apollo Care provides several services to meet the needs of service users and their families. These include:

- Personal care
- Assistance with prescribed medication
- Meal preparation
- Housework/house keeping
- Companionship/outings
- Shopping
- 24-hour care
- Respite service

## SERVICES WE DON'T PROVIDE

- Wound care
- Dressings
- Provision of continence aids
- Physiotherapy

Although we do not provide the above services, we can put you in touch with the appropriate agencies if required.



# Recruitment process

## CARE STAFF RECRUITMENT

Apollo Care has a robust recruitment policy. You can be confident that your service will be delivered by care staff who have undergone rigorous pre-employment checks, including:

- All applicants must complete an application form detailing previous employment
- Interview by Apollo Care managers
- Reference checking: we request a reference from the applicant's previous employer and require at least two satisfactory references before employment can commence
- Character references
- An enhanced disclosure from the DBS, commonly known as a police check

## CARE STAFF INDUCTION

All successful applicants must complete a 12-week induction programme within their team, suitable to the role they have applied for. The Induction process includes:

- Completion of care certificate training
- On the job "shadow shifts"
- Introduction to service users
- Regular management supervisions
- Specialist training if required

# Delivery of your care



**Apollo Care follows the 7 core principles of dignity when providing care to service users.**

**Principle 1:**

Value the uniqueness of every individual.

**Principle 2:**

Uphold the responsibility to shape care and support services around each individual.

**Principle 3:**

Value communicating with individuals in ways that are meaningful to them.

**Principle 4:**

Recognise and respect how an individual's dignity may be affected when supported with their personal care.

**Principle 5:**

Recognise that an individual's surroundings and environments are important to their sense of dignity.

**Principle 6:**

Value workplace cultures that actively promote the dignity of everybody.

**Principle 7:**

Recognise the need to challenge care that may reduce the dignity of the individual.

Following the initial referral, a manager from Apollo Care will visit you at home.

A full assessment of your individual care needs will be carried out, your co-operation is vital! We will need to find out as much as we can about you, to provide you with a service that suits you perfectly.

The manager will also carry out a risk assessment to ensure work can be carried out safely in your home. Don't worry! Again, this is done with your co-operation and everything will be fully explained.

Our team of care staff is fully trained to provide the best care possible. They will record and monitor your needs at each visit and report any changes or concerns to their line manager.

*YOU are at the very heart of everything we do.*





# Our Better Life services



## HAPPINESS & WELLBEING

We know that being healthy & happy is extremely important for people as they grow older. This service ensures your health & happiness is a priority to enhance your well-being, by delivering a service that includes social outings, home-cooked meals, and much more.

## COMFORT, SAFETY & CARE

Deciding that either you or a loved one needs care can be an emotional time. We understand this and take time to ensure our clients feel comfortable, safe, and cared for. This service is for people needing a little support in their day-to-day living.

## DIGNITY & SUPPORT

We are passionate about providing dignity and support to our clients and their families with more complex care needs. We know this can be an extremely difficult time emotionally and we provide families and their loved ones with dignity and support every step of the way.



# Standards the service users can expect



## WE PROMISE TO:

- Always promote your independence
- Treat you as an individual
- Maintain your dignity and respect
- Respect your right to privacy, confidentiality, and equal opportunity
- Show respect for your home and personal belongings
- Deliver a person-centered care package to suit your needs
- Arrive to deliver your care on time (within a 15-minute window time frame)

## QUALITY ASSURANCE

At Apollo Care, we want to provide you with the best possible service that we can. Your needs will be continually reassessed and we welcome feedback from you and your family members.

**Our focus is PERSON-CENTRED CARE and we encourage you to be actively involved in your care planning, implementation, and review.**

We have a 24-hour “live” feedback form on our website that you can use to leave any comments, good or bad, that you wish us to know about. We love to hear from you! There is also a direct link to leave your feedback on the CQC website, this then helps towards our annual inspections. Your opinion really does matter so tell us what you think.



# Our procedures



## HANDLING YOUR MONEY

Any financial transactions that take place must be identified in your care plan. This may include:

- Shopping
- Collection of pensions
- Paying of bills
- Bank transactions

## BEQUEST IN WILLS

Employees of Apollo Care are not allowed to act as witnesses on wills or any other legal documents concerning a service user.

## CONFIDENTIALITY

Information that is provided by you will be treated with respect and will be treated as highly confidential. Apollo care is fully compliant with GDPR and any information we hold will be managed within the law.

## MANUAL HANDLING

Our care teams are trained in all aspects of manual handling. We do have a very strict minimal lifting policy to protect both staff and service users from injury. If equipment for manual handling is required, our staff will be able to use it when it has been risk assessed and provided by a member of the multi-disciplinary team.

## MEDICATION

All staff are trained in the management of service user medication and administration. We can assist with prescribed medication and some homely remedies as required. Blister packs are our preferred choice of administration, but short-term medication can be given from original pack.

## COMPLAINTS AND COMPLIMENTS

We hope that you will be satisfied with the care you receive from Apollo Care, but should there be any matter which you feel requires attention, we ask that you first bring it to the attention of your care assistant. Often worries are only due to misunderstandings and can be dealt with there and then.

However, should you feel dissatisfied please contact the Apollo Care office on 07435952717, and a member of our office team will be pleased to help in any way possible? If you wish you may ask a friend or relative to do this on your behalf.

A member of the office team will fully investigate your concerns and let you have a reply as soon as possible, always within a maximum of 28 days. However, if you are not satisfied with the outcome of your complaint you can bring the matter to the attention of the managing director;

**Nicky Lucas**  
**0151 652 9118**

**Apollo Care (Wirral)**  
**Laird Health and Business Centre,**  
**320 Laird Street,**  
**Birkenhead, Wirral,**  
**CH41 8ER**



# Terms & conditions



## PAYMENT

Payment for services provided will be itemised on an Apollo Care invoice and issued on a monthly basis. Each visit will be listed along with the individual charge for each visit. Fees are due for payment within 7 days of receipt of our invoice. Cash payments must not be given to care staff, all payments should be forwarded to your Apollomanagement team.

## EQUIPMENT

Apollo Care will provide all PPE equipment (such as gloves and aprons), that is required to carry out care activities as agreed. Other agencies will provide and maintain other necessary equipment such as hoists, commodes, pressure equipment, etc. Cleaning equipment must be provided by the service user.

## EQUAL OPPORTUNITES

Apollo Care aims to satisfy the needs of service users and staff by providing equal opportunities, irrespective of age, sex, marital status, race, disability, or sexuality.

## INSURANCE

Apollo Care holds full insurance cover by a specialist care insurance company.

## CANCELLATION

If you wish to cancel a booked visit, we will require 3 days' notice. Failing to provide notice will result in full payment for the visit expected. If you wish to cancel your care package, we will require 28 days' notice, in writing, to the manager at the office address.



# Hours of operation



Our care team provide services between 8:00 and 22:00, 365 days per year.

Our office is open between 7:30 and 17:00 Monday to Friday, outside these hours (17:00 – 22:00) and at weekends and Bank Holidays, we have an 'on call' system.

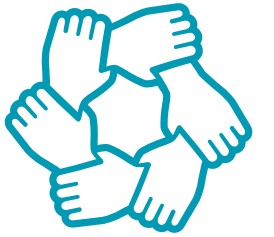
## OUR HEAD OFFICE IS LOCATED AT:

Laird Health & Business Centre,  
320 Laird Street,  
Birkenhead,  
Wirral,  
CH41 8ER  
0151 652 9118





# Useful links & community contacts



## **CENTRAL ADVICE & DUTY TEAM**

Phone: 0151 514 222  
(Office Hours)

## **SOCIAL SERVICES EMERGENCY DUTY TEAM (EDT)**

Phone: 0151 677 6557  
(Outside Office Hours)

## **WIRRAL PCT - LEAD FOR SAFEGUARDING ADULTS**

Website: [www.mkdeafzone.org.uk](http://www.mkdeafzone.org.uk)

## **DEPARTMENT OF ADULT SOCIAL CARE (DASS) SAFEGUARDING ADULTS CO-ORDINATOR**

Tel: 0808 8000303

## **EMERGENCY DISTRICT NURSE (OUT OF HOURS)**

Tel: 01908 239151

## **THE CARE QUALITY COMMISSION**

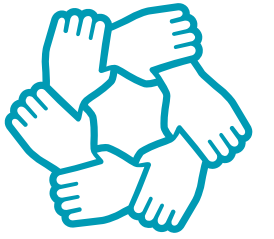
Tel: 0300 061 6161

Website:

[www.mssociety.org.uk/care-and-support/local-support/local-groups/wirral-group](http://www.mssociety.org.uk/care-and-support/local-support/local-groups/wirral-group)



# Useful links & community contacts



## ALZHEIMER'S SOCIETY

Tel: 0845 300 0336

Tel: 0151 630 5206

Website: [www.alzheimers.org.uk/](http://www.alzheimers.org.uk/)

## OLDER PEOPLE (INC. DEMENTIA ADVOCACY) ADVOCACY REFERRALS (WIRRAL) - WIRRAL AGE UK

Tel: 0151 666 2220

Website: [www.ageuk.org.uk/wirral](http://www.ageuk.org.uk/wirral)

## GP OUT OF HOURS NHS

Phone: 111

Website: [www.wirralct.nhs.uk/gp-out-of-hours](http://www.wirralct.nhs.uk/gp-out-of-hours)

## SENSORY IMPAIRMENT (BLIND & PARTIALLY SIGHTED) ADVOCACY REFERRALS - WIRRAL SOCIETY FOR THE BLIND & PARTIALLY SIGHTED)

Tel: 0151 652 8877

Website: [www.wirralsociety.org.uk](http://www.wirralsociety.org.uk)





[www.apollocare.co.uk](http://www.apollocare.co.uk)