



# Liverpool Service User Guide



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# 1. Welcome to Apollo Care

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

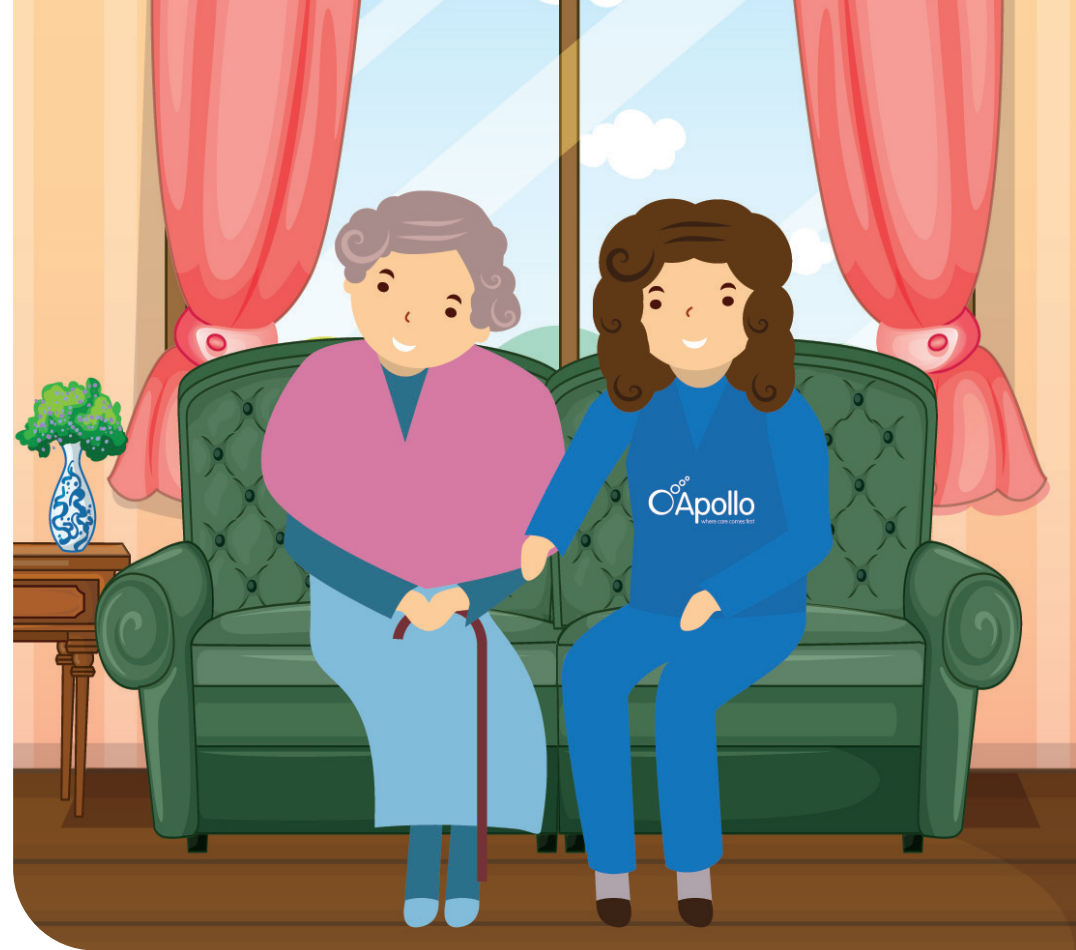
Apollo Care was established in 2011 by Cheryl White, a District Nurse, in response to the poor quality of care she had witnessed while providing nursing care to patients in their own homes. Her aim was to improve the quality of care for people living in their own homes by establishing a home care company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

## Are we safe?

You are protected from abuse and avoidable harm.

## 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.

## Are we caring?

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

## Are we responsive to people's needs?

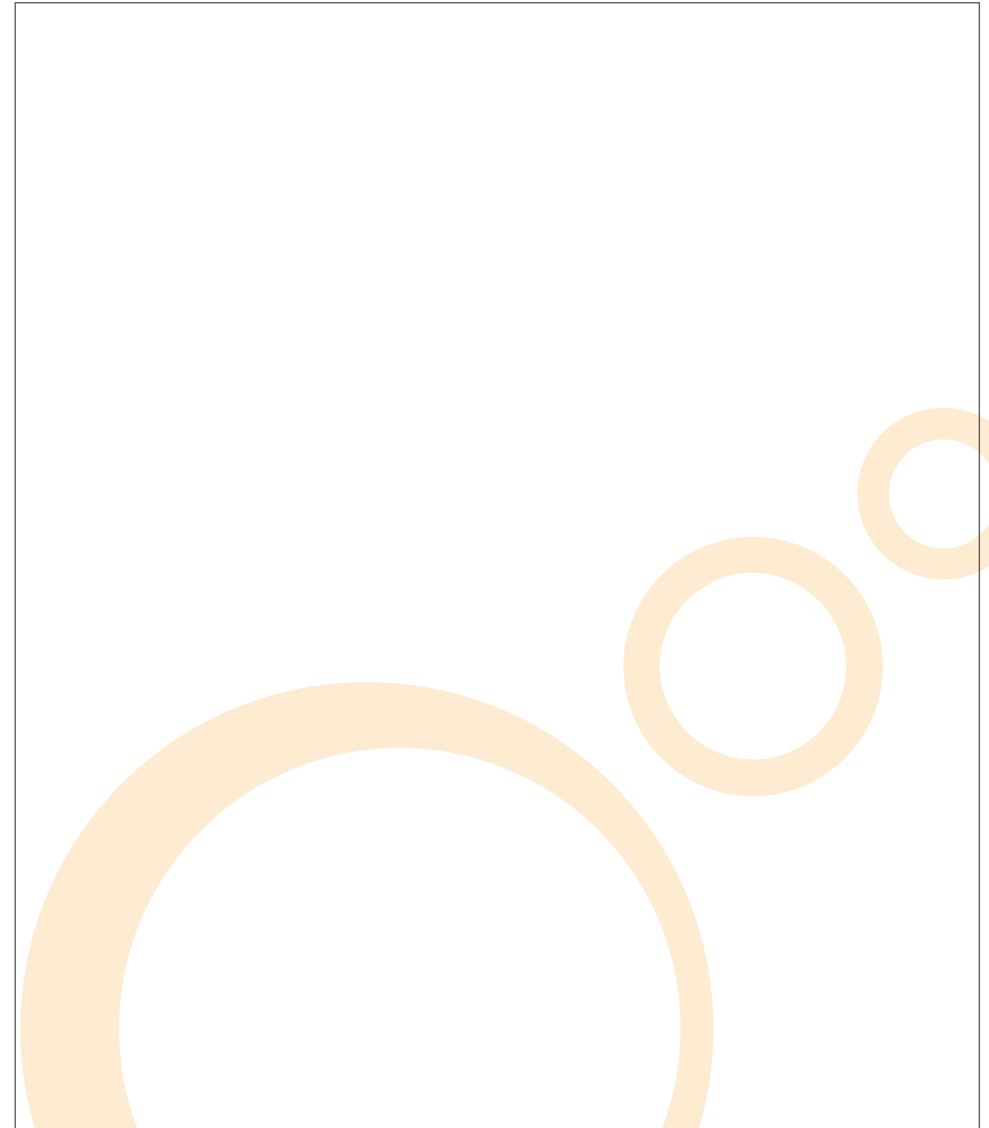
Services are organised so they meet your individual needs.

## Are we well led?

The leadership, management and governance of the organisation make sure we provide high quality care that is based around 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?



## 2. Meet Our Team

### Zara McGovern – Care Manager

Since my first appointment aged 18, I developed a passion for caring which has grown the more I have developed both in my professional and personal life.

Since joining the Apollo South Wirral team over a year ago as a Care Coordinator, I have had the chance to develop from the experience I have gained and the confidence provided by feedback from management, clients and staff in how I have handled situations.

Over my many years in care, I have realised the need for quality care agencies in the city of Liverpool and when the chance to run a franchise in a company which has been a great source of my own personal and professional development arose, it was too good an opportunity to reach my ultimate goal of achieving care manager status and to provide a care service which maintains the dignity and respect of the client in their homes.

### John McGovern – Manager

I have worked most of my life in retail, working in staff recruitment and the ongoing training of staff. I want to bring this experience into Apollo Liverpool and provide our clients and communities with the high standards of carers required to represent the Apollo brand.

My passion to make an impact in the care industry arose when reflecting on the standards of care provided to close family members and the standards of agency in my local community.

There is such a need for the standards in which Apollo Care can provide in our areas and I feel with the experience both me and Zara have gained in our previous roles, we will be able to make the impact we desire.

## 3. 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.

## 4. 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 2 satisfactory references before employment can commence.
- Character references
- 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



## 5. 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 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 cooperation 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 cooperation and everything will be fully explained.

Our team of care staff are 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.**



## 6. 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 are a priority to enhance your wellbeing, 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.



### Support & Tech

Not everyone wants home visits – Some people want to feel independent and live their lives as normal. We want to empower you to carry out your daily routines as you've always done, while offering some peace of mind to loved ones. The Support and Tech package includes a motion sensor to check you're safe, a hydration sensor to make sure you're drinking enough and a door sensor to alert family members as to anything unusual. This means we can make sure you're okay and helps family members feel less anxious about you being on your own.

## 7. Standards that 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-centred 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.

## 8. Our Procedures

### Handling Your Money

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

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

### Bequest in Wills

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

### 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.

### 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.

### 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 0151 944 2119 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;

**Zara McGovern**  
0151 944 2119 or  
07860630878

Apollo Care (Liverpool)  
295 Hawthorne Road,  
Bootle, Liverpool,  
L20 3AP

## 9. 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 Apollo management 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 Opportunitites

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.

## 10. Hours of Operation

The hours the office will be open are between Monday – Friday from 08:00 – 17:00. We have an on-call service whilst the office is out of hours, however this should only be used in the event of an emergency.

The office is closed on bank holidays and over the Christmas period.

Our office is  
located at:

295 Hawthorne Road,  
Bootle,  
Liverpool,  
L20 3AP

0151 944 2119



# 11. Useful Links & Community Contacts

## The Big Help Project

Tel: 07841 042 038

## Sefton Community Equipment Services

Tel: 0151 288 6208

## Bladder & Bowel Service

Tel: 0151 295 3994

## Dementia Day Care & Respite Centre

Tel: 0151 330 5678

## Community & Day Centres Sefton

Tel: 0151 934 3737

## Liverpool Care Line

Tel: 0151 233 3800

## Sefton Care Line

Tel: 0151 285 5452





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

