



Wigan
Service User Guide

Table of contents

Welcome to Apollo Care	03
The five questions	04
Meet our team	05
Our services	06
Recruitment process	07
Delivery of your care	08
Our better life services	09
Standards that service users can expect	10
Our procedures	11
Terms & conditions	12
Hours of operation	13
Useful links & community contacts	14



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?

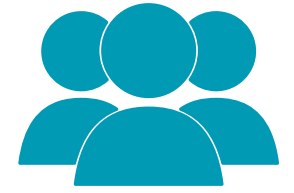
Services are organised so they meet your individual needs.

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



ASLEM

My name is Aslem and I am 55 years old with one daughter. I am the CEO of Apollo Care Wigan and my dream is to provide a first-class service and beyond. I will grow and develop a dedicated team to help me achieve these goals.

I have an NVQ level 5 in Social Care and Management amongst other qualifications in the care industry. I have been in the care profession for over 6 years and between me and my wife we have over 20 years of care experience.

You can be assured you will be in safe hands with your journey with Apollo Care Wigan.

MEHZI

My name is Mehzi. I joined a care company as a carer about 12 years ago. I have seen so many challenging situations over this period and have learnt first hand why it is important to have personalised care plans and the right staff.

I decided to open my own care business with Apollo to make a difference to the people needing care and living in my community. My journey has started as a CEO of Apollo Care Wigan and we will always give our 110 % to our service users and go above and beyond at all times.

We are also proficient in several languages for effective communication, including English, Urdu, Hindi, Gujarati, and Punjabi.



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
- Shopping
- 24 hr care
- Housework/ housekeeping
- Outings/ companionship
- Respite care

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.

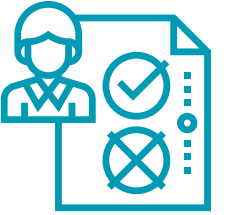
A member of the office team will fully investigate your concerns and let you have a reply as soon as possible, always within a maximum of 28 days. However, if you are not satisfied with the outcome of your complaint you can bring the matter to the attention of the managing director;

**13 Church Street,
Atherton,
Manchester,**

M46 9DE



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 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



Office hours 6 am to 10 pm
Contact number 07466 642 722

OUR HEAD OFFICE IS LOCATED AT:

13 Church Street,
Atherton,
Manchester,

M46 9DE

Useful links & community contacts

WIGAN COUNCIL SUPPORT

Adults health and social care
call 01942 828777 (24 hours)

Welfare support and guidance
call 01942 705221

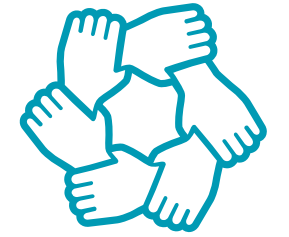
Blue Badges
call 01942 489014

Children's health and social care
call 01942 828300 (24 hours)

Starting Point Plus
call 01942 489011

A free service to advise and support people aged 50 or over (or under 50 with a disability), and their carers, to access a range of services and organisations so you can live comfortably and independently in your own home.

LOCAL CARER SUPPORT SERVICES



Age UK Wigan Borough call 01942 615880

Crossroads Carer Support Group call 07807210913 - A support group for carers run by volunteer carers. The group provides an opportunity to connect with other carers and arrange regular coffee mornings, day trips and weekends away.

Citizens Advice Wigan Borough call 0808 2787801

Driven- Community Transport call 01942 409602

Embrace call 01942 233323

Greater Manchester Mental Health Urgent Response Team call 0800 052 3253

Healthwatch Wigan and Leigh call 01942 834666

Memory Assessment Services in Wigan call 01942 764462

Pensioners Link Wigan and Leigh call 01942 261753

The Lewy Body Society call 01942 914000

Think Ahead Stroke call 01942 824888

Think Wellbeing Wigan call 01943 764449

We Are With You Wigan and Leigh call 01942 827979 -
Drug and alcohol support.

Wigan Alzheimer's Society: call 0333 150 3456

Wigan and Leigh Carers Centre call 01942 697885

Wigan Parent Carer Forum call 07719 330602.



www.apollocare.co.uk