



# South Liverpool 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?

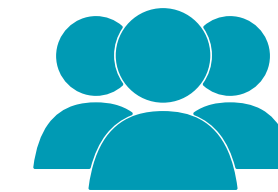
Services are organised so they meet your individual needs.

## 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



## PETER WILLIAMS

Training and Development Manager for Apollo South Liverpool

I've been with Apollo since October 2019.

My job involves introducing new members to the Apollo standards and managing and supporting them through their induction training.

I also run mandatory refresher training sessions for existing staff.

According to developmental needs whilst in post, and in line with supervisions and appraisals, my role is to help staff upskill and to gain further qualifications through apprenticeships/diplomas etc.

I work directly with training providers to source these opportunities and arrange funding.

My role also includes me acting as First Aider for Mental Health, acting as an outlet for any member of the team who requires any support with Mental Wellbeing.

The thing I enjoy most about working with Apollo is my very supportive team. We are always there for each other.

I also really enjoy, following successful induction period, the huge sense of achievement when introducing those new to care to our service users and watching them thrive.

## KAREN HELLACK

Operations Manager:

I have worked at Apollo since 2017. I began as a Community Support Worker but have progressed to Operations Manager.

I love working for Apollo as it is a family run business that promote person centred care for clients and actively supports and encourages staff to develop their skills and internal progression.

My role as Operations Manager allows me to engage and support staff with all aspects of their employment. Apollo Care put me forward to undertake a course in a Mental Health first Aid and which has enabled me to provide one to one support to all staff at any level.

This qualification has also helped me to identify if staff are struggling in dealing with their mental health and emotional wellbeing and I can signpost them to any necessary outside agencies.

## NICHOLA PROCTOR

Registered Manager

My role is to ensure we create a person-centered culture that delivers high quality care for people we support. I am responsible for monitoring and compliance in line with CQC regulations and standards. I love Apollo because I am my happiest when I feel that what I do matters to others

## DANNY

Client care lead deputy manager

My duties are to support the registered manager in the day to day running of the service and also ensure all the client files are up to date and comply with CQC and local authority regulations.

I really enjoy working for Apollo because of the teamwork and support we give each other- it is like a family.



# 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/housekeeping
- 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.

## AROUND THE CLOCK CARE & COMPANIONSHIP

We understand needing 24-hour or overnight care can feel like a big step for you or a loved one. We provide complete peace of mind, ensuring comfort, safety and dignity at all times. This bespoke package allows you to remain at home, surrounded by familiar comforts, while receiving the highest level of professional and compassionate care.

# 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;

**Paul Williams - Care Manager**  
**0151 727 7937 or**  
**07939019509**  
**p.williams@apollocare.co.uk**

**25 Dovedale Road**  
**Mossley Hill**  
**Liverpool**  
**L18 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



Office hours 9am to 5pm contact number 0151 727 7937  
Out of office 5pm to 9am contact number 07518121203  
Care Manager contact number 07939019509

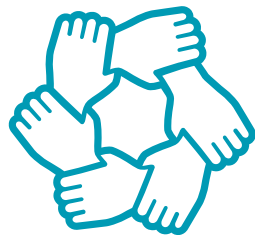
## OUR HEAD OFFICE IS LOCATED AT:

25 Dovedale Road,  
Mossley Hill,  
L18 5ER

0151 727 7937



# Useful links & community contacts



**ADULT SOCIAL SERVICES CARE LINE**

Tel: 0151 233 3800

**ALZHEIMER'S SOCIETY LIVERPOOL**

Tel: 0151 298 2444

**BRAIN CHARITY LIVERPOOL**

Tel: 0151 298 2999

**GREENBANK CENTRE LIVERPOOL**

Tel: 0151 733 7255

**AGE CONCERN LIVERPOOL**

Tel: 0151 330 5678  
Hours: 9am - 4pm

**BEREAVEMENT SUPPORT LIVERPOOL**

Tel: 0151 236 3932

**MERSEYSIDE SOCIETY FOR DEAF PEOPLE**

Tel: 0151 228 0888

**AGE UK MILTON KEYNES**

Tel: 01908 550700

**LIVERPOOL PARKINSON'S SUPPORT**

Tel: 0844 225 3654

**MS SOCIETY**

Tel: 0808 800 8000

**CITIZEN'S ADVICE LIVERPOOL**

Tel: 0344 848 7700





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