



Cheltenham 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-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



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?

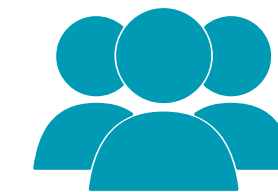
Services are organised so they meet your individual needs.

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 management team



ASHLEY

After witnessing firsthand the challenges of finding compassionate and reliable care for my own relatives, I was inspired to create a service that truly puts people first.

As the Director of Apollo Care Cheltenham, I founded the organisation with a clear mission, to provide empathetic, bespoke care that supports clients in living fulfilling, independent lives. I believe that everyone deserves to feel valued, respected and connected to their community, no matter their age or circumstance.

At the heart of the company is a dedicated team of highly qualified professionals who share my commitment to excellence, empathy and continuous personal development.

I am passionate about creating a supportive environment for both clients and carers, where staff are fairly rewarded and empowered to grow and where clients receive care that nurtures not only their physical wellbeing but also their sense of belonging and dignity.

Together, we aim to make every day brighter for the people we serve.



JEAN

I began working in care in 2001, driven by a deep-rooted belief in compassion, dignity and making a meaningful difference in people's lives.

These values naturally led me to join Apollo Care, an organisation whose ethos and person-centred approach perfectly align with my own. As a Registered Manager, I am passionate about delivering high-quality care that empowers individuals and supports them to live as independently and happily as possible. Outside of my role in care, I run a registered charity dedicated to rescuing abused and abandoned dogs, an effort close to my heart that reflects my commitment to advocacy and protection for the vulnerable, whether human or animal.

I'm also an intermediate-level boxing coach, combining discipline and resilience to help others grow in confidence and strength. In my spare time, I enjoy dressmaking, line dancing and planning community and social events, activities that keep me creative, active and connected.



Our services



SERVICES WE PROVIDE

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

- Assistance with personal care
- Medication administration
- Meal preparation
- Hospital discharge
- Housework
- Shopping services
- Companionship
- Support and tech pack

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 member of the office team 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.

A member of the office team 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-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.

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 boxes.

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 01242 386662, and a member of the team will be happy to help you. If you wish, you may ask a friend or relative to do this on your behalf.

The manager will fully investigate your concerns and will reply within 28 days. However, if you are not satisfied with the outcome of your complaint, you can bring the matter of the outcome to the Managing Director.



Terms & conditions



PAYMENT

Payment for services provided will be itemised on an Apollo Care invoice and issued on a weekly basis. Each visit will be listed along with the individual charge for each visit. Fees are due for payment within 14 days of receipt of our invoice. Cash payments must not be given to care staff, all payments are made via direct debit or cheque made payable to Cheltenham and Cotswold Care.

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 48 hours' notice. Failure to provide notice will result in full payment for the visit expected. If you wish to cancel your care package, we will require 14 days' notice, in writing, to the manager at the office address.

Hours of operation



Our office is open 8:30am - 5pm Monday to Friday.

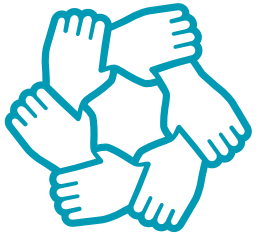
OUR HEAD OFFICE IS LOCATED AT:

Apollo Care Cheltenham,
6-8 St George's Road,
Cheltenham,
GL50 1PH

01242 386662



Useful links & community contacts



GLOUCESTERSHIRE ADULT SOCIAL CARE 01452 426868

COMMUNITY NURSES 0300 421 8100

CHELTENHAM GENERAL HOSPITAL 0300 422 2222

GLOUCESTERSHIRE ROYAL HOSPITAL 0300 422 2222

AGE UK GLOUCESTERSHIRE 01452 422660

GLOUCESTERSHIRE CARERS HUB 0300 111 9000

MANAGING MEMORY TOGETHER 0800 694 8800

POHWER ADVOCACY SERVICES 0300 456 2370



www.apollocare.co.uk