

CARE & SUPPORT SERVICES AT HOME



About Papillon Home Care

Papillon Home Care was launched in February 2018 by Mary Harvey, an award-winning home care registered manager and UK Care Awards finalist. Our ethos is to deliver person-centred home care, to listen to clients, their family, friends and our care staff, offering support to enhance health and wellbeing.



Mary cared for Mrs Papillon who was a headstrong, amazing and inspirational woman, our company name is a tribute to her.

OUR MISSION STATEMENT

- To support and enrich the lives of our clients by offering a personalised care plan to enhance the value, quality and dignity of their lives.
- To be the most responsive and respected care and training provider in the community.
- To be an employer that encourages and supports staff to maximize their potential in a safe, compassionate and motivational environment.

Personalised
care and
support plans,
tailored to your
needs

What we do

Here at Papillon Home Care Ltd, we ensure our clients are at the centre of what we do. We aim to provide the very best in home care that is safe and responsive to our client's individual needs. Our staff are always polite, friendly and courteous and take pride in ensuring clients are treated with dignity, whilst respecting their right to privacy.



All our clients are treated as individuals, we recognise and promote individual choices. We provide a quality of care that enables our clients to remain independent and living in their own homes. The home help service we deliver is always professional, trustworthy and transparent.

To ensure our staff can meet all our client's expectations, we continually improve and develop their skills. Our skilled staff listen to our clients, their families and friends and offer support to enhance the client's health and wellbeing and will also work alongside professionals to always achieve the very best outcome for our clients.

Our care is on-going, we will regularly meet with you/your loved ones to ensure the care package remains suitable for your changing needs.

Papillon Home Care is rated Good
in all areas of the CQC inspection

Inspected and rated

Good



Choosing the care that's right for you

Choosing the right care for you or your loved one can be a confusing task, researching various care options such as a care home versus home care, deciding which service will offer the most appropriate care and finding a reputable agency can be extremely time-consuming and stressful.

- A person's home can become their safe bubble and provide special memories, for some people, to move to a new environment may cause emotional stress and discomfort.
- There may be a support network nearby of friends and family and social aspects in the local community which they enjoy.
- People tend to be more independent within their own home, the layout, location of items are familiar.

Providing care and support where you can remain at home, in familiar surroundings can offer significant benefits.

At Papillon Home Care, we work with you to create a care package to support your individual needs.

We will visit you/your loved one and discuss the care and support requirements, your likes and dislikes and build a support package to help promote your independence where possible, but offering the care required to live a fulfilled life.

Papillon Home Care provide a local service in Folkestone, New Romney, Ashford and surrounding areas.

Providing consistent care and support throughout Covid-19



For a free, no-obligation assessment, contact us today:

01303 255785

www.papillonhomecare.com

Papillon Home Care, provide care & support for

- The Elderly
- Young Adults & Children
- Physically Disabled
- Mental Health Disabilities
- Speciality Care Needs

Short Term Care

Short-term care arrangements can be made when someone requires a temporary package of care; this is designed to focus on the immediate needs of the person; this can be for:

Following a hospital stay: If a person has been in hospital, had surgery, illness etc, they may need a few days or weeks' assistance to support them when they return home. This will allow them time to heal, adjust, and hopefully return to independence.

Carer Respite: A temporary support plan can be implemented if the regular or family carer is going away or needs a break.

Holiday Support: Care staff can join your family and offer the same support that they would at home.

Initial support: Someone might need some temporary assistance while waiting for a more permanent arrangement to be put in place.

Palliative care: Having the help of carers during these difficult times can provide vital support to the person and their families. Carers can work alongside nurses and make the final few weeks/days more comfortable and reduce the stress on the families, allowing them more time to spend with their loved ones.

Papillon Home Care provided care to my Nan for 16 months leading up to January 2021 enabling her to stay in her own home for as long as possible. The carers were amazing, going above and beyond and gave great physical support as well as company. It was a great comfort knowing how well my Nan was being cared for.



Long Term Care

Every year, more people choose to stay within their own homes, rather than moving to a care/residential home or supported living setting.

This allows them to stay in a familiar setting where they feel safe close to friends and family. Whether moving in with family or continuing to live independently within their home, care services can support those who need a little extra help to live comfortably and safely at home.

Long-term care is a long-term support solution. Care at home may start with just a few weekly calls and build up over time as the support needs increase. A care package can be amended and adapted to suit the person's needs, whether increased due to additional health needs or illness or decreased due to improvements in health or independence.

Long-term care at home is a suitable option for individuals with ongoing, complex health conditions, the elderly or people with disabilities.

What our clients say:

"The service my Aunty received has been absolutely outstanding! All the workers have made her feel a sense of normality again after losing a lot of her independence. To be able to be at home is the one thing she had been praying for and Papillon Home Care has made this possible!"



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Elderly

Papillon Home Care provides quality in home care for the elderly. This could be from one call a week to 24/7.

We understand that every elderly person is unique. We aim to form a partnership with our clients to act as their support, to listen to and empathise with their needs and fears.

Physically Disabled

We can provide 24/7 speciality care for clients with physical disabilities, including catheter and colostomy care.

We recognise and promote each persons individual choices to enable them to conquer challenges and lead a fulfilling life.

WHO WE SUPPORT



Mental Health Disabilities

Mental health illness has become a more widely recognised and accepted condition suffered by many more people each year. We work on supporting people with challenging needs to maintain good mental health & strengthen their independent living skills.

Speciality Care Needs

Assisting with artificial feeding (peg feed) and changing sterile dressings. Catheter and Colostomy care. Assistance to chronically and terminally ill clients who desire to remain at home. These will be undertaken following an appropriate risk assessment and specific training.

Our team can provide support with:



Personal Care

Support with routines such as washing, toileting and getting dressed



Domestic support

Support with light housework, including cleaning and laundry



Meal Preparation

Preparing light meals or serving pre-prepared meals



Medication Support

Help with daily medication, catheter care, PEG feeding and more.



Companionship

A carer can pop around for a cup of tea, play a game, arts and crafts etc



Outings and Community Involvement

From running errands and shopping trips to social calls such as lunch out and local community groups

Things to think about when choosing a home care provider:

Does the care provider have CQC (Care Quality Commission) registration and are you able to view it?

Papillon Home Care is registered with the CQC. We received a Good rating in all areas. Our full report can be read on www.cqc.org.uk

Do they have references you can check?

Along with the testimonials on our CQC report, we are happy to provide reference and reviews from clients and workers on the service we provide.

What training is provided to the care workers?

Our staff receive intensive training plus regular updates, we provide training on things such as basic first aid, medication management, food hygiene, manual handling, plus specialist training in Dementia care, Autism, Mental Health and more.

Do they have insurance?

Papillon Home Care are fully insured to provide Domiciliary Care Services, this includes: Employers' Liability, Public Liability and Professional Indemnity

How often is the care package reviewed?

Our Care Co-ordinators will regularly discuss your care package with you, we are able to adapt quickly to any changing needs, such as a fall, decline in health or additional support following a hospital stay.

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**Direct
payments
accepted**

All of our staff go through:

- Rigorous recruitment process
- DBS checks
- Reference checks
- Care training
- Supervisions and spot checks
- Regular reviews



The Process:

We understand this is a worrying time, we want to make the process of support at home as easy as possible. We understand that your family's situation is unique to you, and the home care services you require for your loved ones must be bespoke.

Step 1: We will listen

Whether you want a chat on the phone or you would like us to come to your home, we will always start with a discussion to understand what you require and how we can help.

Step 2: We will review

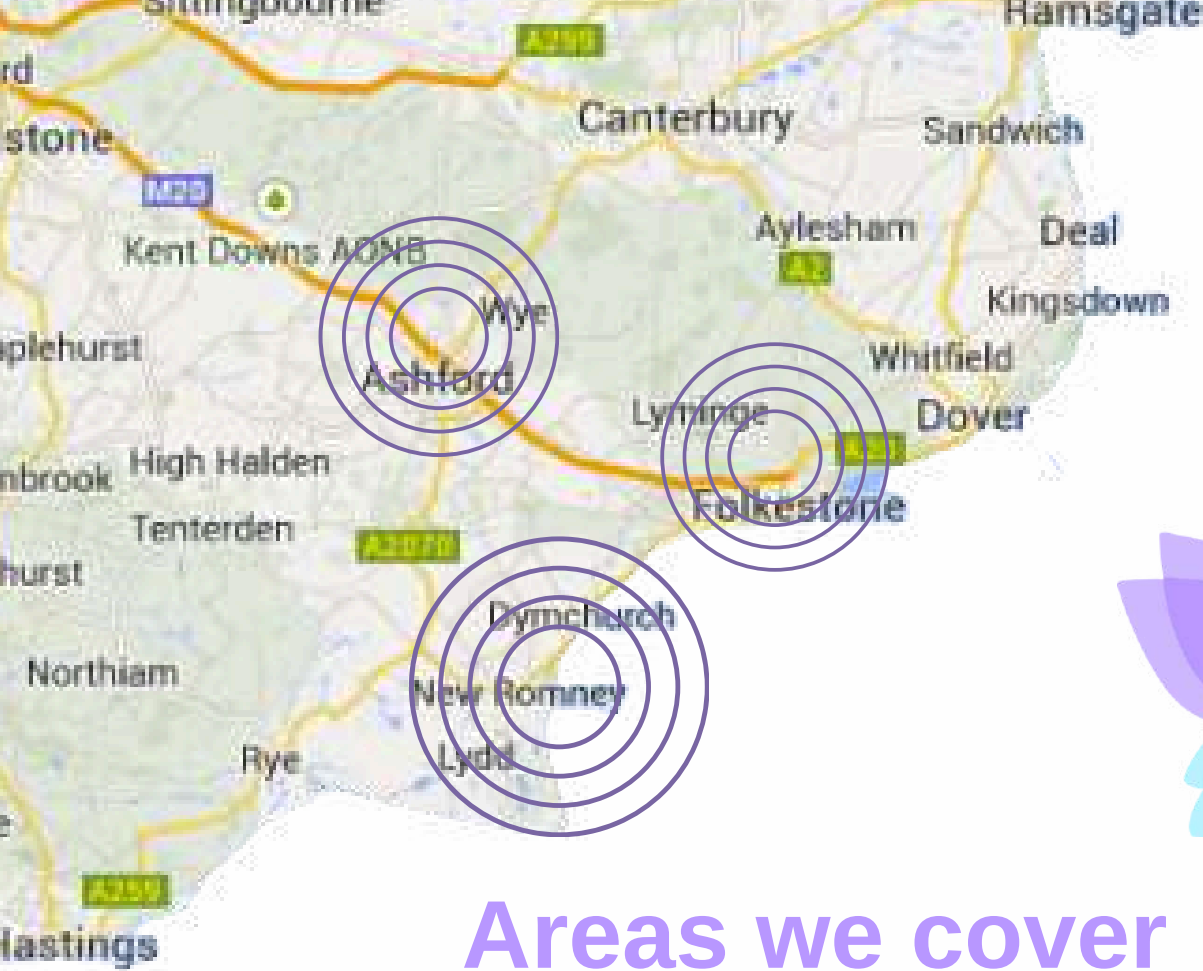
Our care team will review your home care needs and put together a personalised care plan. This will be discussed with you, and together, a care package will be produced to support you or your loved one.

Step 3: We will care:

At the times and days agreed with you, we will provide you with the best possible support. We will monitor and review your care plan regularly to ensure it always suits your needs.

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Areas we cover

Ashford - Wye, Kennington, Willesborough, Kingsnorth, Town centre, Stanhope, South Ashford

Folkestone - Folkestone, Cheriton, Hythe, Hawkinge and Lympne.

The Marsh - Lydd, Lydd-on-sea, Greatstone, Littlestone, New Romney, ST Marys Bay and Dymchurch.

Care Assessments will be carried out free of charge and a bespoke package of care created to support your needs.

Our minimum call time is 30min up to 24-hour care.

Papillon Home Care accept private funders, direct payments and social service/NHS referrals.

Contact Papillon Home Care today:

Call: 01303 255785

Unit 1 Lemanis House, Stone Street, Lympne, Hythe Kent CT21 4JN

www.papillonhomecare.com

CONTACTS

Office/ Out of hours number – 01303255785

Office hours - Monday to Friday 0800-1600

On-Call hours (For emergencies only) - 0600-0800 / 1600-2230 Midweek and 6000-2230 Weekends

This number can be called outside of normal office hours where a member of the office team will be available.

On-call staff are trained to deal with all manner of emergencies and can support you to ensure that you receive the appropriate support required.

It is always better when you can put names to faces:

Mary - Managing Director

Vicki - Manager/Compliance

Dan & Sophie - Directors/Finance

Becky - Marketing

Kim - Co-ordinator - Folkestone/Ashford

Jade - Co-ordinator - Marsh

Ellie - Quality Care Assessor

Susie - Admin & Recruitment



Vicki

Mary

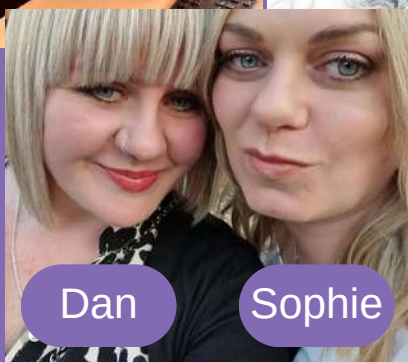
Jade



Ellie



Susie

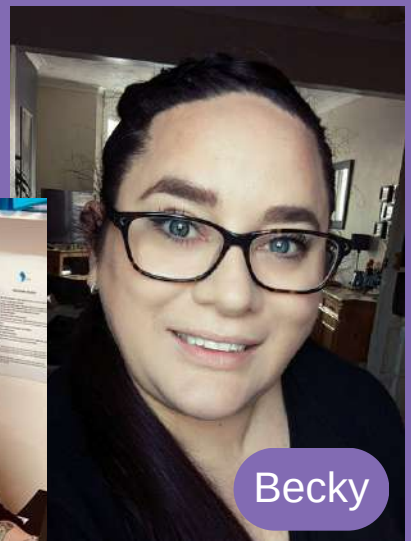


Dan

Sophie



Kim



Becky



Papillon Home Care

Call: 01303 255785

Email: hello@papillonhomecare.com

Visit: www.papillonhomecare.com

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