



### What we believe in Our core principles:

- The civil and human rights of those in our care.
- Working collaboratively with you to develop unconventional solutions to conflicts or complications.
- Applying non-prejudicial methods and celebrating individual differences.
- Providing detailed and regularly examined care plans for you.
- The provision of appropriate support and stimulation through carefully monitored, reasonable risk-taking to enable independence.
- Offering a 24-hour service to you, your family, and Social Services.

- Ensuring the highest possible standard of staff recruitment and selection.
- Encouraging training and development that enables staff to develop their professional and care skills.
- Providing an atmosphere of mutual respect between you and our staff, upholding the dignity of the individual.

### What you will receive:

At Linfrance Services Ltd, we want to support you in living your life at home with as little interruption as possible. For this reason, we tailor what we do to your situation, preferences and requirements. Also, our individual services can be combined, ensuring all areas are covered when it comes to your healthcare.

**Personalised services** – we provide domiciliary care services specified to your needs.

**Comprehensive information** – you will gain up-to-date information about our services, geographical coverage and applicable costs.

**Respecting your home** – sharing your home with someone can feel intrusive; we ensure that all of our workers fully acknowledge your privacy.

**Local know-how** – we have a committed team of carers across the country, who know the area you live in and the local facilities.

**24-hour support** – you can benefit from around-the-clock assistance, in addition to simple daily visits.

**No-obligation assessment** – a staff member will visit you to gain a full understanding of your personal needs and any preferences you may have.



**LINFRANCE SERVICES LTD**  
**SERVICES BROCHURE**

# ABOUT US

Linfrance Services Ltd provides Domiciliary Care Services that are tailor made for each individual service user; we support individuals who are Adults aged 18-65, Adults aged 65+, those with Sensory impairment, Physical disability and Dementia.

## Our Goal

Our goal is to help our service users maintain their independence and improve their quality of life while they have the freedom to remain in the comfort of their own homes. At Linfrance Services Ltd, we value and respect each service user's personal choices, unique needs, and expectations.

## Our Mission

Our mission is to provide quality home assistance in Greater London and surrounding Counties and to make sure that our service users' homes are safe and comfortable. Our mission is rooted in the principle of treating others the way one would like to be treated. Hence, our mission encompasses providing companionship to full personal care to anyone requiring support in their daily living. We are committed to delivering quality care at an affordable price to our service users. We endeavor to provide the highest standard of care through continued on-going self-assessment, monitoring of service, staff appraisals, training, communication and strict adherence to our bounding values.

# Our Services

We offer at-home care for individuals who require extra support at home. Our wide range of services are tailor-made to suit the needs of individuals requiring support. Our reliable, flexible, and highly personalised care workers prioritise service users' desired outcomes and safety. We also offer companionship services which are provided by our friendly staff. All of our carers are carefully selected to match our service users' needs and personalities. The services offered at home are:



### Personal care:

- Washing, bathing, dressing
- Shaving, grooming, hair and make-up,
- Continence care
- Dietary, Nutrition, and Hydration support – meal and drink preparation and eating.
- Medication Support – administration and medicines management.
- Assistance with getting in and out of bed.
- Assistance with mobility needs.



### Social care:

- To appointments, shopping, social events, theatre, cinema, leisure centre, places of worship.
- Escort to breakfast, lunch and dinner.
- Planning outings, trips and travel.
- Visits to family and friends.
- Participating in hobbies and crafts.
- Companionship and conversation.
- Respite care



### Live-in Care

- Our Live-in Care service provide our service users an opportunity to stay in their familiar home surroundings for as long as is possible, with the help and support of our full-time caregivers.
- Our Live-in Care service also allows one-to-one support, assistance with personal care and general housework tasks, allowing our service users to continue living at home and remain independent.
- Our Live-in Care services are an extremely viable alternative to a care home, as we offer one-to-one highly personalised, flexible care and support in the comfortable and familiar surroundings of our service users' home.



### Domestic care:

- Cleaning, dusting, and vacuuming
- Making and changing beds
- Laundry and ironing
- Shopping, meal planning and preparation.
- Pension collection and prescriptions
- Banking and paying bills.
- Assistance with pet care.



### Hospital care:

- Our dedicated team also provide professional and personalised support to assist hospital discharges. Our Hospital to Home services offers our service users' a smooth transition back home as stress-free as possible and reduce their chances of hospital re-admissions

## CONTACT

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