

## Private care service



Call us on 01580 762244  
[www.townandcountryhomecare.co.uk](http://www.townandcountryhomecare.co.uk)





Margaret is 73, and has help with getting out of bed and dressing in the mornings.

# Hello.

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**Welcome to the Town & Country Homecare brochure. Our aim is to help people to remain in their own homes for as long as possible, and to assist those who need help due to frailty, disability or illness to live as independently as possible with comfort and dignity.**

Our Private Care Service is able to provide a package of care, tailored to suit individual's exact needs. This could give you or your relative many more years of living at home, at a fraction of the cost of living in a care home.

All of our staff are DBS (Disclosure and Barring Service) checked, fully trained and can help with both Personal Care (and Domestic Care when combined with a Personal Care package).

We welcome Service Users who are privately funding their care as well as Service Users who receive a Direct Payment from Kent County Council or use the Kent Card.

# Our Services...

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## Domestic Care

(Only if combined with Personal Care package)

Shopping (unsupervised)  
Making & changing beds (unsoiled)  
Laundry & Ironing  
Washing up  
Light Housework  
Cleaning Toilets & bathrooms



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## Personal Care

Help with getting out bed, washing, bathing & showering  
Help to get dressed in the morning & undressed at night  
Managing continence and / or emptying commode  
Changing of soiled linen  
Prompting to take medication  
Encouraging independence and motivating service users



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## Nutritional Care

Preparation of breakfast, lunch and dinner (Be they fresh, ready made or light meals)  
Preparation of drinks  
Menu planning  
Managing food hygiene (e.g checking use by dates)  
Assistance with nutrition



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## Sit Ins

Companionship covering for a regular carer  
Relieving family members for some respite



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## Social Care

Assisting with:  
Making appointments  
Maintaining social contacts  
Attending clubs and day centres



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## Financial Care & Correspondence

Assistance with budget planning & paying bills  
Assistance with correspondence  
Collection of pension / benefits  
Assisting with use of the telephone



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## Administrative & Regulatory Care

Provide advice / supportive information  
Health and safety risk assessments  
Quality assurance visits and questionnaires  
Regular communication with a co-ordinator or Registered Manager



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## Escort Care

Supervised outings to hospital or doctor appointments, social functions or shopping trips



This list does not cover our full range of services. If you have something else that you need help with do please ring and we will do our best to accommodate you.

We can help with as many or as few of these, depending on your needs.

## Our areas...

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Appledore	✓	Kenardington	✓
Benenden	✓	Marden	✓
Bethersden	✓	Newenden	✓
Biddenden	✓	Northiam	✓
Bodium	✓	Pluckley	✓
Cranbrook	✓	Rolvenden	✓
Egerton	✓	Sandhurst	✓
Flimwell	✓	Shadoxhurst	✓
Frittenden	✓	Sissinghurst	✓
Goudhurst	✓	Smarden	✓
Great Chart	✓	Staplehurst	✓
Ham Street	✓	St Michaels	✓
Hawkhurst	✓	Sutton Valence	✓
Headcorn	✓	Tenterden	✓
High Halden	✓	Wittersham	✓
Iden Green	✓	Woodchurch	✓

Please see separate price list for rates.



# Our Care Workers

To care for those who once cared for us is one of our greatest honours

**All of our care workers complete in-house training in our Office in Tenterden. Our training includes First Aid, Fire Safety, Dementia Care, Nutrition and Diet and many more. All of our staff are fully trained in Moving and Handling, and Medication.**

We run an enhanced DBS check (disclosure and barring service) on all of our staff. A DBS check goes through 5 stages:

1. Application form received by the DBS authority.
2. Search of the police national computer.
3. Search of the DBS children, DBS adults and list 99 in applications.
4. Application passed over to the local police force and investigated.
5. Certificate printed.

Having a DBS check is one of the core fundamentals of safeguarding vulnerable people: whether it be schools, in hospitals, or care homes/services for the elderly.

Our staff also have the opportunity to complete the Care Certificate with us. This is made of 15 standards that define the knowledge, skills and behaviours expected of job roles in the Health and Social Care sector.

# Kent Card,

Direct Payments & Its All About Choice



**The Kent Card or Direct Payment is a way of receiving your funding from Kent County Council once it has been determined how much financial assistance you are entitled to receive.**

It enables individuals to pay for the Private Care Services that they require from care agencies like ours. This is particularly helpful for those who don't have bank accounts. If the funding received from Social Services covers only part of the cost of care then the card can be topped up (by you) so that just one payment can be made to the service provider (us).

**It's all about choice** – If you are unhappy with your current service provider, you could consider finding out the level of funding that you would be entitled to receive from Kent County Council. Then you could see what level of care this would buy you with a independent service provider.

(For more information about the Kent Card or Direct Payments telephone Kent County Council directly on 03000 413 600).

If you subsequently have any problems regarding this, please let us know.



# How to pay

for your service

Every 4 weeks, in arrears, we prepare and send out an invoice for the Private Care Service that you have received. A return stamped addressed envelope is included for your convenience.

We kindly asked that all invoices are settled within 14 days. You can settle your invoice in one of the following ways:

## By Cheque



Cheques should be made payable to **“Town & Country Homecare Limited”** and returned to us in the envelope provided.

## By Bank Transfer



If you have access to internet banking, please contact us and we will be happy to pass on our bank account details so that you can pay online.

## By Debit Card



Please call the office and we can process a card payment over the telephone for your convenience (credit cards are not accepted).

## The Kent Card



Please call the office and we can process a card payment over the telephone for your convenience.

## Direct Payment



You can pay using your direct payment in one of the methods outlined on this page.



# What to do next?

And what will happen next?

**If you would like to use our Private Care Service or would just like to have a free, no obligation, evaluation of what help you may require, then please telephone our office on 01580 762244.**

At a mutually convenient time, we will arrange an initial visit at your home and talk through your requirements. Many people find it helpful to have a friend or relative present at this time.

Once your individual care plan has been agreed, a start date can be discussed and our Private Care Service will start then. Your care plan may need to change from time to time as your needs change. This is not a problem. There are often minor adjustments that can be dealt with over the telephone, but if this is not the case, then another assessment can be arranged.

# Peace of Mind

with Critical Visit Monitoring

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**Town & Country Homecare Limited constantly strives to offer its service users a better service. Critical Visit Monitoring delivers both comfort and peace of mind to Service Users and their families.**

The system is set up to deliver automated alerts to our team of co-ordinators both in and out of office hours when a visit hasn't started by a certain time. This allows us to contact the carer who was scheduled to carry out the visit to ascertain the reason for the delay.

Alerts can be set up to activate at varying time scales, depending on the nature of a service users requirements. Generally they are set up to trigger at 30 minutes after the call should have started but someone who is diabetic would be deemed to need "Critical Care" so the alerts are set up to activate within 15 minutes of the planned visit start time.

There have been many instances where service users have received better outcomes since this system was put in place.

If your carer has not arrived within the usual time scale, do please ring us and we will investigate the reason why and get somebody to you as soon as possible.

Please remember we have the flexibility of an hour either side of the agreed time of your call. This is to cover eventualities e.g traffic, problems in previous calls, car breakdowns, last minute sickness etc.

# Care Quality Commission

The Care Quality Commission (CQC) replaced the Commission for Social Care Inspection (CSCI) in early 2009. It is the independent inspector and regulator of Health and Social Care in England, whose aim is to make sure that better care is provided for everyone, whether in hospital, in care homes, in people's own homes or elsewhere.

They regulate health and adult social care services, whether provided by the NHS, local authorities, private companies and voluntary organisations. They protect the rights of people detained under the Mental Health Act.

In 2011 the star rating system that helped Service Users understand the quality of care that care agencies like ours provided was scrapped, but has not yet been replaced.

Inspection reports can be viewed at the [www.cqc.org.uk](http://www.cqc.org.uk)

Telephone: **03000 61 61 61**  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

Or write to them at:  
**CQC National Customer  
Service Centre, Citygate,  
Gallowgate,  
Newcastle upon Tyne, NE1 4PA**

## CQC checks

- ✓ Treating people with respect and involving them in their care
- ✓ Providing care, treatment & support that meets people's needs
- ✓ Caring for people safely & protecting them from harm
- ✓ Staffing
- ✓ Management



Town & Country Homecare Limited

CQC overall rating

Good

# Company history

**Town and Country Homecare Ltd is a family run business that started trading in 2006 following nearly 30 years experience in the care industry. This included 13 years co-owning/managing a Community Care agency.**

We aim to provide a consistently high standard of care to support the very diverse needs of our Service Users.

My daughter-in-law, our business manager Natalie, has worked with me since 1999 and has experience with all aspects of running a care business.

My granddaughter Chloe joined us in 2017 and is our Accounts and Marketing Manager.

Our Registered Manager started working with me in 1999 and has worked her way up to this position through many years of dedicated hard work.

We also have four part time Co-ordinators who make up our team.

Every member of the company is also experienced in providing hands-on care when the needs arises.

We all have the same vision for the business and are passionate in our endeavour to provide the very best person centred care and support to all our service users.

We believe that thorough training is essential for our entire workforce. Comprehensive training must be completed before any carer can start work. This is followed up by regular refresher updates.

We go by the adage:

**Train people well enough so they can leave.**

**Treat them well enough so they don't want to.**

**Take care of your workforce and they will take care of your business.**

## **Richard Branson**

As an independent care agency our aim is not just to make a profit. Our aim is to be the best care agency that is responsive to the specific needs of our service users.

My personal sentiment is that every service user should be treated, as you would wish a loved one to be treated.

## **Deslys Day-Jolly**

Town & Country Homecare Ltd  
Company Director

# Our team



## **Deslys Day-Jolly** Company Director

The beginning of my career in the care industry started in 1978 working for Kent County Council as a Home Help. After four years I moved from work in the community into a Management position opening a new KCC Residential Home. Six years later I was promoted to managing my own KCC Residential Home that evolved over time into a Linked Service Centre. This composed of a 40 bedded Home, a 20 place Day Centre along with the management of a KCC Domiciliary Care resource deploying carers in the community. We were also responsible for delivering some meals into the local area. In 1994 I resigned from Kent County Council to start an independent Domiciliary Care business (co-owned) and then in 2006 I started my own company Town & Country Homecare Ltd. Qualifications: BTEC Continuing Education Certificate in Management Studies.



## **Natalie Day** Business Manager

Natalie started in 1999. She has hands on experience in care, worked as a Co-ordinator and then moved into Management in 2003, covering personnel issues, invoicing, payroll and all other aspects associated with running a Care agency. Natalie's Qualifications include NVQ level 3 in Business and Administration, Level 3 Train the Trainer in people Moving and Handling and Level 3 in Train the trainer Medication.



## **Chloe Day** Accounts and Marketing Manager

Chloe started in 2017, after leaving school, as the Accounts and Marketing Manager. Chloe began doing care in 2018 to widen her knowledge of the care sector, and to enable her to use this knowledge in everyday life in the office. Chloe deals with the Accounts, Marketing, Invoicing and payroll. Chloe is currently completing Level 2 in Business and Administration.



## **Debbie Piesse** Registered Manager

Debbie started in 1999 firstly as a carer and progressed into the office as a Co-ordinator and then promoted to Registered Manager. Debbie's qualifications include NVQ Level 3 in Business and Administration, Level 3 and 4 in Health and Social Care, Diploma Level 5 in Management and Leadership, Level 3 Train the Trainer in people Moving and Handling and Level 3 in Train the Trainer Medication.



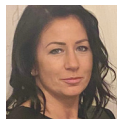
## **Carole Harrison** Care Co-Ordinator

Carole started in 2008 as a carer and progressed into the office as a Co-ordinator. Carole's qualifications include NVQ level 2 in Health and Social Care, Diploma Level 3 and 4 in Health and Social Care. Diploma Level 5 in Management and Leadership.



## **Kasia Honess** Care Co-Ordinator

Kasia started in 2008 as a carer and quickly became a stand by carer and then progressed into the office as a Co-ordinator. Kasia's qualifications include level 2 NVQ in Health and Social Care, Diploma Level 3 and 4 in Health and Social Care. Level 3 in people Moving and Handling, Level 3 in Medication and is currently completing her Diploma Level 5 in Management and Leadership.



## **Cherryl Head** Care Co-Ordinator

Cherryl started in 2014 as a carer and then advanced to standby carer. She progressed into the office as a Co-ordinator. Cherryl's qualifications include Level 2 and 3 NVQ in Health and Social Care and Diploma Level 5 in Management and Leadership.



## **Sarah Packham** Care Co-Ordinator

Sarah started in 2008 as a carer then as a standby carer and then progressed into the office as a care Co-ordinator. Sarah's qualifications include Level 2 NVQ in Health and Social Care, a Diploma Level 3 / 4 in Health and Social care. Sarah is currently making inquiries into commencing her Diploma Level 5 in Management and Leadership.

### Please Note:

All of the office team have completed the in-house care training programme and are always up to date with all the refresher courses associated with the training. This enables them to go out and provide care should the need arise and also to check competency of all new carers.

**Call us on**  
01580 762244

**Fax us on**  
01580 762050

**Or write to us at**  
Town & Country  
Homecare Limited  
102a High Street,  
Tenterden,  
Kent TN30 6HT



**Email:** [mail@townandcountryhomecare.co.uk](mailto:mail@townandcountryhomecare.co.uk)

**Website:** [www.townandcountryhomecare.co.uk](http://www.townandcountryhomecare.co.uk)

