



Galilee Care LTD.

Aims to provide domiciliary care and support services in the Kent and London areas. We are regulated and inspected by the Care Quality Commission and will work extremely hard to meet and exceed all our regulated requirements.

We will endeavor to provide you with a service that is of the highest quality. Your service will be designed to meet your individual needs and promote and support your rights, choices, independence and quality of life. Put simply, we deliver the service you require, in the ways that you would like, to support you to live as independently as possible.

This Service User Guide is intended to provide you with information about the service Galilee Care LTD. offers and how our services are delivered.

If you wish to discuss any aspect of our service in more detail, please contact a member of our team who would be only too happy to help.

kindest Regards

Christina Adebayo
 Registered Manager

Galilee Care LTD. aims:

To deliver person-Centered care

We aim to provide person centered care and support in ways which have positive outcomes for service users and promote their active participation. Continuing in our mission to promote and support the rights, choices, independence and quality of life of our service users.

To focus on outcomes

We aim to deliver outcome focused services that are developed to support individuals

To achieve their own goals, wishes and aspirations.

To work for the comprehensive welfare of our service users

We aim to provide a package of care and support for each service user that Contributes to his or her overall personal and healthcare needs and preferences.

To work in partnership

We aim to work in partnership with service users, their representatives and carers and other professionals to deliver a seamless service that maximizes the individual's choice, control and independence.

To provide quality services

We are wholeheartedly committed to providing top quality services and to continuous improvement in the level of care and support we offer through effective measurement, review and subsequent implementation.

To employ a quality workforce

We strive to provide a quality service to all of our Service -Users and to be recognized by Service -Users by contracting agencies and by inspecting bodies as being a provider of excellence. We believe that we can only do this if we provide all employees with the necessary knowledge, skills and motivation to deliver our services effectively.

Equality & Diversity

We are committed to achieving a working environment which provides equality of Opportunity and respect for diversity.





The Organization

Galilee Care LTD.

is a private limited company.

Registered provider:

The person/organization registered with the Care Quality Commission as the registered provider for

Galilee Care LTD is:

Christina Adebayo

Office number-01634540939

Unit 18,105 Hopewell Business Centre, Chatham ME5 7DX

☎ 07450289692

✉ Galilee.care1@outlook.com

✉ reportitgalileecare@yahoo.co.uk

🌐 www.galileecare.co.uk



Galilee Care LTD.



Location of Services



Galilee Care LTD. delivers services throughout Kent and London areas from the following registered location:

Unit 18,105 Hopewell Business Centre,
Hopewell Drive Chatham ME5 7DX

Office Phone number- 01634540939

Tel: 07450289692

email-galilee.care1@outlook.com

The Services Galilee Care LTD. Provide

Galilee Care LTD. is originally formed to provide support services to a diverse group of service users in the comfort of their own homes. We deliver a wide range of services from domestic support and meal preparation to 24 hour care and support for people with complex needs.

We believe that our total dedication to providing service users with the highest possible quality of care and the person focused approach we have to service delivery sets Galilee Care LTD.

We are pleased to have evolved into an organization with the ability to offer a comprehensive range of support services. Below is a brief guide to the Service User groups we support and our range of services



Our Range of Services

Older People

Galilee Care LTD. offers a wide range of services for people (aged 65+) with physical, mental health and learning disability and/or sensory impairment, or those suffering from the general difficulties encountered in old age. We can offer advice and guidance in order to help to design an individualized plan of care/support to meet physical, social, psychological or spiritual needs.

Young Adults

We offer a range of support services to young adults with Physical disabilities.

Sensory loss, including those with dual sensory impairment

Mental health problems.

Learning disabilities

Range of Services

Supervision and monitoring of health & well-being

Supervision, monitoring and assistance with medication (Non-invasive routes only)

Personal Care Dressing & Undressing

Bathing Showering & Washing

Shaving

Oral Hygiene

Toilet and continence requirements

Assistance in maintaining nutritional status.

Overnight services including sleep in and awake staff

Palliative Care

Domestic Services

Assistance in accessing local health related services.





Assessment and Review of Services

To arrange an assessment please contact your local care team.

We will make an appointment to visit you at home before your services commence to assess your needs and work with you to develop your Personal Support Plan. We encourage you to invite family members, carers or other people who are important to you to this meeting.

The purpose of our initial assessment is to ensure that we fully understand what outcomes you would like to achieve and how we can support you to achieve them. We will focus on the things that are important to you and gather information about your routines and how you would like to be supported with different tasks.

Your Personal Support Plan will be developed using this information to ensure that our care workers know how best to meet your needs, this may be about simple information such as how you like your cup of tea or more complex details about how you would like to be supported to maintain your personal hygiene.

Once we have established how you would like to be supported, we will conduct risk assessments to ensure our services are delivered in ways that safeguard your health and safety and that of the care/support workers.

We will review your Personal Support Plan on a regular basis and conduct a full review at least annually. However, more frequent reviews will be carried out as required at your request or following feedback from care workers or others involved in your care. You can request a visit at any time to discuss or review the service you are receiving or any additional services you may require.

Confidentiality

The nature of our services means that much of the information provided to us is highly personal and sensitive. We recognize that our Service Users have a right to privacy and dignity, and that this extends to our handling information about them in ways which cause as little as possible intrusion on those rights.

All information held by Galilee Care LTD. about you will be handled, shared and stored in line with the Data Protection Act and Galilee Care LTD.'s Confidentiality Policy and Data Protection Policy.

How We Deliver Your Services

We endeavor to provide your service at the times that are convenient to you and can offer services from as little as 2 hours per week to 24 hour per day. We know how important continuity is and will identify care/support workers who we think have the skills and knowledge to meet your needs. Whilst it is not always possible to guarantee 100% continuity due to holidays and other staff absence, we will always strive to deliver a service that you can rely on with care/support workers you are familiar with.





Your service will be coordinated by a dedicated team who are contactable during office hours and also out of hours via an emergency on-call.

We have robust policies and procedures to ensure that all of our service users receive the best possible service from staff who understands what is expected of them. Policies are reviewed regularly and meet the requirements of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Essential Standards of Quality & Safety produced by the Care Quality Commission.

Policies are available on request in a variety of formats including easy read, large print etc.

Galilee Care LTD. adheres to the General Social Care Council Code of Practice for the Organization and our staff.

Our Care/Support Workers

Galilee Care LTD.'s care/support workers are reliable, friendly, skilled and above all passionate about delivering quality care and support.

Recruitment

Galilee Care LTD.'s robust Recruitment & Selection Policy means that you can be confident that your service will be delivered by staff who has been subjected to rigorous pre-employment checks including:

All applicants must complete an Application Form which includes a full 10 year employment history; we explore any gaps in employment

Standard Interviews to assess the applicant's competence and suitability for the role

Reference checking, we request a reference from every previous employer and

require at least 2 satisfactory references before employment can commence

Enhanced check from the Disclosure Barring Service commonly known as a 'police

Check.'





Training & Development

Galilee Care LTD. invests considerable time and resources into the training and development of our staff. We have recently launched a 3-phase approach to training:

Phase 1: 3 Day Classroom Based Induction Training

Phase 2: Ongoing 12-week induction to the role, including:

Phase 3:

Completion of all mandatory training

Shadowing one of our experienced care workers before working alone in the community

Regular contact with their line-manager

A 12 week supervision with the Registered Manager to assess

Competence.

Ongoing Training and Development, including:

Regular refreshers of all mandatory training

Specialist training – there is always a wide variety of additional training courses available to staff, we can work with you to identify what additional training may be appropriate for your care/support workers to meet your needs. We always encourage our staff to complete Diplomas and additional training courses to help support them within their role and with their ongoing development.

Supervision

All Galilee Care LTD. staff have regular supervision, including:

1:1 meeting with their line manager.

Direct observation – a senior member of staff will visit unannounced to observe the Care/support worker delivering support.

Annual appraisal

We welcome your feedback about your care/support workers.



Safeguarding

We take our responsibility to safeguard your safety and wellbeing very seriously. Galilee Care LTD.'s Safeguarding Policy is based on 'No Secrets' a government publication that provides guidance to local agencies and Safeguarding Adults Board Multi-Agency Safeguarding Policy.

Safeguarding training is mandatory for all staff within the organisation and must be refreshed at least 3 yearly.

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If you or another person is being abused or you suspect abuse you should contact Galilee Care LTD.'s Registered Manager, Sally Denton or your local social services department, (all contact details can be found at the back of this guide), depending on where you live.

If you would like a copy of Galilee Care LTD.'s Safeguarding Policy or Safeguarding Adults Board Multi-Agency Safeguarding Policy' please ask a member of our team.

Quality Assurance

Galilee Care LTD. places a strong emphasis on providing the highest quality service possible for all of its service users and believes that no matter how good its present services, there is always room for improvement.

Our Quality Assurance includes:

Regular review of all services

Annual surveys of Service User satisfaction, and where appropriate their relatives or representatives, to obtain views and opinions.

Complaints & Compliments Policy which encourages feedback about our services

Thorough checks on all staff during the recruitment and selection process.

Close supervision of staff and services via regular direct observations by experienced members of staff

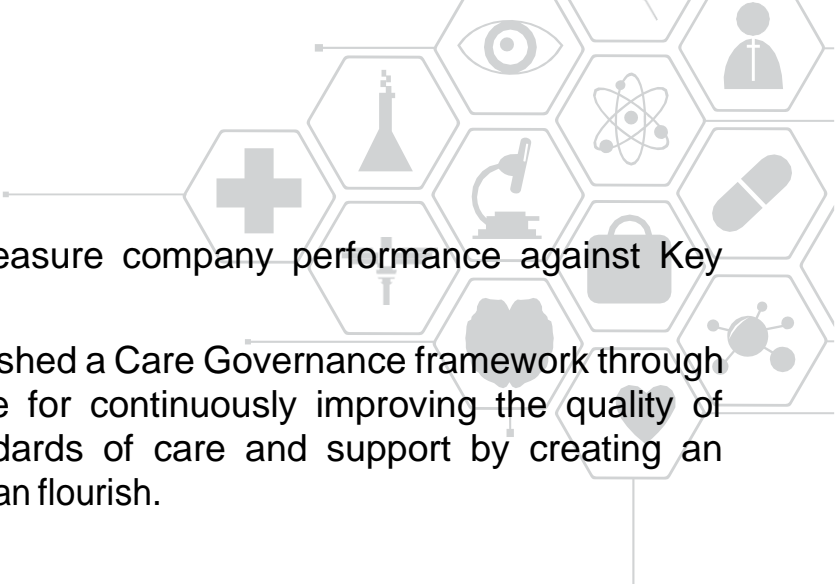
Regular supervision meetings between each care/support worker and their line manager

Procedures for managing poor performance or conduct of staff.

Regular staff meetings including quarterly Staff Forums to share best practice

Regular review of all policies and procedures.





Monthly management reporting to measure company performance against Key Performance Indicators (KPIs)

Galilee Care LTD. have recently established a Care Governance framework through which the organisation is accountable for continuously improving the quality of services and safeguarding high standards of care and support by creating an environment in which excellence in care can flourish.

Complaints & Compliments

We believe that if a Service User wishes to make a complaint or register a concern they should find it easy to do so. We welcome complaints and consider them an opportunity to learn, adapt and improve in order to deliver a better service.

Concerns

If you have any concerns or comments about your service that you would like to discuss informally you can contact the co-ordination team for your area (contact details can be found at the back of this booklet). You can discuss your concerns over the telephone or if you would prefer a home visit can be arranged.

Complaints

If you wish to make a formal complaint about your service or to escalate a concern to a senior manager, please contact the local manager of your service or the Registered Manager. Complaints can be made by telephone or in writing or we would be happy to visit you at home if this is preferred.

Within 48 hours of your complaint being received you will receive a letter confirming what action will be taken and the timescale in which you can expect a full response to your complaint.

Complaints are usually fully investigated and responded to within 28 days.

If you wish to make a complaint externally to the organisation you can contact the Local Authority or the Local government Ombudsman (please see the back of this document for contact details-Thank you).

Compliments

Of course, we also welcome positive feedback about your service. Please contact your co- ordination team or the manager of your service. All compliments are recorded and passed on to the staff members involved in delivering your service.



Galilee Care LTD.

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Office Number- 01634540939

Tel-07450289692

Email:galilee.care1@outlook.com

Complaints- reportitgalileecare@yahoo.co.uk

Medway Council Adult Safeguarding

[Tel:01634334466](tel:01634334466) : daytime hours (Mon-Fri 9am-5PM)

Emergency out of hours: 03000419191

Address: Gun Wharf Road, Chatham ME4 4TR

The Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH

Tel: 0300 061 0614/0845 602 1983

The Care Quality Commission

National Correspondence Citygate

Gallowgate

Newcastle Upon Tyne

NE1 4PA

Tel: 0300 616161 or e-mail enquiries@cqc.org.uk



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