

# COMPASSIONATE DOMICILIARY CARE

AMBASSADOR HEALTHCARE SOLUTION

YOUR PATH TO WELLNESS



# About Us

Ambassador Healthcare Solution is a client-focused, expert domiciliary care company, providing a wide variety of support services nationwide. Be it for private service users or those referred through social services, Ambassador Healthcare Solution is proud to offer unbiased, economical healthcare services.

Our services are delivered by:

**- Compassionate Carers - Trained Support Workers - Skilful Assistants**

In today's multi-ethnic and culturally diverse world, we welcome service users from all walks of life. Ambassador Healthcare Solution encourages those of varying backgrounds to get in touch, whether it concerns simple companionship or more complex personal care needs.

## Our Care Team

Starting with your initial enquiry, right through to the delivery of care, our care team offers support at every step of the way. Whether it is advice, organisation or interactive care package options, we customise and adapt our services according to your needs.

Ambassador Healthcare Solution will provide staff to meet your language requirements, as well as ensuring the worker is a suitable match for you. We respect your independence and guarantee that access to all services is appropriate and suited to your requirements. Furthermore, we hope to encourage your loved ones to be involved with your care, without compromising on the quality of care.

## What we believe in

Our passion is in creating environments for individuals to reach their highest potential. Working gradually to overcome emotional and behavioural complications and achieve the best possible outcomes. 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 Ambassador Healthcare Solution, we want to support you to live your life, at your home, with as little interruption as possible. For this reason, we tailor what we do to your individual 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.

**Daily visits -** from one hour to a full day (minimum visit length is dependent on your location).

**Night support -** this service is available if you require complex care or reduced assistance, either in the form of a Sleeping or Waking Night.

## Minimum visit time

For you to receive the best quality of care, we believe a visit from our staff should never feel hurried. Depending on your location, minimum visit times range between 1 to 4 hours in order to uphold safety in your environment. This is especially for the elderly or those with physical disabilities.

We are passionate about building genuine, trusting relationships. Our staff offer not only personal care but a trusting relationship. Customisable visit lengths, modified to suit your requirements, ensure you get the most out of your care plan. From daily visits to live-in care, we help with domestic chores, community trips or checking you have everything you need.

## Which service is right for you?

- **Personal care** is for service users who require support with daily activities. From morning and evening routines, bathing, dressing, continence care, to medication prompts and meal preparation.
- Our **Social companionship** service is best suited to those who are comforted by having someone with them. Whether it is a helping hand with household chores or someone to sit with and have a cup of tea, Ambassador Healthcare Solution is here for you.
- **Live-in care**; if you need assistance both day and night, our befitting live-in care service is for you. Offering the feeling of independence within the comfort of your own home, one of our skilled staff members will live with you to deliver one-to-one, personalised care services. This service is based on a night of up to 3 disruptions.
- **Complex care** requirements often need the support of highly trained healthcare professionals, so that you can continue living where you feel comfortable. We allocate prepared staff with niche skills, tailored to meet your requirements.
- **Hospital to home** is not always a simple transition. We can ensure you settle back into your home smoothly. No matter if you require assistance with day-to-day activities or a complex level of care, Ambassador Healthcare Solution will be there from the moment you are discharged from hospital.
- Our **Night care** services (Waking Night and Sleeping Night) ensure the night-time hours pass with ease. A good night's sleep is vital to your wellbeing. With our healthcare assistants by your side, Ambassador Healthcare Solution can assure that you are comfortable and not alone during your most vulnerable hours.
- **Palliative care** is a sensitive area of healthcare for those with life-threatening conditions. Ambassador Healthcare Solution offers care services for all possible stages of illnesses or conditions. We aim to provide the best quality of life if you are suffering from a progressive illness.




IDENTIFICATION BADGE

## Ambassador Healthcare Solution and personalisation

In 2007, the Government published an agenda called 'Putting People First', which dictates how care providers should approach your independence, offer you more choices and control over your life in all situations. We offer more than help with personal budgets; we give informed advice and encouragement, vital to making the right decisions about your life.

Ambassador Healthcare Solution is as adaptable as our staff, preferring to find solutions to problems rather than dwelling on them. We encourage meetups to discuss any challenges and identify solutions, ensuring our services correspond with the Personalisation Agenda.

We will consult with you every step of the delivery of your care. Our domiciliary services strive to achieve the best possible outcome for you, whether financed by the council, independently or by personal budget holders. The support we offer is not limited to personal care. A broad range of services (such as domestic help, household management, day trips to helping organise a holiday) is available.

Read more about 'Putting People First' on the Transforming Adult Social Care (TASC) website at www.tasc.org.uk.

## How our service is delivered:

The steps below highlight the fundamental phases that Ambassador Healthcare Solution follows to deliver a tailored care service.

1. We receive your enquiry, examine your requirements and specify an overview of the services we offer, as well as a summary of prices.
2. A Ambassador Healthcare Solution assessor will visit you to take a care and risk assessment. After this visit, a care plan will be presented.
3. We finalise your care plan with you and your family.
4. We select staff members to support you according to your needs and organise a meeting if any additional preparation is required.
5. Your care service begins.

***We realise that in an emergency, a care package must start immediately. In this event, we will condense our service process and begin an immediate assessment to assist with an earlier response.**

## Funding your care

Though it could be fair to assume personal care is an expensive service, you can benefit from various finance options, which are available to ensure you or your loved one remain in the comfort of home. Funding from your Local Authority or the NHS Continuing Healthcare Team is an option if you qualify. Below is a brief explanation of the types of support available.

**Personal Budget** is a lump sum set aside to cover your healthcare requirements. You can accept the amount personally as a direct payment or request your local authority to use this money on your behalf. If you wish, your budget can be allotted to a trust fund and managed by a family member or professional social worker.

**Personal Health Budget** is an allowance made to those with a recognised health concern. The NHS currently offers three options for a Personal Health Budget: Notional Budget, Real Budget Held by Third Party, and Direct Payment.

**Individual Budgets** is similar to a Personal Budget, this can be a more flexible option involving other sources of support. It includes Supporting People, Disabled Facilities Grant, Independent Living Funds, Access to Work and Community Equipment Services.

**Direct Budget** puts you in complete control of your care package and provider. Finances are given to you directly to buy services for your care needs.

For more information, visit www.dh.gov.uk.

## Quality assurance and our recruitment standards

What defines Ambassador Healthcare Solution is our exceptional standard of care. We take pride in our rigorous internal quality assurance and recruitment systems.

Our staff are required to have relevant qualifications and experience for the services they provide. These checks also include: Disclosure Barring Service (DBS), POCA and SOVA checks, work history, qualifications, health declaration, experience and references. We then train all of the new starters to make sure their performance reflects our company. Their induction includes undergoing a comprehensive compulsory training courses, manual handling, disease control, basic life support, fire safety and medication sections.

Ambassador Healthcare Solution monitors our worker's performance using shadowing, annual audits, random checks and regular supervision. We also comply with The Care Standards Act, The Regulation of Care Act, DoH Code of Practice, all current National Framework Guidelines.



# Frequently Asked Questions

**Q: Is Ambassador Healthcare Solution registered with the appropriate governing bodies and professional associations?**

**A:** Yes, we are registered with the Care Quality Commission (CQC). This guarantees that we supply you with the highest quality of care and staff. All of our certifications cover our domestic services countrywide.

**Q: Will someone visit my home before starting the service?**

**A:** Yes, we will conduct a complete Care Assessment to ensure that the package of care we provide suits your needs. Evaluations take approximately one hour, include an overview of requirements and a general risk assessment for the setting in which we provide your care.

As well as permitting us to record all of your needs formally, the evaluation gives a clearer understanding of any individual requirements. Consequently, this allows us to designate staff with skills that suit your personality and preferences.

Ambassador Healthcare Solution has lawful accountability to guarantee a frequently assessed care plan is in every household where we provide a service.

**Q: Will I always receive care from the same carer?**

**A:** We strive to provide personal and consistent care. In the event of any holidays or absences, we present more than one carer in advance to you and your family, guaranteeing a great level of consistency.

**Q: How will my care be managed?**

**A:** All of our specialised care packages are managed by our Registered Manager, who ensures that your care is regularly reviewed and managed effectively. We are also easily reachable should you have any concerns.

**Q: What makes Ambassador Healthcare Solution stand out?**

**A:** Ambassador Healthcare Solution's experience has given us real insight and an understanding of what our service users require. Our established network of contacts guarantees flexible, dependable and experienced assistants.

We understand the necessity of expertise in this sector and only employ staff with certified skills and qualifications. You can feel confident when using our services, as our staff are adequately trained in performing their duties. Additionally, Ambassador Healthcare Solution bargains an appealing package that is reasonable for you, without compromising on quality.

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