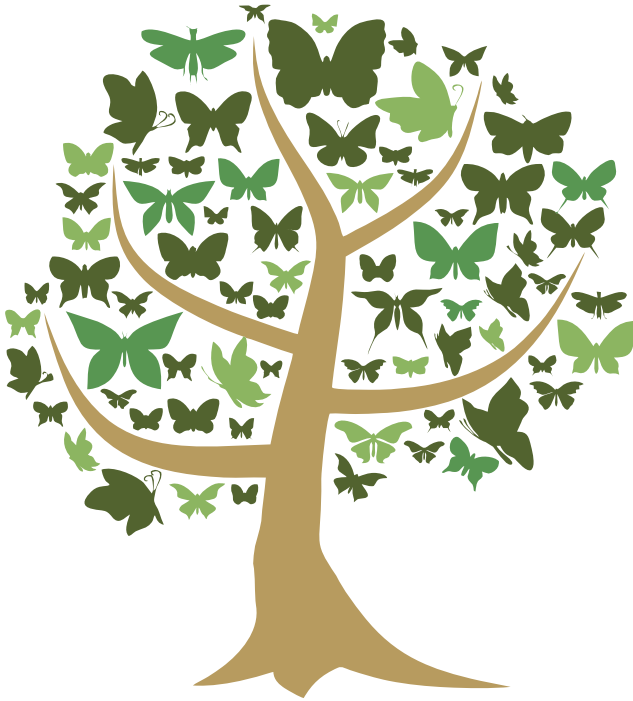




Clifton Homecare Ltd

Bringing tender loving care into your home



2023 **BIBAs**
WINNER

Please contact Margaret or Caroline on:

T: **01253 722945** E: **cliftonhcl@gmail.com**

30 Orchard Road, Lytham St Annes, FY8 1PF

www.cliftonhcl.co.uk



@CLIFTONHCL



@CliftonHomeCare



@cliftonhomecare

Covering the Fylde Area including Lytham St Annes,
Staining, Singleton, and Newton with Scales.



Our Vision is to be an **exceptional** Health and Social Care **leader**, maximising **wellbeing for all**.

Our Core Values



Family and a sharing of common kinship



Learning, growth and development



Equality, diversity and inclusivity



Honesty and transparency

Our Mission is to provide a personalised level of care that we would be happy with for our loved ones or ourselves.



About Us

Clifton Homecare is a family run, independent and award winning business utilising health and social care expertise dating back to 1983. Established in 2013, Clifton Homecare Ltd. was founded by Margaret Brady and Caroline Cosh who together have over sixty years of experience in the Health and Social Care Sector.

Prior to Clifton Homecare Margaret owned and managed a local residential home. Caroline is an experienced Health Care Professions Council (HCPC) registered Paramedic and has over thirty years' experience working within the care industry.

Upon retirement from the residential home, Margaret and Caroline decided it was time for a new challenge and founded Clifton Homecare. Clifton Homecare was rated as Outstanding by the Care Quality Commission (CQC) in 2016, retaining this rating in 2019 and to date are one of the only homecare companies to be awarded this rating on the Fylde Coast.

Our aim is to now use our extensive knowledge and experience to provide high quality, flexible care to clients living in their own homes, enabling good quality lives and retention of control and choice.

Clifton Homecare are proud to have been awarded **Employer of the Year** in 2023 and **New Business of the Year** in 2016 in the prestigious Be Inspired Business Awards (BIBAs), Lancashire's longest running business awards.



The Team have also been acknowledged by winning the **Chief Nurse Adult Social Care Team Award** in recognition of the outstanding contribution that they have on the lives of the people they care for.

Our Registered Manager, Margaret Brady has also been recognised for her **outstanding services to Social Care** and for going above and beyond expectations of the everyday role of social care workers and has been presented with a **Silver Award**.





What We Do

Homecare You Can Rely On Across the Fylde

Clifton Homecare provides high quality care and support to people in their own homes so they can stay safe, comfortable and independent.

Our team of caring and passionate professionals receive extensive training and are experienced in providing in-home care. We know that providing the very best care is about finding the right people who you can trust and who genuinely care about helping you.

The training and support we provide enables us to deliver the very highest level of care. We are extremely proud of the environment we have created where our care staff feel valued, nurtured and thrive.

“Always growing, always learning, working for a company who truly cares for not only the clients but also the staff and never stops striving to be the best.”

Care and Companionship Services in Your Own Home

Clifton Homecare's range of dedicated care services are designed to give you and your loved one choice and peace of mind whilst ensuring you remain in control of your care. We provide personalised care packages on a short term, respite or long term basis, from short visits to live in care and from one visit per week to multiple visits per day.

Clifton Homecare provides flexible, adaptable care to clients in their own homes and in the local community. We appreciate the importance of enabling you or your loved one to be as independent as possible. Our care professionals provide support with tasks that are becoming a struggle and can provide daytime care between 07:00 and 23:00 and overnight care 23:00 to 07:00 hours.



**Length of care:
30 minutes to 24 hour care**

We are happy to help with the following:

- Personal Care
- Meal Preparation
- Transferring and positioning
- Grocery Shopping / errands with or without clients
- Accompaniment on walks
- Medication administration / reminders
- Assistance with pet care including dog walking
- General companionship
- Assistance with domestic tasks
- Bathing and showering
- Support and accompaniment to social outings and health related appointments
- Continence care
- Cleaning
- Helping perform recreational activities / taking part in hobbies
- Respite relief for families
- Wheelchair hire
- We will be a designated contact for Lifeline
- Clifton Homecare's own wheelchair access transport available





Homecare Services

As our country's population continues to enter their golden years, the need for homecare services has been recognised and debated. In the past, families were faced with few choices when their loved ones needed care. Fortunately, in the last several decades clinicians and other healthcare professionals have recognised the health and wellbeing benefit to receiving care at home. Homecare is celebrated as the preferred option for many in lieu of the traditional care approach from years past.

At Clifton Homecare it is our mission to serve our clients in a comprehensive and compassionate manner. We believe in co-ordinating the full spectrum of care services available in the community to aid our clients in securing the best possible outcome for their health and wellbeing. For example, we not only support clients in their home environment, but also help manage, transport to and coordinate health appointments. We offer companionship and organise regular group activities. Prior to commencing care services we complete a free, no obligation care assessment which contributes to the development of your in-depth care plan.

Clifton Homecare will assist each client in identifying additional care services in the community. If you or someone you know is struggling with care of a loved one and would like to better understand the options for homecare, do not hesitate to call us today to discuss how we can be of help.

Our Care Expertise

Our team of Care Professionals are experienced in care delivery and are trained to a very high standard. We will endeavour to provide you with carers you feel comfortable with as we realise to get the most out of any relationship a good rapport is essential. We are passionate about 'getting it right' and clients and family being happy with the level of service provided. To ensure this, care plans and risk assessments are completed with clients and families and are reviewed regularly. Regular quality assurance questionnaires are sent to clients and families. In order to provide excellent care we will work alongside health care professionals such as Doctors, District Nurses, Community Matrons, Occupational Therapists, Physiotherapists, Dietitians, Continence Advisors or Specialists. Our experience and desire to personalise care helps us to fulfil this role.

According to recent studies* 2/3 pensioners state that their main form of companionship is the television or a pet. The statistics show that, as a nation, we are lonelier and more isolated than ever before.

Our companionship services and regular social outings to involve clients in the wider community are designed to help combat loneliness and isolation.

*Katie Monk Sept 2022



Companionship: To help alleviate loneliness, we offer companionship as a service for people who wish to remain independent but sometimes find it difficult being alone. We are more than happy to escort you or a loved one on outings to places such as the theatre, cinema, for a meal or out shopping. One of the main aims for domiciliary care is to support clients with the opportunity to continue to live in their own home and continue to participate actively in the local community. Age, physical, mental health and disability does not reduce the need or desire for activities and hobbies and we aim to aid you or your loved one to live life to the full, with enjoyment and pleasure. If going out of the home environment is impossible then we are happy for

example, to spend time chatting, reading or making crafts.

Meal Preparation: Overall physical, mental health and well-being is linked to healthy eating and adequate hydration. We will support you to carry out your shopping whether that be in person or online. We will prepare meals in accordance with your dietary needs, provide advice on nutrition and help you with eating and cleaning up afterwards.

Personal Care: We can help you stay independent and support your daily routines, including assisting with getting up, washing and dressing to helping with oral hygiene and continence care.

Specialist Care: Our experience and well trained Care Professionals are able to provide specialist care for people diagnosed with complex conditions, for example Parkinsons, Alzheimer's and dementia, neurological conditions and end of life care.

Light Housekeeping: We can assist with vacuuming, washing dishes, laundry, dusting, bed making, sweeping, mopping floors, taking out the rubbish, and any other light housekeeping tasks you or a loved one might require. For more in depth cleaning services we have a local cleaner we are happy to recommend.





Coordination of Care

Initial Assessment: We will visit you at your place of residence to evaluate your needs, discuss options, and develop a plan of care.

Benefit Determination: We will help identify any programmes, community resources or benefits that might be available for you. Your local authority or Department for Work and Pensions may be able to provide financial support and advice about funding. This includes non means tested attendance allowance. Dependant on need, continuing healthcare funding may be arranged and provided through the NHS. This can be used to pay for personal care.

Your assessor can provide useful contact details.

Care Management: Clifton Homecare is able to provide skilled homecare services in the comfort and safety of your own home. We will also assist in coordinating and referring other services needed such as:

- Medical equipment / aids
- Medication management
- Home modification (grab rails)
- Medical Alert System (Lifeline)
- Community based programmes such as direct referral to Frailty and Falls Teams at Blackpool Teaching Hospitals NHS Foundation Trust
- Transportation services
- Medical appointments
- We also work closely with Lancashire Fire Brigade, Housing Associations and Lancashire County Council

Areas We Serve

Clifton Homecare is able to provide a service to the following locations within the Fylde area:

Ansdell, Clifton, Elswick, Freckleton, Greenhalgh, Kirkham, Larbreck, Little Eccleston, Lytham, Newton with Scales, Plumpton, Singleton, South Shore, Staining, St Annes, Thistleton, Treales, Warton, Weeton, Wesham, Westby, Wrea Green

Our Care Team

We are incredibly proud of our dedicated team and what both they and the company has achieved, despite seeing recruitment and retention difficulties nationally. A recent 2/3rds reduction in turnover is testament to this.

What Our Client's Say

"Thank you for the high standard of care and support you and your excellent team have provided. I wouldn't hesitate to recommend you and your team most highly to future clients!"

"The regular team looking after my dad are just so very good. They all have an amazing amount of patience and are so caring. It gives both me and my brother peace of mind, as we both live quite far away, that the team in place are there to support both my Dad and my Mum on a day-to-day basis."

"Special thanks to you all, you make an amazing team. You all went above and beyond to help Jean stay in her home until she felt she could not cope alone anymore."

"I could not be happier with the care I have received."



Additional Services

Clifton Homecare offers additional services to ensure the safety of our clients even when our caregivers are not in the home. We offer to be a 24 hour emergency contact for our clients, whereby in an emergency a carer will attend the location and give any assistance they can to solve the problem or until the emergency services attend. This will allow you to enjoy the peace of mind knowing that you or your loved one is always safe and secure.

Being a designated contact is free of charge to our clients. Fees will only be charged when our team attend. Contact can be made directly or through your Lifeline if one is in place.

We regularly organise support groups and social outings which we use our own disabled friendly transport for.



Transport

Clifton Homecare have a range of vehicles and have wheelchair access to assist our less mobile of clients. All the vehicles are fully insured and maintained.

We can help take you to health appointments and the places you love to visit such as:

- Hospital appointments
- Doctor's appointments
- Dentist appointments
- Shopping
- Theatre
- Cinema
- Restaurants



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