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Service Range Guide

AWARD-WINNING CARE



Supporting People, Developing Communities



**VERITY HEALTHCARE
LIMITED**

Welcome

Delivering Award-Winning Care

Discover the impressive range of awarding winning homecare services and find services that match your individual needs and personal tastes.

Verity Healthcare is one of the few health-care providers which is set up by dedicated personnel with at least 20 years of experience in the medical, health and social care fields.

We deliver the highest standard of bespoke specialist care to support children, young people and adults to live independently and comfortably in their own homes, and communities. We support people with varying conditions such as acquired brain injuries, learning disabilities and spinal injuries.

Our service is unwavering focused on working with our clients to provide well trained, experienced and caring staff who are dedicated to meeting the needs, preferences and wishes of our clients.

We understand that choosing a care service can be a daunting exercise for many people. To put your mind at ease, our independent Social Worker will provide unbiased support to enable all prospective clients and relatives to make the informed decisions.

We genuinely care! Anyone choosing any of our services will be rest assured that they will be in the safe and capable hands of a team of friendly, dedicated and experienced staff who provide exceptional care services. We become part of your family!



A Taste of Unique Care Service



Our care service approach presents various service options which makes it easier for you to choose and manage care that suits your needs and puts your mind at ease. Further information is available in the following pages.

Get in touch today on 0203 643 5295 or email us: info@verityhealthcare.co.uk to discuss your options.

Vision and Mission

Good Living – Life's Greatest Blessings

Your trusted home care provider and partner-of-choice; championing the delivery of delivering award-winning home care services and cutting edge health care solutions. We're here to ensure that you receive care that's easily accessible, responsive, effective and safe to all patients and clients to secure good health and good living.



Brighten every moment of your day with unique care



Aims and Objectives

Our aim is for you to be the happiest person you can be, by providing you with the best kind of care so that you can live independently and dignity and have choice and control of services you want. Our objectives are undergirded by the principle of respect for humanity and this fuels our relentless effort in protecting your well-being and safeguard you from harm. We support your rights to live normal patterns of life within own home and with the community, where you want to be. Home, Sweet Home!



The Spectrum of Care

Life is worth Living – Choose Reliable Care Services



Verity Healthcare offer a broad spectrum of health care range of care healthcare sector for people of all ages (0 – 65+) and any background. We offer a comprehensive range of award-winning services by working with people, families and relatives in a transparent and consistent way. The services are driven by the needs, preferences and wishes of our clients. We promote choice to all our clients by providing the opportunity for clients and their family to decide what care they want, when they want it, who should provide the care, how the care should be provided and at what times.

Partnership for essential services

Verity Healthcare operate through a network of Clinical Commissioning Groups, Local Authority Social Services, NHS hospitals, nursing homes and learning disability establishments as well as referrals from individuals. We deliver exceptional personal and nursing care services to people in their own homes. We offer care services in the community and educational establishments such as schools, colleges and universities.

We provide carefully selected, fully vetted and well trained healthcare assistants and paediatric and adult nurses to provide services, be it one off cover; long term or groundbreaking local and national projects to achieve cost effective healthcare solutions.

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to discuss your options.

Award-Winning Services

No-one left behind – You're not alone



With so many people, especially the elderly living on their own without anyone to talk to or support them, Verity Healthcare Ltd is unwaveringly focused on offering a wide range of award-winning services in such a way that no-one is left behind.

We provide the highest standard of reliable compassionate care around you and your needs so that you're never left alone. Our services have been carefully implemented to make a positive and lasting difference to your life. We promote choice, privacy, independence and dignity.

Verity Healthcare is quality assured and regulated to provide personal care and treatment of disease, disorder and injuries (nursing care).



We provide the highest standard of compassionate care around you and your needs in making a positive difference and achieve marked improvements to your life.

*For further information on each care, please visit our website, www.verityhealthcare.co.uk/ourservices

Personal Care

- Academic Support Service
- Children and Family Service
- Dementia care
- Disability care
- Elderly care
- Live-in care
- Re-ablement care
- Respite care

Nursing Care

- Airway management
- Brain injuries management
- End of life care - Palliative care
- Global Developmental Delays
- Neurological conditions
- Nutritional care – e.g. PEG, NG
- Spinal injuries management
- Wound Management and many more*

Choosing Our Service

Exceptional care to meet your needs



We understand that choosing the right service to meet your needs can be daunting. As a result of we support and encourage individuals and their relatives to examine the validity of information and claims made by healthcare providers. We believe that Verity Healthcare is an organization of choice because we specialize in providing exceptional services that are efficient in meeting the wide range of needs of all our clients. In line with our mission statement and goals, we ensure that all our services promote:

Independence

We offer services that help you to live independent life in your home and in your community by working together with you and your relatives to build your confidence to do things for yourself and in the way you want things done.

Confidentiality

In line with the General Data Protection Regulation, we work to ensure that all information about kept confidential. Before we offer you any of our services, we expect to set up a Non-Disclosure Agreement between us, so that we are bound to keep any data private and confidential

Quality

You can trust the quality of our services. Our clients tell us time and again that the quality of services is what makes us stand out from the crowd. The independent regulators and local health monitoring team indicate that the quality of services we offer all our clients is exceptional.



Regulated and quality assured service

For peace of mind – choose Verity Healthcare



Added value

The fees for our range of services are cost-effective and competitively priced. The value that our services add to your life and living is immense. Many of our clients have regained their health and strength after receiving services from us. We often solicit additional services through our network with other health organizations and professionals at no extra cost.

Speed of service

We know that, time is of the essence to our clients. That's why we provide a quick turnaround service for all our clients. Our care managers and lead nurses are available to visit you speedily on your first contact with us to ensure that you understand our expertise in providing the care that you need.

Expertise

Verity Healthcare is unique because we are one of the very few organization set up and run by medical, nursing and health and social care professions, each with at least 20 years of experience in these fields. We carefully select and retain a team of care staff who bring unique expertise to the sector.

Technology

We are constantly evolving and make use of modern technology to improve on our services. This technology enables all our clients to understand what sort of care they are receiving and for care managers and lead nurses to understand what services have been offered in real times and address any gaps in quality of services promptly.

Presence

We know that location is important to our clients and that's why we keep opening locations nearer to clients for ease of access to our services. We seek to become the community hub for promoting the health of communities.

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The Delivery of Service

Interoperable Technology Systems for efficiency



Robust and integrated approach

Verity Healthcare adopt a more efficient, integrated set of procedures managed by robust technology solution to implement holistic care services to meet a wide range of needs of clients.

Verity Healthcare provide specialized services with high standards of clinical governance to achieve better outcomes for clients. Our local presence means we understand local health surveillance and tailor services to the needs of our clients.

We implement rapid discharge processes based on robust assessment and concise care planning which enable us to work with hospital discharge teams and patients and relatives for well-organized discharge in record time and for seamless delivery of homecare services.

We use Smart Mobile apps to conduct a holistic needs and risk assessments to understand your medical, health and social care needs, the risks thereof and step-by-step approach to mitigate risks.

We ensure that personal care services are offered in a safe environment. Our Digital support plans and electronic medicine administration reports (eMAR), give real time alerts to Care Managers to address any potential gaps in quality of service immediately.

We believe home care is at its best when clients and patients are in control of their care package and support is consistently and completely built around the person. All our clients and their relatives have access to records of service offer via electronic portal or through the physical care records kept in the client's home.

Verity Healthcare monitor and manage the support you receive, from start to finish. Our services are checked and inspected, regularly by our highly qualified care managers, our quality assurance specialists and also our regulators.

The Care Options

Efficient care mean there are options



We understand that the care needs of individuals can change, and this is why we offer a comprehensive range of flexible care options tailored to the meet the changing needs and requirement of each person. Individuals can either choose one of the options below, or have a combination of more than one to get the necessary level of care to meet various needs. Individuals can choose the times and how long they want the services for. We offer:

24 hour care

Our nurses or carers are available to visit you at home to provide exceptional care services to meet your needs on a day and night rota basis, covering the whole 24 hour period.

Live-in care

Our dedicated live-in team of nurses and carers can live in your home and provide you with continuous care day and night. You will be rest assured that you have someone to support you and share companionship with you.

Daily visits

Our committed team of care and nursing team can visit you to support you and ensure you have received personal care, nutrition and hydration, medicines and living comfortably in your home.

Night Care

We offer night care either as one-off or continuous services to support you live comfortably and receive essential care. We offer two types of care services:

Sleeping Night– designed for individuals and families who may require a limited amount of care throughout the night, whilst having the peace of mind that someone is there.

Waking Night– designed for individuals who may require a substantial level of support during the night and so your nurse or carer would be awake throughout the night.

We have an exciting team of care staff to accompany you and/or your family to travel to other parts of the country or overseas. They are specially trained to understand how to manage emergency situation while on holiday.

Travel and Overseas Care Care Delivery Strategy

Achieving Better Outcomes for all



In order to achieve better health outcomes for clients and their families, Verity Healthcare adopts various care delivery strategies to meet clients' needs, preferences and wishes. These strategies include:

An initial Home or Hospital Visit

Prior to start of services, an experienced manager will visit you at home or hospital to provide up-to-date information and guidance based on best practice and our experience of delivering care services to different people with different needs. We will clarify the relevant costs.

If required, we will liaise with other health professionals to gain a deeper understanding of your requirements.

A free, no obligation care assessment

It is a requirement that we conduct risk and needs assessments and agree ways of meeting needs and mitigating risks. We will also identify your care needs free of charge so that you can make informed choices about using our services.

The assessment procedure gives us an opportunity to get to know you and your

needs and understand any personal preferences and wishes and what support you require. Through the assessment we are able to identify risks involved in providing care to you and agree with you on how to eliminate or minimize these risks.

A high quality, bespoke care service

Our homecare services are tailored to your individual needs. We ensure that you receive high quality service from. Highly skilled nurses and carers.

Health care management

All caret packages - personal and nursing care are managed by a registered care manager or senior nurses with expertise in adult or paediatric nursing. The care managers and the senior nurses review care service regularly to ensure that these services meet your needs. The managers and the nurses are supported by a leadership team of nurses, coordinators, and supervisors to support you.

Local expertise and knowledge

We operate through a network of local office with profound insights into the health and social needs of the population and; plan and offer healthcare services based on local expertise and knowledge. We maintain skilled and highly qualified staff for roles that require a variety of specialized clinical needs as well as personal care needs.

Care Delivery Pathway

Optimising healthcare delivery



We have implemented a clear pathway to the delivery of services to ensure that you receive the best of care there is. Verity Healthcare provide personalized and bespoke service in meeting with your preferences, needs and wishes.

Step 1

We'll arrange to visit you at home or hospital to collect as much information as possible to know you as a person, your needs and clarify care costs; possible sources of funding and any questions.

Step 2

We'll undertake care needs and risk assessment and agree how to attend to your needs and mitigate risks. A full care plan documents and the assigned carer or nurse as agreed by you and your family will be in place. You will have the chance to review all documents relating to your care before care starts.

Step 3

A fully costed care package will be in place, with all the documents and agreements completed so you will know what to expect from your care services.

Step 4

We'll carefully select a suitable nurse or carer who are trained and highly skilled; share your interest and personality and replacement staff who will step in when your main carer or nurse is off duty.

Step 5

We'll ensure that these professionals understand your needs and provide services in-line with your

care and support plan. We'll ensure that all the professionals are capable of meeting your needs. Your service commences with weekly supervision visits by Care Coordinators

Step 6

There will first two-weekly review and monitoring visit by the Registered Manager and a second visit first 6-8 weeks and any changes are required.

Funding Care Options

No one left behind because of funding



Many people who qualify for funding to support their medical, health and social care needs are not aware of the funding options available to them. The various funding options available to you and your loved ones are as below:

The main funding sources are from your Local Authority and NHS Continuing Healthcare Team or health insurance companies (from insurance policy you may have in place).

Different types of funding support:

Direct Payment or Budgets

A Direct Payment is fund allocated to you directly so that you have complete control of your care package and the provider you prefer.

Individual Budgets

This budget is very similar to Personal Budget, but includes other sources of funding such as Independent Living Funds, Supporting People, Disabled Facilities Grant and Access to Work and Community Equipment Services to meet your health-care and living needs.

Personal Budgets

A Personal Budget is an allocated funds to pay for your healthcare needs. You may instruct your local authority, your family or Social Worker to spend this amount of money on your behalf, or you can receive the money yourself as a Direct Payment.

Step 4

We'll carefully select a suitable nurse or carer who are trained and highly skilled; share your interest and personality and replacement staff who will step in when your main carer or nurse is off duty.

Personal Health Budgets

A Personal Health Budget is an amount of money allocated to a person with an established health need. The Personal Health Budgets is provided by NHS in 3 different ways; National Budget, Real Budget Held by Third Party and Direct Payment. More information can be found on the Department of Health website; www.dh.gov.uk

Quality assurance

Essential tools for High quality service



Quality Assurance

To achieve our goal of offering high quality and high value services to our clients, we implement quality assurance procedure through our client governance policies and procedures to:

- Recruit and retain highly staff working in efficient teams
- Promote continual staff training and continuing professional development
- implement risk management systems in relation to legislation / regulations
- Undertake clinical audits to compare staff performance against standards
- Implement improvement plans to secure high standards of service
- Promote clients' voice and experience
- Adopt evidence-based findings for client care and effectiveness

Recruiting staff

We follow a stringent recruitment procedures to conduct background checks to ensure that all of our staff are fit for purpose and are compliant with standards.

- All our staff are enhanced DBS checked to ensure they are fit to work with vulnerable people.
- All staff have to complete a full health declaration to ensure that diseases are not passed on to clients and that they are physical and mentally fit to work.
- All staff have to provide full employment and educational history with detailed reference checks which are verified for genuineness to ensure that services are offered by skilled health professionals.

Get in touch today on 0203 643 5295 or email us: info@verityhealthcare.co.uk to discuss your options.

Clinical governance

Maintaining compliance for maximum outcomes



Training

Our recruitment processes enable us to place highly qualified healthcare professionals with our clients at all times. Staff continued training and professional development is key to our pursuit of excellence in offering the highest level of care to all our clients. All healthcare professionals are trained to at least the National Standards upon joining the company. All staff complete mandatory and specialist training programme which includes medicine management and administration, moving handling, food safety and hygiene, infection control and basic life support modules. We offer bespoke training courses to meet the wide range of needs of our clients. All staff receive regular supervisions to ensure that the services delivered by our staff are of the highest standard.

Regulations

We comply with regulation to help implement services which are caring, safe, reliable and effective through self-reviews and the work of independent compliance regulators such as:

- Care Quality Commission
- ISO 9001
- ISO 14001
- OHSAS 18001
- Investors in People

We deliver services within a framework of equality and values that promote the rights and choices of all people with different health and social care needs to promote dignity and independence.

Get in touch today on 0203 643 5295 or email us: info@verityhealthcare.co.uk to discuss your options.

Get in touch now

One phone call makes all the difference



This is your opportunity to call us to access our range of first class services.

All you have to do is to get in touch now. You can do so by using any of other communication methods. Don't delay.

By telephone

Please call our Service Department on: 0203 643 5295

By Fax

Fax your Care Service Request Form to: 0203 322 6464

Online

You can apply via our website, which provides you with all the latest information on our services and policies. Go to <https://www.verityhealthcare.co.uk>

Email

You can email us: info@verityhealthcare.co.uk

By post

Send the Care Service Request Form to:
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