

# Serenity Integrated Care

## COMMITTED TO DELIVERING SEAMLESS CARE



**SERENITY**  
INTEGRATED CARE



*We believe that by listening to our clients and working closely with other health professionals and agencies we can deliver safe, responsive and genuinely integrated care*

On Call 24 Hours A Day  
Quality, Integrity, Reliability

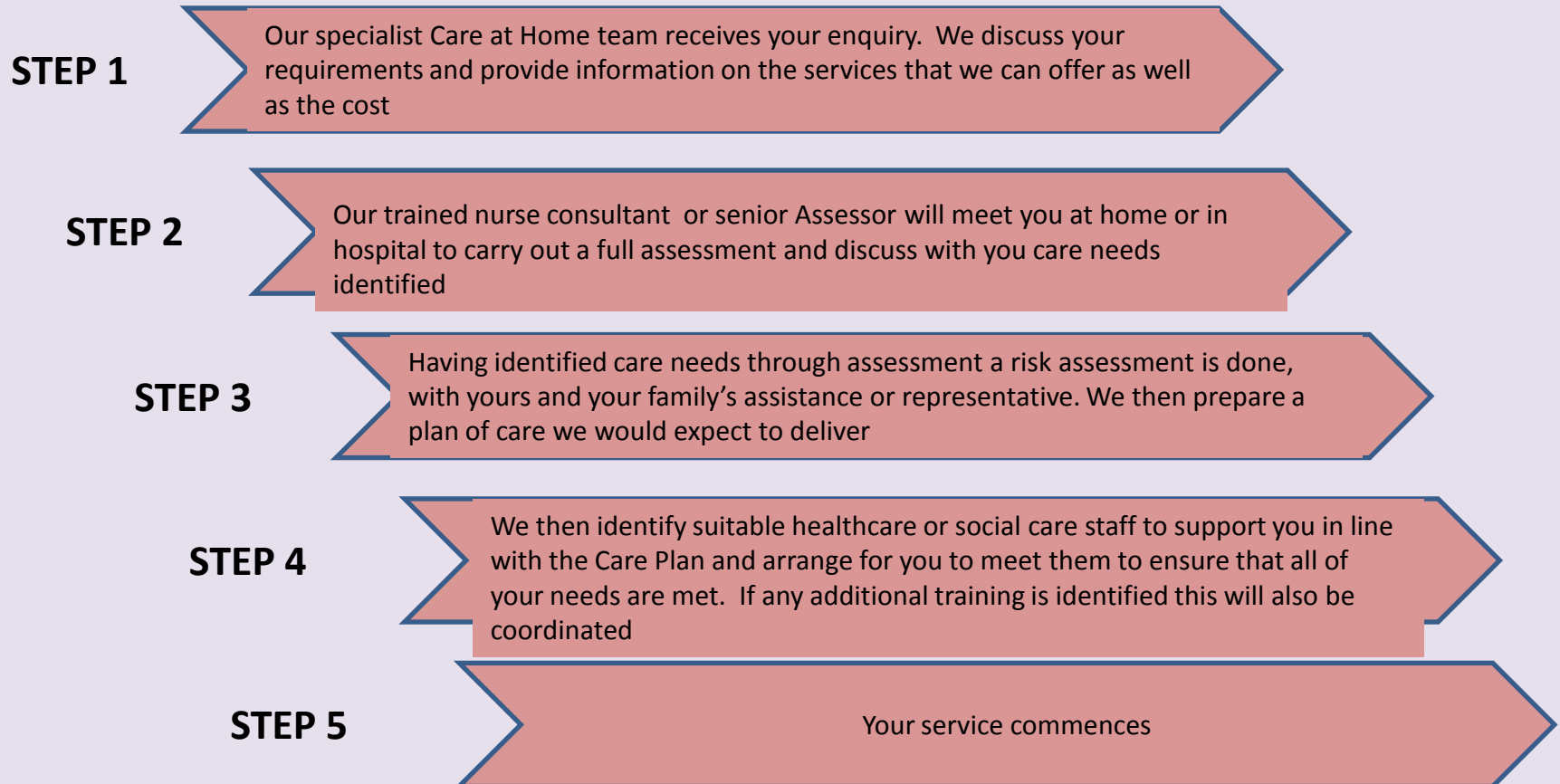
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# How Do We Deliver Our Services?

*Pathway below highlights the key stages that Serenity Integrate Care follows in providing you with a truly bespoke high quality care service*



For further information on the services that we can provide for you please contact us by telephone, email or by visiting our web site

## Variety of Care Options

We understand that your care needs may change, which is why we offer a number of flexible care options which you can select based on your individual needs. You can either choose one of the options below or can combine more than one to get the level of care that is suitable for you.

- **24 Hour Care** – Our Nurses and Care Workers can visit your home on a rota basis during the day and night, covering the whole 24 hour period to ensure that your needs are met.
- **Live in Care** – Our Live in care service provides you with continuity of care from a Nurse or Carer who will live in your home and provide you with up to 24 hours of care per day
- **Daily Visits** - From an hour through to a full day we can offer support with all aspects of daily living
- **Night Care** – Sleeping Night – Our sleeping night service is designed for those who may only require a limited amount of care throughout the night, whilst having peace of mind that someone is there in case help is needed..
- **Waking Night** – If your care needs are greater and you require a substantial level of support during the night, our waking night service may be the most suitable option for you. During a waking night your Carer would be awake and alert throughout the night to meet your care needs

### Consideration for your Home

*We understand that having someone share your home can be a very personal matter. For this reason we ensure that all of our live-in care staff are fully briefed on your expectations and personal preferences. Your Carer will require their own bedroom and provision for meals. They will however provide all of their own personal items*

# Our Care at Home Service

## Professional Care at Home

### Professional Care at Home

At Serenity Integrated Care we pride ourselves in providing high quality, reliable and well coordinated nursing and care services to people in their own homes

Whether you are looking for a little extra help around the home, assistance with personal care, or an alternative to hospital admission, we know that there is nothing quite like being in your own home. Our Care at Home service offers you the choice to remain independent in the comfort of your own home, enabling your family and friends to be more directly involved with your care, without compromising on quality.

### Our Care at Home Team

We have a dedicated Care at Home team who will support you every step of the way, from your initial enquiry through to the delivery of your care. Our Care at Home team have in-depth knowledge and experience in advising, coordinating and delivering Care at Home packages and are able to advise you on the most suitable care service to meet your specific requirements.

### What is Included?

Our Care at Home service offers nursing care, social care and support provided by experienced Nurses, Healthcare Assistants and Support Workers. We are confident in offering high quality service, tailored to your individual needs. We aim to exceed the expectations of our clients by delivering outstanding customer service. We aim to exceed the expectations of our clients by delivering outstanding customer service. We provide care and support in ways which have positive outcomes for service users and promote their active participation

### A free, no obligation care assessment

A member of our team will visit you and carry out a full assessment of your care needs. This will give us an opportunity to get to know you and understand any personal preferences that you may have, in addition to what support you will require. In order to gain a comprehensive understanding of your care requirements and ensure that all aspects of your care are arranged, we can liaise with your family and any involved medical professionals. By taking a person centred approach to care and understanding the needs of those we support we are able to offer solutions which give peace of mind and reassurance to everyone.

### Specialist Support

All of our clinical care packages are managed by a Nurse with expertise specific to your care needs. The Nurse will ensure that your care service is regularly reviewed and managed effectively. Our specialist teams have extensive experience in working with individuals to help manage specific challenges and issues within a floating support or supported living setting.

### Local expertise and knowledge

To deliver an exceptional service to our clients we staff our office 24 hours per day, 7 days per week so that if you have any concerns at any time of the day there will always be someone that you pick up the phone and speak to.

# Quality Assurance

Serenity Integrated Care has a large workforce of qualified and experienced healthcare professionals including Registered Nurses, healthcare Assistants and Support Workers who all have previous experience of working within our service users' own homes. We are proud of our comprehensive internal quality assurance systems

## Our Staff

We follow a stringent recruitment procedure to ensure that all of our workers are compliant with the Care Quality Commission (CQC). This enables us to supply our clients with the highest quality healthcare professionals at all times.

## Training

We pride ourselves on the quality of service we provide and the high calibre of members on our register. Our strengths lie in the support and benefits we offer to our members, which ensure they wish to continue representing us for longer. Relevant training and refresher courses are a must, which is why we are currently training our staff in all mandatory qualifications, which include Health and Safety, Infection Control, Food Hygiene, Moving and Handling, POVA and Basic Life Support. In addition, as part of our Care at Home service, we create bespoke training courses based upon the actual needs of each client.

*We undertake rigorous compliance reviews to ensure that all of our Nurses, Healthcare Assistants and Support Workers have the relevant qualifications and experience necessary for the service that they will provide. Our vetting procedure begins with all candidates completing a comprehensive application form and attending a face to face interview. Upon a successful interview a series of vigorous checks such as reference, DBS, occupational health, and professional registrations will be carried out before employment commences*

# Purchasing Care

## Privately, social services, Direct Payments

Many people presume that Care at Home is beyond their financial means, however it can be a cost-effective alternative to full-time residential admission.

Funding for care can be a confusing subject area and when funding isn't available it often falls on relatives or close friends to source the care independently. Serenity Integrated Care can assist you and your relatives in considering and finding your way around the options and then making the choices that are best suited to your circumstances.

## We can help you with:

1. Explanation of services available
2. Availability of services in your area
3. Costing
4. Signposting you to other services or companies for advice

# Which Care at Home Service is Right for you

## Live-in-Care

A Nurse, Healthcare Assistant, Support worker can move into your home with you to provide a bespoke care service, supporting you to remain independent in the comfort of your own home. Whether you have complex nursing care needs or just require some support in doing everyday tasks, we can provide a service tailored to your needs. Our live-in care service affords your family and friends peace of mind, knowing that you are benefiting from the expert care of highly skilled healthcare in the place where you are most comfortable.

## Social Companionship

Our social companionship service is most suited to those who are reassured by having someone with them to avoid loneliness. Whether you require help with household chores or just someone to sit, chat and read with you or accessing your community, we are here to help.

## Personal Care and Complex Care

SIC offer the highest quality personal care and support in your own home with dignity, independence and control over your life. Our personal care service is tailored to your individual needs. This could include: washing, bathing, dressing, medication, reminders, preparing household cleaning, ironing, laundry and meal preparation. We are a specialist provider of complex care services we understand that living with a long term condition and suffering from a lack of independence can be extremely challenging. We have a team who have specific skills, tailored to your complex requirements to support you to remain in your own home.

## End of Life Care

Palliative care is a specialised area of healthcare for patients with life-threatening illnesses. Our End of Life care service can be provided at all possible stages of illness, including pre-diagnosis, treatment, cure, death and bereavement. The goal is to improve quality of life by increasing comfort, promoting dignity and providing support system to the person who is ill and those close to them.

## Home from Hospital

When admitted to hospital, you may look forward to returning to your own home. With increase care requirements you may fear that you will not be able to go home and instead will move into a nursing home or residential home. Our Hospital to Home service can help you to settle back into your familiar surroundings. Whether you require a high level of care, or just some support with activities of daily living Serenity Integrated Care can provide a Nurse, Healthcare Assistant or Support worker to assist you.

## Holiday Care Services

We know there is nothing quite like a holiday to recharge your batteries. Just because you need regular care doesn't mean that you should have to go without a break. Our Holiday Care Services allow you the flexibility to take your care with you, whenever you go, in the UK or abroad for work or pleasure. We can provide a Nurse, healthcare Assistant or Support worker to accompany you on holiday in the UK or abroad to support you with your activities of daily living.

## Nail Grooming Service

Nail care is a very important part of personal care and hygiene which has immediate benefits to clients. It can raise their self-esteem, and give them a sense of well-being and enables them to put on properly fitting footwear and become more mobile, improves balance and reduces risk of falls. During the Initial visit Our experienced Nail Carers will complete a short health questionnaire with you to confirm that you do not have complex conditions.

*Our services can be combined to provide you with your required level of support. Individual guides are available for each of our services.*

*To request a copy of this brochure or to discuss care options, please contact us on 0203 904 0922/0931*