



**YOUR
CARE AND
SUPPORT**

01237 875000



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Welcome to Eclipse Care

We would like to thank you for selecting the Eclipse Care team to be your provider of home care and support. Everyone at Eclipse Care is committed to making sure that we provide individuals who use our services, and their families with the highest quality care and support. If you would like to discuss the services Eclipse Care is able to provide for you, please do not hesitate to get in touch.

At Eclipse Care, our aim is to support individuals to safely remain in their own homes for as long as they wish, with dignity, independence and control over their lives.

At Eclipse Care person centred values underpin the care and support we offer to individuals, ensuring we are able to support you to continue to live your life in the way that you wish; We will support you to maintain your interests and engage in the things that are important to you.

Thank you for considering Eclipse Care, We look forward to supporting you.



Inspected and rated



The services Eclipse Care can provide

Eclipse Care was established in mid 2017 to provide individuals with high quality care and support, enabling people to live in their own homes whilst maintaining their dignity, independence and maintain control over how they live their lives, This is achieved by offering people a range of services designed to meet a range of care needs including those with complex support needs.

Personal care and support for people in their own home:

sometimes someone visiting for a few hours each day offering companionship and support will be enough. For others, more intensive care and support will be required. The Eclipse Care team will work with you to design a package of support that will help you or your loved one to continue to live at home.

Hourly care:

To ensure we are able to offer continuity and have the opportunity to build genuine relationships, We do not provide visits of less than 30 minutes. Care & support can be arranged for any time you need it – including Evenings and weekends

Respite and ad-hoc care:

Eclipse Care understands the importance of a break or respite for both people receiving care and their families. By prior arrangement our respite care service provides short-term intensive support and peace of mind to anyone caring for a loved one. We can also provide a transitional discharge service for those transferring from hospital to home. which focuses on regaining health and independence

Our home care services can offer:

- Companionship and socialising
- Support with medication
- Washing, showering, bathing and dressing
- Assistance with toileting needs
- Prepare meals with, or for clients and assistance at meal times
- Light household work to keep the home clean and tidy
- Laundry or ironing
- Support to prepare shopping lists, to go to the shops on their behalf if they are unable do this for themselves unaccompanied or are unable to access the shops due to health reasons.
- Collect medications and prescriptions

Providing Care and support for people with a Learning Disability:

The specialist Learning Disabilities Service at Eclipse Care provides care and support for people with mild, moderate and severe learning disabilities including those that have an Autistic Spectrum Condition. We recognise all individuals have aims and aspirations and should be supported to achieve their goals, The Eclipse Care team will actively work to find creative solutions to any challenges that may arise.

These are the things we can help with:

- Support to successfully live in your own home as independently as possible
- Help in building skills to assist with money management
- Training to help gain confidence and independence
- CV preparation, Job searches and interview role plays
- Learning to stay healthy and exercising
- Support with medication and health appointments
- Discovering new interests and having fun
- Accessing vocational training and work experience
- Working towards independence with personal care tasks
- Developing social skills to build friendships



Activities

We focus as much on peoples' interests and preferred lifestyle as we do on the personal care and support required. We can signpost, or support you to participate in the social interests you enjoy.

- Visits to the cinema and theatre
- Social events and get-togethers
- Concerts and the arts
- Educational lectures
- Visits to the library
- Eating at restaurants
- Walks in the park
- Networking in the local community
- Shopping trips
- Arrange therapies in your home such as aromatherapy and pet therapy



Care and support for people living with dementia

We understand the challenges that face individuals & families following a diagnosis of dementia, we also recognize that with professional support and the right care you can remain fully supported in your own home. All Eclipse Care staff receive training on how to therapeutically support individuals with dementia.

In addition to meeting care needs our dementia support services can offer:

- Respite for carers
- Reminiscence opportunities
- Support to be as independent as possible for as long as possible.
- Companionship



Eclipse Care is able to provide

- Care and support for people over the age of 18
- Care and support visits from 30 minutes.
- A variety of care at home needs
- Palliative Care
- Dementia Care
- Care and support for people with Learning disabilities and Autism Spectrum Conditions
- Care and support for people with mental health needs

Eclipse Care is unable to provide

- Care to people under the age of 18.
- Care and support visits under 30 minutes long.
- Any clinical intervention which should be undertaken by a registered nurse.
- Waking nights

Our Mission

It is our mission to assist the people we support to achieve the highest quality of life possible through the provision of exceptional care which enhances their well-being, encourages personal resilience, fosters strong social relationships and supports access to community activities, opportunities and resources.

By investing in our valued team members, providing them with secure employment; opportunities to develop skills and knowledge; Eclipse Care seeks to be an 'ethical service provider' and an 'employer of choice' within our communities.

Our Values

At the centre of everything, Eclipse Care is dedicated to promoting independence and enabling people to achieve goals and outcomes that are important to them.

- We strive to provide the highest quality care and support possible
- We treat people with dignity and respect
- We actively encourage self-fulfilment by promoting opportunity to become more independent
- We support positive self-expression
- We embrace and respect individuality
- We promote freedom of choice
- We recognise people's right to take risks
- We seek to continually improve what we do in our pursuit of excellence

Our Aims and Objectives

To deliver inclusive, high quality care and support to individuals who have identified social care needs, including Personal Care, in accordance with their wishes and described care and support outcomes.

To deliver care and support which upholds the individual's rights to dignity and respect; promotes and supports choice, maximises opportunity for promoting independence.

To deliver individualised levels of care and support in accordance with the individual's wishes, based on thorough assessment of the individual's needs and preferences to actively promote increased participation, independence, choice and inclusion within local communities and at home.

To ensure that all planned care and support is delivered collaboratively and in accordance with the individual's wishes.

To regularly review planned care and support, to consider the care and support outcomes in the context of the individual's current aspirations and ability.

To ensure that associated risks that may be entailed in the provision of such an individualised approach are adequately assessed and managed to enable the least restrictive care and support practices possible within a positive risk-taking philosophy.

In accordance with individual's wishes, maintain appropriate levels of communication with representatives of those receiving care and support, funding authorities and other health & social care agencies to ensure that individuals continue to receive the required input to maintain independence at home.

To promote 'best practice' by delivering a professional development program for all staff which utilises both in house and external training resources, ensuring staff's skills and knowledge remain up to date.

To ensure Individual training needs of staff are determined and reviewed within their professional development and performance review processes. Promote and maintain Equal Opportunities for all service users and team members in line with Eclipse Cares Equal Opportunities Policy.

Monitor and strive for continuous improvement in quality through both Eclipse Care Quality Assurance Framework; including clinical governance, periodic service review, and service development planning.

How we respond to referrals for care and support

Our Locality managers take overall responsibility for coordinating care and support requests and new service referrals. They are responsible for organising care and support packages, communicating with other healthcare professionals

How a new care and support package is assessed?

- A Locality manager will arrange a convenient time to visit an individual in their home, for an initial care assessment. This is free of charge.
- The initial assessment usually takes around 1 hour and includes a full risk assessment to ensure the safety and wellbeing of both the individual and the team member. We will also ask for details of any health concerns and list of current medications.
- For People returning home after a hospital discharge a manager can visit both the hospital ward and the individuals home.
- If an individual or their representative has any problems or concerns with the service being provided, a complaints procedure is in place to assist in communicating this to a senior member of the team. In the first instance however, discussing any issues that arise with the locality manager responsible for their care may well enable a speedy resolution.
- On-going care and support is monitored by a team of care coordinators, with the support of a locality manager.

How does Eclipse Care work with other professionals?

- Many of the individuals we support, will have other clinicians and professionals working with them to help support their medical, social and psychological needs. During assessments and reviews we will document if any other professionals are working with the individual.
- We ask the individuals we support, to give us consent to discuss their needs where necessary so that comprehensive support can be given. We will only ever share information on a 'need to know basis'.

What happens when care begins?

- Once the initial care and support assessment is completed, a care and support plan will be created that is entirely unique to the persons individual needs, preferences and culture to ensure the service provided is holistic and person-centered.
- Eclipse Cares team will then identify the care team member/s with relevant skills, training, availability and similar interests to support the individual.
- If preferred, the selected care and support team member/s will be introduced to the individual prior to any care or support taking place.
- Eclipse Care will review your package of care after 2 weeks or sooner if required.
- Thereafter, regular calls or visits will take place depending on your needs
- Working in collaboration with other professionals allows us to ensure that all your care needs are met and there is an effective multi-agency plan in place to meet your health and social care needs
- Sometimes we may feel an individual would benefit from specialist support i.e. from a physiotherapist or occupational therapist. The care coordinator would discuss with you and make the referral where necessary.

Developing our team

Our professional and personalised in-house training ensures we are able to guarantee our core values, aims and objectives are realised by all team members. We do not simply work to the highest standards of person-centred home care – we train all of our team to understand, defend and champion these standards. The Eclipse Care Training offers team members' free, ongoing accredited training –

- Eclipse Care ensures all new team members undertake the Care Certificate - A nationally recognised accredited 12- week training program designed to prepare people for a career within health and social care. This certificate ensures you only receive care from highly trained team members.
- Care team members have the opportunity to cement their career with a QCF Diploma in Health and Social Care at levels 2,3,4 and 5 or to choose to gain a specialist accredited award in Learning Disabilities, Autistic Spectrum disorders or Dementia Care.
- Full individual support - We understand that translating care practices onto paper can have its challenges so team members have access to regular supervision from trainers and managers.
- Supportive networks - Team members are facilitated to grow with the support of an experienced and diverse team.
- Career development - From day one, Eclipse Care will help care team members to build their professional training portfolio to best represent and reward personal development in the workplace.

How to make changes to your care

Cancelling your care visit at short notice

If you wish to cancel your care visit/s please give 48 hours notice by contacting the office team hours to avoid being charged for your service

Cancelling Eclipse Care's services

You are free to change or end your service with Eclipse Care at no cost with 14 days written notice.

Eclipse Care's hours of operation

With a 7 day a week/365 days a year service you can be confident that there will always be a team member available to help, in an emergency

Our head office in Bideford, North Devon is open between 9:00 am and 5:00pm Monday to Friday and an on-call facility for emergencies is available outside of these hours.

Helpful contacts

Care Quality Commission (CQC)

The independent regulator of all health and social care services in

England National Correspondence

Citygate

Gallowgate

Newcastle upon Tyne

NE14PA

Tel: 03000 616 161

www.cqc.org.uk

Local Government Ombudsman

Tel: 0300 061 0614

www.lgo.uk

Devon County Council social care website

<https://new.devon.gov.uk/adultsocialcareand health/>

www.carers-network.org.uk

Tel: 020 89603033

What happens with my Information?

Records and information about you will be kept secure in keeping with The Data Protection Act 1998.

Your personal confidences will be respected, however there may be times when information you give may have to be shared with others. You need to be aware that any information shared with Eclipse Care team members may have to be shared with their manager, if it is felt there may be a risk to your (or anyone else's) health, safety or wellbeing. The Support workers are unable to promise you that information shared will be kept a secret between the two of you. (Information may be viewed by the Care Quality Commission Inspectors as part of the regulatory inspection process for all Domiciliary Care providers)

Complaints & Compliments;

You (or a person acting on your behalf) can raise your concern or feedback immediately with any of the staff who are involved in your care. Or you can contact Head office either by email, telephone or in writing.

Office Hours:

Main Office

Between 9:00 am – 5.00pm Monday – Friday

Our Contact Details;

Eclipse Care (Southwest) Ltd
Office 10, The Barns,
Farm Road,
Caddsdow Industrial Park,
Bideford,
Devon,
EX39 3BT

Tel: **01237 875000**

Email: Admin@eclipsecare.co.uk

Outside office hours please call the number above and your call will be redirected to an on-call number.

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