

ADORN
Domiciliary Care Ltd



*Your Guide to Home Care,
Tele-Care and Extra Care Services*

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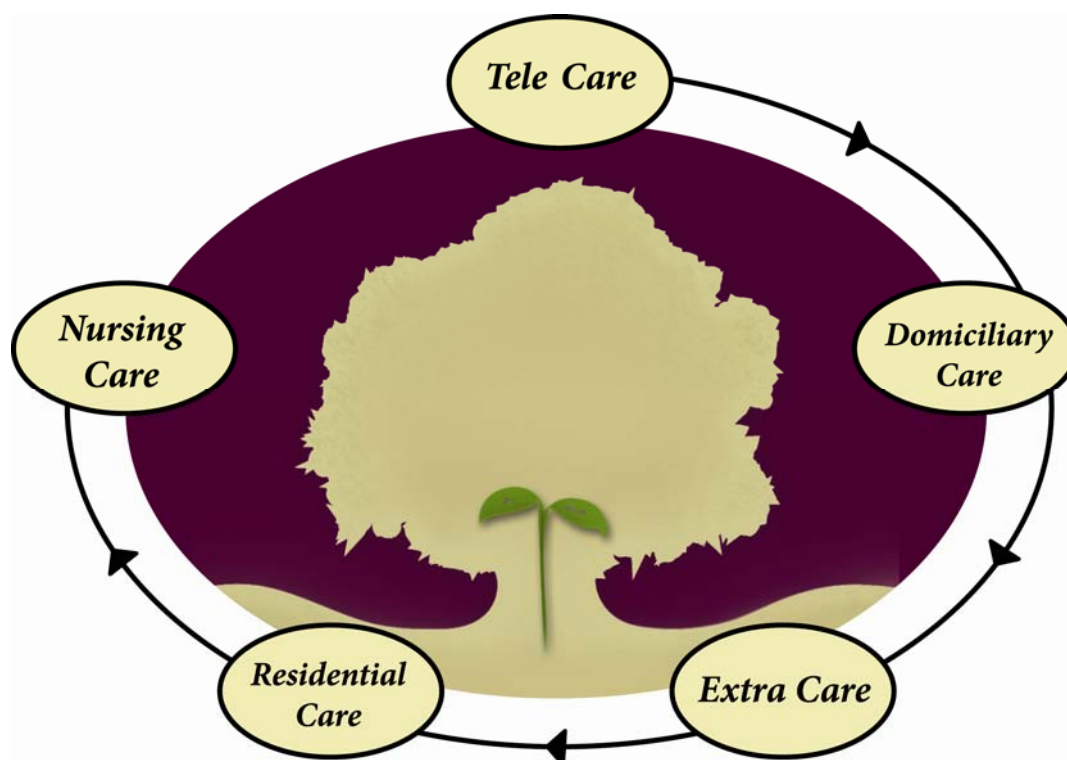
Introduction to Adorn Domiciliary Care Limited

Adorn Domiciliary Care Limited has been providing high quality residential and homecare services throughout the Isle of Man since 2002. From the start, we have consistently focused on understanding people's individual needs, providing the care solutions which best allow them to live life to the full.

Uniquely for the Island, we offer five levels of care under one banner, tailored to people's diverse and changing needs: Tele Care, Domiciliary Care, Extra Care, Residential Care and Nursing Care.

This gives clients and their families continuity of service - familiar, trusted team members, consistent values and quality of service - through changing circumstances. Whatever your needs, we're with you all the way.

In this booklet, you will find comprehensive information about Tele Care, Domiciliary Care and Extra Care. Further information about the full scope of Adorn's services is also readily available: simply get in touch with us using the contacts provided at the back of the booklet.



All About Tele Care

The Tele Care facility provided through Adorn Manx Care Phone is our first level of support. A simple pendant alarm connects you to our Onchan callcentre, which is manned 24 hours per day, 365 days per year. In case of any accident or distress, your alarm signal will be immediately picked up and your call answered by a friendly, reassuring voice.

One of our helpful team will then call the most appropriate contact, whether this be the emergency services or a member of your family. Clients of our Domiciliary Care and Extra Care services (see below) can also benefit from Tele Care support, in which case their calls may also be transferred to our Domiciliary Care Division.

All About Domiciliary Care

Domiciliary Care is specifically tailored to people who wish to live in their own homes but who, due to their age, disability or impaired mobility, require a little help from day to day with domestic tasks and personal care.

Adorn Domiciliary Care Limited provides such care on a flexible basis, from as little as one hour per day to round-the-clock, seven days per week. Our team of highly trained and experienced healthcare assistants will undertake any number of duties which enable the client to retain the lifestyle which is familiar to them.

Your Carer and You

How We Help

We are equipped to meet the numerous and diverse needs of our clients. These include personal care tasks, such as preparing meals; assisting with toileting, bathing and dressing; helping to administer medication; and performing general housework and errands.

Our carers are also on hand to provide conversation and companionship throughout the day – for instance, at mealtimes – and our Night Duty service means that clients can receive regular or infrequent assistance through the night hours.

The Adorn carers are at your disposal should you require transport – for instance, for a visit to the doctor, dentist or hospital - or wish to enjoy a pre-arranged social outing.

Our Carer in Your Home

Our carers are in a position of huge trust and responsibility from the first moment they come into your home. This is why every member of Adorn Domiciliary Care Limited strictly observes our clients' charter of rights (see 'Our Commitment to You').

All Adorn carers are easily recognisable by their distinctive uniforms and all carry photographic ID. We respect our clients' privacy at all times, never enter a home without permission, and never enter without knocking if they have a key or entry code.

Clients can also rest assured that should their carer be unavailable, they will be advised as to their replacement. No carer will ever bring along a partner, friend, child or pet.

Every task our carers do for our clients must be recorded in a timesheet which is signed by the client. This means that we always have a clear record of work undertaken which the client can ensure tallies with the amount they have paid.

The Right Carer

It is hugely important to us that for your wellbeing and peace of mind, we choose the right carer for you. We always endeavour to find the best 'match' but if you wish to select another carer at any time, we will naturally listen and follow your wishes.

Care Planning

We understand that our clients' needs change from day-to-day and over time. We compile our care plans by undertaking a thorough, detailed assessment which takes in your individual needs and requirements.

Care planning is very much a dialogue: you, as the client, will have considerable input both into the preparation of your plan and any subsequent changes. You will always be consulted prior to any adjustments we might feel necessary and no changes will be made without your full consent.

We appreciate that input from relatives and friends can be helpful but remain equally cognisant of the fact that our commitment is to you – yours is always the final say.

Insurance

Our master insurance policy includes cover for all general risks and can be viewed on request.

Our Commitment to You

- Our primary aim is to help each of our clients lead the life they choose, with the highest possible degree of independence, enjoyment and dignity. To that end, we adhere to core principles which reassure our clients and their families of the Adorn quality of service.
- For your peace of mind, we have a clearly-defined charter of clients' rights which provides the framework within which every team member operates. The chief points of our charter are as follows:
 - It is the right of each client to make informed choices and take risks. We appreciate that there is an element of risk attached to all aspects of our daily lives.
 - We recognise that each client is an individual with specific needs, wishes and desires. To that end, we promise to respect individuality and protect and nurture our clients' dignity and self-worth at all times.
 - Every Adorn client is entitled to expect a care service that does not discriminate on the basis of race or ethnic origin, creed, colour, religion, political affiliation, disability or impairment, marital status, parenthood, sexual gender or orientation.
 - A person's home is their castle and every client has the right to deny entry into their home. This may include a care worker if the client feels any discomfort in their presence.
 - Every Adorn client has full right of access to their personal care records and will be consulted in respect of care services provided to them, and any reviews of that service. Should a client be unable, for whatever reason, to convey their wishes clearly, an appointed advocate may be asked to intervene.
 - In line with Adorn's policy of transparency, every client has the right to view details of their care service contract, including financial information. They can also rest assured that no personal or confidential information concerning their affairs will be disclosed to a third party without their express permission.
 - We commit to full and proper communication with all clients and respect their right to be given advance notice of any proposed changes to their care, as well as a full explanation of our decision-making.

All About Extra Care

Extra Care (also known as ‘assisted living’) bridges the gap between conventional retirement living and residential or nursing homes, providing the perfect balance between independence and security. Extra Care is available through St Ninian’s Court in Douglas, a superior development of 36 apartments specially designed and built by Hartford Homes.

Following the purchase of an apartment, residents can choose the level of care they need from a comprehensive package of support services provided by Adorn Domiciliary Care Limited. Set in peaceful, relaxing surroundings and close to central Douglas amenities, the properties and grounds of St Ninian’s Court are maintained by a management company, leaving you free to enjoy your life with the reassurance that you are surrounded by like-minded people.

Following the purchase of an apartment, residents can choose the level of care they need from a comprehensive package of services, which include everything from domestic support to medical care to recreational activities.

Services offered include:

- A 24-hour, 365 days a year emergency Tele Care service from Adorn Manx Care Phone
- Help with meals provision
- Personal assistance (i.e. with bathing, dressing, mobility)
- Access to health and medical services, plus care planning assessment
- Medication management
- 24-hour security through care staff
- Housekeeping services
- Personal laundry services
- A dedicated management company

Communication: Talk to Us

We always want to know exactly what you think of the services we provide. It is client feedback which helps us to develop and improve our services for you. We regularly seek the opinion of our clients – as well as friends and families – but we also encourage you to tell us your experiences and suggestions.

Similarly, if, for any reason, you are not entirely satisfied with any aspect of our service, we want to hear from you as soon as possible. We can then take relevant action and put matters right as quickly as we can. We are always listening to you.

Contacts

If you have any queries or require further information, simply get in touch with us.

We look forward to hearing from you.

The Care Office, 75 Main Road, Onchan
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Care phone: (01624) 614108

For further information about Adorn Domiciliary Care Limited
and the full range of services we provide, visit

www.adorn.co.im

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