

## Home Support Service – Personal Care Services

The aim of this CQC registered service is to provide a first-class quality service delivered by a hand-picked, dedicated, trained and highly skilled workforce. Staff will be motivated to identify and implement solutions to potential barriers to social and domestic support as well as planned, person centred personal care. Physical, emotional and practical solutions to combat issues around social isolation, communication, access to information and accessibility will maximise customer experience and foster greater engagement with a wider audience.

The essential element to this service is its focus on the express needs and wishes of an individual and their bespoke requirements. This personalised approach is customer directed and includes a variety of individually tailored programmes. This is collated into a through care plan designed to outline the support that is required and how they wish it to be delivered.

Age UK Wakefield District has the knowledge and confidence to be competitive in this market, through the reputation of a trusted established brand. The introduction of personal care services in 2017 continues to build upon the foundations laid by the established Home Support Services.

### Service Features Benefits

<b>Personal Care Services</b>	Hair & Nail Care Toileting Bathing, Cleaning & Dressing Nutrition & Hydration Medication	Low Level personal care to support a return to independence. Improving quality of life. Supporting remaining in own homes.
<b>Social Support</b>	Companionship at home or out and about Personal household management Handling money Assistance in planning activities, holidays, visits Managing appointments Basic support with IT	Reducing isolation/potential for depression and related illnesses. Improve quality of life. Providing access to loved ones and life outside through IT
<b>Domestic Support</b>	Cooking Cleaning Housework (tidying, washing up) Laundry and ironing Changing beds Light gardening Light household maintenance (e.g. changing light bulbs) Everyday care of pets Shopping	Providing a means of remaining in own home and community. Promoting dignity and independence. Maintaining H&S standards