



SONIA HEWAY CARE AGENCY

Sonia Heway is Registered with the Care Quality Commission

ABOUT OUR SERVICE

Sonia Heway Care Agency is specialist in homecare for people who needs support either in a sheltered environment or remain independent in their own homes. We offer to our clients' qualified and experienced carers that are fully assessed by us, according to our Code of Practice which complies with and supports Care Quality Commission's standards and Outcomes.

Our mission is to provide caring and compassionate homecare services to our clients. Home services will be rendered with respect to clients' dignity, cultural and religious beliefs and differences. The personal rights and needs of each client will always be protected and integrated into the care plan. We offer home care service to

- The Elderly at Home
- People with learning disabilities
- Supporting People with Dementia
- People needing personal care or domestic help, in order to continue to live within their own home
- Round-the-clock Home Care
- High Dependency Care
- Mental Health Care
- Acquired Brain Injury Care
- Care for the Autistic Spectrum
- Physical Disabilities Care
- Respite Care
- Live-In Care

ADDRESS: UNIT 6B, 1A PICKFORD ROAD, BEXLEYHEATH, KENT, DA7 4AT
TEL: 0208 301 4565 FAX: 0208 301 6714
24/7 SUPPORT LINE: 07960 708 948
www.soniaheway.co.uk

All our staffs have undergone CRB checks. Before placement with any client, each care worker must undergo our own in-house training programme and we test the work of all care workers by monitoring them by a qualified supervisor.

We understand that speed of service response and provision of trustworthy and reliable staff is essential. Our recruitment service is dedicated to matching these needs around the clock 24hrs 7days a week and 365days a year

We have computerised system allowing us to organise a complete service, easily keep track of our staff and provide a better service overall.

We assist you in planning how and when your care is delivered. We appreciate that flexibility is important and we will always try to change the arrangement to suit your needs.

OUR OBJECTIVE

Our objective is providing you with the highest standard of service on either a long-term basis or on a last minute basis.

We believe that:

- Organisations should be able to request services or cover ad-hoc requirements on a last minute basis.
- Organisations should be able to expect a fast response to requests in order to cover any emergencies.
- Organisations should be able to expect cost effectiveness and value for money.
- Organisations should expect highly vetted and highly experienced staff at all times.
- Organisations should be confident that the company they are dealing with provides training and support to its entire staff.
- Organisations should be confident that they would not be penalised unfairly for staff cancellations.
- Organisations and the staff employed by us should be confident that we would act upon complaints promptly and notify both parties and facilitate an outcome.

Policy documentation that we are obliged to maintain includes a “Statement of Purpose”. This is a summary of our organisation, the services that we offer, fees charged and the staff. Should you wish to consult this document, please ask a member of staff.

STATEMENT OF PURPOSE

The management practices and procedures of Sonia Heway Care Agency are set out in a comprehensive set of policy documents. These policies ensure that we meet the statutory requirements for running a healthcare agency and address all aspects of staff, managing, caring for our clients and preservation of health & safety standards as appropriate. All of our policies are regularly reviewed to ensure that they remain up to date.

Sonia Heway Care Agency has been setup to ensure the highest standards of quality in every aspect of our organisation and activities, to ensure that our services are appropriate for our clients needs. We have a comprehensive self-assessment system, which ensure that all our policies and work practices are audited at least annually to ensure that we maintain the high standards we have set. Any “non conforming” area of activity is corrected and reviewed for further action that we may need to take to ensure that the problem is not repeated in the future.

HOW TO BOOK

Simply call our telephone number **02083014565** during office hours or call our 24hr support line **07960708948**

or

Simply fax the shifts you require assistance with to fax number **02083016714** during office hours and we shall endeavour to respond within the hour, of course keeping you informed every step of the way.

Cancellation

The service can be cancelled at any time by giving at least 24 hours notice by telephone on **02083014565**, our cancellation policy will apply in accordance with our client

TERMS OF BUSINESS

Sonia Heway Care Agency has developed Policies and Procedures in order to comply with all relevant statutory guidelines and protect service users, our clients. Copies all documentations, including our Statement of Purpose are available upon request.

OUR RATE

With a fee structure that is transparent and easy to understand. Our rates are competitive and cannot easily be matched by other suppliers.

SERVICE FEES:

Please see our attached schedule of fees for the service you require.

Please contact us for further discussions should you require clarifications on our rate.

TRAINING

We never stop training our staff. Each person undergoes continuous professional development and training to ensure that we deliver the highest quality of services to you. This training includes Health & Safety training, Manual handling, CPR, Child & adult protection and policy validation including areas such as medication, complaints etc. For further information visit our website

www.soniaheway.co.uk

YOUR CARER/SUPPORT WORKER

We recognise that your carer is somebody whom you rely heavily on and for this reason we take great care in selecting a staff member who will suit your organisation. You are welcome to ask for a change of nurse/care assistant at any time. When our staffs attend a booking, they will always be with an appropriate tamper proof identification badge, with a photograph, so that he/she is easily identifiable to you.

TIMESHEETS

We would request that at the end of each duty a timesheet is completed with the number of hours worked, less any breaks taken, the total amount should be written in full as shown on our timesheets. We would suggest that only senior members of staff are allowed to authorise timesheets. The bottom copy of the timesheet should be retained for your own records the rest should be returned to the worker.

SICKNESS COVER

In the event of us needing to replace a carer for whatever reason, the agency is fully operational 24 hours a day and we will endeavour to replace the person as quickly as possible and clients will be well informed of this change and a Supervisor familiar with the clients and their needs will usually attend with the new carer.

YOUR VIEWS AND COMMENTS

Your opinions of the services we provide Sonia Heway Care Agency values your views and opinions on the services that we provide. We firmly believe that only by asking the users of our services – you, our clients – can we obtain the information that we need to enable us to continually improve our services. Part of our on-going commitment to quality is to ask you to complete the feedback forms we send through to you on a monthly basis, our staff can tell you more about this. In addition, we welcome comments from you at any time.

How to contact us at Sonia Heway Care Agency has consultants available to speak to you 24 hours a day, 7 days a week, and 365 days of the year.

Please contact us on the following telephone number: **02083014565** or **07960708948**

You can also send your comments or complaints to **info@soniaheway.co.uk**
We are happy to address any concerns at any time of the day or night.

COMPLIMENTS & COMPALINTS

Unfortunately with the best will in the world we don't get things right all the time and we need you to tell us when we fall short of expected standards.

We have a robust Compliments and Complaints procedure in place. This gives you fuller details on how you can complain or compliments our service. You can request this at anytime.

If you have a complaint please inform the Manager in writing or by telephone. We will endeavour to investigate all complaints promptly and reply with an outcome. If the problem cannot be resolved to your satisfaction, we would further advice you on other options available to you.

Thank you for choosing Sonia Heway Care Agency. We hope that you will have a long and happy relationship with us, in which we aim to develop a partnership based upon care and mutual trust.

Please let us know if there is anything further you require.