



South Liverpool Service User Guide

Table of contents

Welcome to Apollo Care	03
The five questions	04
Meet our team	05
Our services	06
Recruitment process	07
Delivery of your care	08
Our better life services	09
Standards that service users can expect	10
Our procedures	11
Terms & conditions	12
Hours of operation	13
Useful links & community contacts	14



Welcome to Apollo Care



This booklet will provide you with information about our company, what to expect from us and the services we provide.

Apollo Care was established in 2011 by Cheryl White, a District Nurse, in response to the poor quality of care she had witnessed while providing nursing care to patients in their own homes. Her aim was to improve the quality of care for people living in their own homes by establishing a home care company that focussed on individual care needs.

Apollo is a domiciliary care agency that will:

“Provide individualised holistic care to individuals in the community who wish to remain living at home”

By providing care, support and advice, we enable our service users to remain as independent and self-caring as possible. We will provide assistance on an individual basis following a detailed, person-centred care plan, our service users can expect an excellent service provided by trained care staff.

We promise to provide person-centered, holistic care to individuals living in their own homes.

Apollo Care is compliant with Care Quality Commission standards and follows the KEY LINES OF ENQUIRY that our care teams are inspected and regulated against.

There are 5 questions that are asked of all care services. They are at the heart of everything we do and help us to make sure that we focus on the things that matter to people who use our service.

The 5 Questions



1 ARE WE SAFE?

You are protected from abuse and avoidable harm.

2 ARE WE EFFECTIVE?

Your care, treatment and support achieves good outcomes, helps you to maintain quality of life and is based on the best available evidence.

3 ARE WE CARING?

Staff involve and treat you with compassion, kindness, dignity and respect.

4 ARE WE RESPONSIVE TO PEOPLE'S NEEDS?

Services are organised so they meet your individual needs.

5 ARE WE WELL LED?

The leadership, management and governance of the organisation make sure we provide high-quality care that is based on your individual needs, that we encourage learning and innovation, and that we promote an open and fair culture.

**What do you expect from our service?
What would your ideal outcome be and
how can Apollo help you to achieve this?**

Meet our team



TRACEY KAYS - REGISTERED MANAGER

I'm Tracey, and I've been working in the care sector for over 12 years. I've always been passionate about providing care to those who need it most, and I feel genuinely privileged to support people during some of the most important moments in their lives.

As a Registered Manager, I'm committed to creating a warm, safe and respectful environment where everyone is treated with dignity and kindness. I believe in leading by example, supporting my team, and making sure the people we care for always come first.

Building strong relationships and making a positive difference each day is what motivates me.

Outside of work, I enjoy reading, spending time outdoors, swimming, and spending time with my husband, our two adult daughters and extended family.

SIAN WILLIAMS - OPERATIONS MANAGER

As the Operations, Recruitment lead, I play a key leadership role in ensuring the smooth and effective running of the domiciliary care service. I am responsible for overseeing day-to-day operations, leading recruitment and retention strategies, maintaining compliance with CQC standards, and supporting staff development to deliver high-quality, person-centred care.

Also, for the past 15 years, I have been a qualified swim instructor. Previous to becoming a swim instructor, I spent 14 years as a corporate events manager in Australia. I have an advanced diploma in hospitality and tourism management. Being a strong communicator, reliable, punctual, having excellent organisational skills, and a high level of professionalism are skills that I gained in these roles and during my studies.

Taking the step away from events management to follow a passion of mine, teaching babies to swim, allowed me to have the time with my family and raise my daughter. In my downtime, I love to do crafting with my daughter and also spend time with my family in the outdoors, fishing, hiking, paddling boarding and kayaking.

NATASHA HENSHAW - SCHEDULING LEAD

I started care in 2019 at Apollo Care South Liverpool, I have been a carer with Apollo care for over 6 years.

I have progressed through the business to Care Standards Officer to now the company's Care Coordinator Supporting the Manager to deliver the highest level of care possible.

With a strong background in health and social care, I ensure every individual we support receives the highest level of care.

I support our carers daily with their rota queries and concerns about clients health and wellbeing. I have two sons, one is 15 and one is 11, I enjoy spending time with my family on my days off.



Our services



SERVICES WE PROVIDE

Apollo Care provides several services to meet the needs of service users and their families. These include:

- Personal care
- Assistance with prescribed medication
- Meal preparation
- Housework/housekeeping
- Companionship/outings
- Shopping
- 24-hour care
- Respite service

SERVICES WE DON'T PROVIDE

- Wound care
- Dressings
- Provision of continence aids
- Physiotherapy

Although we do not provide the above services, we can put you in touch with the appropriate agencies if required.

Recruitment process

CARE STAFF RECRUITMENT

Apollo Care has a robust recruitment policy. You can be confident that your service will be delivered by care staff who have undergone rigorous pre-employment checks, including:

- All applicants must complete an application form detailing previous employment
- Interview by Apollo Care managers
- Reference checking: we request a reference from the applicant's previous employer and require at least two satisfactory references before employment can commence
- Character references
- An enhanced disclosure from the DBS, commonly known as a police check

CARE STAFF INDUCTION

All successful applicants must complete a 12-week induction programme within their team, suitable to the role they have applied for. The Induction process includes:

- Completion of care certificate training
- On the job "shadow shifts"
- Introduction to service users
- Regular management supervisions
- Specialist training if required



Delivery of your care



Apollo Care follows the 7 core principles of dignity when providing care to service users.

Principle 1:

Value the uniqueness of every individual.

Principle 2:

Uphold the responsibility to shape care and support services around each individual.

Principle 3:

Value communicating with individuals in ways that are meaningful to them.

Principle 4:

Recognise and respect how an individual's dignity may be affected when supported with their personal care.

Principle 5:

Recognise that an individual's surroundings and environments are important to their sense of dignity.

Principle 6:

Value workplace cultures that actively promote the dignity of everybody.

Principle 7:

Recognise the need to challenge care that may reduce the dignity of the individual.

Following the initial referral, a manager from Apollo Care will visit you at home.

A full assessment of your individual care needs will be carried out, your co-operation is vital! We will need to find out as much as we can about you, to provide you with a service that suits you perfectly.

The manager will also carry out a risk assessment to ensure work can be carried out safely in your home. Don't worry! Again, this is done with your co-operation and everything will be fully explained.

Our team of care staff is fully trained to provide the best care possible. They will record and monitor your needs at each visit and report any changes or concerns to their line manager.

YOU are at the very heart of everything we do.



Our Better Life services



HAPPINESS & WELLBEING

We know that being healthy & happy is extremely important for people as they grow older. This service ensures your health & happiness is a priority to enhance your well-being, by delivering a service that includes social outings, home-cooked meals, and much more.

COMFORT, SAFETY & CARE

Deciding that either you or a loved one needs care can be an emotional time. We understand this and take time to ensure our clients feel comfortable, safe, and cared for. This service is for people needing a little support in their day-to-day living.

DIGNITY & SUPPORT

We are passionate about providing dignity and support to our clients and their families with more complex care needs. We know this can be an extremely difficult time emotionally and we provide families and their loved ones with dignity and support every step of the way.

AROUND THE CLOCK CARE & COMPANIONSHIP

We understand needing 24-hour or overnight care can feel like a big step for you or a loved one. We provide complete peace of mind, ensuring comfort, safety and dignity at all times. This bespoke package allows you to remain at home, surrounded by familiar comforts, while receiving the highest level of professional and compassionate care.

Standards the service users can expect



WE PROMISE TO:

- Always promote your independence
- Treat you as an individual
- Maintain your dignity and respect
- Respect your right to privacy, confidentiality, and equal opportunity
- Show respect for your home and personal belongings
- Deliver a person-centered care package to suit your needs
- Arrive to deliver your care on time (within a 15-minute window time frame)

QUALITY ASSURANCE

At Apollo Care, we want to provide you with the best possible service that we can. Your needs will be continually reassessed and we welcome feedback from you and your family members.

Our focus is PERSON-CENTRED CARE and we encourage you to be actively involved in your care planning, implementation, and review.

We have a 24-hour “live” feedback form on our website that you can use to leave any comments, good or bad, that you wish us to know about. We love to hear from you! There is also a direct link to leave your feedback on the CQC website, this then helps towards our annual inspections. Your opinion really does matter so tell us what you think.

Our procedures



HANDLING YOUR MONEY

Any financial transactions that take place must be identified in your care plan. This may include:

- Shopping
- Collection of pensions
- Paying of bills
- Bank transactions

BEQUEST IN WILLS

Employees of Apollo Care are not allowed to act as witnesses on wills or any other legal documents concerning a service user.

CONFIDENTIALITY

Information that is provided by you will be treated with respect and will be treated as highly confidential. Apollo care is fully compliant with GDPR and any information we hold will be managed within the law.

MANUAL HANDLING

Our care teams are trained in all aspects of manual handling. We do have a very strict minimal lifting policy to protect both staff and service users from injury. If equipment for manual handling is required, our staff will be able to use it when it has been risk assessed and provided by a member of the multi-disciplinary team.

MEDICATION

All staff are trained in the management of service user medication and administration. We can assist with prescribed medication and some homely remedies as required. Blister packs are our preferred choice of administration, but short-term medication can be given from original pack.

COMPLAINTS AND COMPLIMENTS

We hope that you will be satisfied with the care you receive from Apollo Care, but should there be any matter which you feel requires attention, we ask that you first bring it to the attention of your care assistant. Often worries are only due to misunderstandings and can be dealt with there and then.

However, should you feel dissatisfied please contact the Apollo Care office on 07435952717, and a member of our office team will be pleased to help in any way possible? If you wish you may ask a friend or relative to do this on your behalf.

A member of the office team will fully investigate your concerns and let you have a reply as soon as possible, always within a maximum of 28 days. However, if you are not satisfied with the outcome of your complaint you can bring the matter to the attention of the managing director;

Tracey Kays - Registered Manager
0151 727 7937
T.kays@apollocare.co.uk

CareCaliRaya Ltd T/A Apollo Care
South Liverpool Limited
30 Speke Road, Garston, L19 2PA



Terms & conditions



PAYMENT

Payment for services provided will be itemised on an Apollo Care invoice and issued on a monthly basis. Each visit will be listed along with the individual charge for each visit. Fees are due for payment within 7 days of receipt of our invoice. Cash payments must not be given to care staff, all payments should be forwarded to your Apollomanagement team.

EQUIPMENT

Apollo Care will provide all PPE equipment (such as gloves and aprons), that is required to carry out care activities as agreed. Other agencies will provide and maintain other necessary equipment such as hoists, commodes, pressure equipment, etc. Cleaning equipment must be provided by the service user.

EQUAL OPPORTUNITES

Apollo Care aims to satisfy the needs of service users and staff by providing equal opportunities, irrespective of age, sex, marital status, race, disability, or sexuality.

INSURANCE

Apollo Care holds full insurance cover by a specialist care insurance company.

CANCELLATION

If you wish to cancel a booked visit, we will require 3 days' notice. Failing to provide notice will result in full payment for the visit expected. If you wish to cancel your care package, we will require 28 days' notice, in writing, to the manager at the office address.

Hours of operation



Office hours 9am to 5pm - Contact Number: 0151 727 7937
Out of office 5pm to 9am - Contact Number: 0751 812 1203
Registered Manager Contact Number: 07523 901155

OUR HEAD OFFICE IS LOCATED AT:

CareCaliRaya Ltd T/A Apollo Care
South Liverpool Limited,
30 Speke Road,
Garston,
L19 2PA

0151 727 7937



Useful links & community contacts



ADULT SOCIAL SERVICES CARE LINE

Tel: 0151 233 3800

ALZHEIMER'S SOCIETY LIVERPOOL

Tel: 0151 298 2444

BRAIN CHARITY LIVERPOOL

Tel: 0151 298 2999

GREENBANK CENTRE LIVERPOOL

Tel: 0151 733 7255

AGE CONCERN LIVERPOOL

Tel: 0151 330 5678
Hours: 9am - 4pm

BEREAVEMENT SUPPORT LIVERPOOL

Tel: 0151 236 3932

MERSEYSIDE SOCIETY FOR DEAF PEOPLE

Tel: 0151 228 0888

AGE UK MILTON KEYNES

Tel: 01908 550700

LIVERPOOL PARKINSON'S SUPPORT

Tel: 0844 225 3654

MS SOCIETY

Tel: 0808 800 8000

CITIZEN'S ADVICE LIVERPOOL

Tel: 0344 848 7700



www.apollocare.co.uk