



ERIESIS

HEALTHCARE GROUP

Compassionate Home Care Services





Eriesis Healthcare Group

Eriesis Healthcare Group offers expert personal care services to a diverse range of domiciliary care users nationwide, catering to both private individuals and those referred through Social Services. Our cost-effective healthcare services are accessible to individuals from all backgrounds.

Dedicated to providing skilled staff, including carers, support workers, and household assistants, Eriesis Healthcare Group places a strong emphasis on cultural sensitivity and respects the diverse outlooks and lifestyle practices of various ethnic groups. Our services are tailored to the elderly and other adults, addressing a spectrum of needs from complex care services to companionship.

Our Care at Home Team

The Care at Home Team at Eriesis Healthcare Group is socially aware and communicatively capable. We accommodate specific language or cultural requirements as needed, striving to create a comfortable environment for individuals from different communities to access healthcare services with the respect they deserve. Throughout your care journey, our knowledgeable staff ensures that your specific requirements are met with the most suitable options.

Eriesis Healthcare Group's custom care support packages are socially sensitive, allowing you or your loved ones to remain in the comfort of your home without compromising on the necessary care. Whether you require assistance around the house or personal care, we empower your family and loved ones to take a more direct approach to your care while maintaining the highest quality standards.



What We Stand for :

Our commitment lies in crafting environments that empower individuals to achieve their utmost potential. We work systematically to address emotional and behavioral challenges, striving for optimal outcomes. Our fundamental principles include:

- Upholding the civil and human rights of those under our care.
- Collaborating with you to devise innovative solutions for conflicts or complications.
- Employing unbiased methods and embracing individual differences.
- Creating detailed and regularly reviewed care plans tailored to your needs.
- Offering appropriate support and stimulation through carefully monitored, reasonable risk-taking to foster independence.
- Providing a round-the-clock service for you, your family, and Social Services.
- Ensuring the highest standards in staff recruitment and selection.
- Promoting training and development to enhance staff's professional and care skills.
- Cultivating an environment of mutual respect between you and our staff, preserving the dignity of each individual.



What you will receive

Customized Care Service: Eriesis Healthcare Group provides superior domiciliary care tailored to each individual service user, considering cultural values. Our care at home services is delivered by passionate and skilled healthcare professionals.

Conversation with a Care at Home Advisor:

Our socially aware staff can work across cultural borders with integrity. We offer relevant counsel based on our expertise, including details about the areas we operate in and current fees.

Free, No-Obligation Care Assessment:

A member of our team will visit you to conduct a thorough evaluation of your specific requirements, taking the time to understand any preferences you may have. We liaise with your loved ones and medical professionals to ensure a complete understanding of your care needs, respecting various lifestyle, health, and religious beliefs. If needed, we can arrange staff who speak different languages for your convenience.

Variety of Care Options:

We provide flexible care options to accommodate changing requirements. Based on your needs, choose from the options available or combine them to create a personalized care package.

Local Expertise and Knowledge:

Our dedicated team operates throughout the country, offering a personal service while maintaining local community knowledge. With 24/7 availability, we ensure there's always someone to address any concerns you may have.



Variety of Care Options

Recognizing that your needs may evolve, we offer flexible care options that you can select based on your situation.

24-Hour Care:

Our carers are available on a rota basis, providing care during both day and night, ensuring your needs are addressed 24 hours a day.

Daily Visits:

We provide support for all aspects of daily live-in care, offering options ranging from one hour to a full day.

Night Care:

Waking Night: If you require additional support during the night, our waking night service ensures a caregiver who remains awake and alert throughout the night.

Sleeping Night: Intended for users needing limited care during the night, this service provides reassurance that someone is present.

Choosing the Right Home Care Service for You

Personal Care:

Tailored for individuals requiring support with daily activities, our personal care service addresses specific needs such as morning and evening routines, bathing, dressing, continence care, medication prompts, and meal preparation. Mindful of cultural values, we collaborate closely with you to address any concerns.

Social Companionship:

Ideal for users comforted by companionship, our service offers support with household chores or simply provides someone to sit and chat with you. Eriesis Healthcare Group is here to be that supportive presence.

Live-in Care:

Suited for users needing assistance day and night, our live-in care service allows for independence within the familiarity of your home. A skilled staff member lives with you, delivering one-to-one personalized care services. This service is based on a night of up to 3 disruptions.

Night Care

A restful night is crucial for overall well-being, and for those facing complex care needs, a peaceful night can significantly impact daily requirements. Our two night care services, Waking Night and Sleeping Night, aim to ensure that nighttime hours pass smoothly for you or your loved one. With our healthcare assistants providing support during the night, Eriesis Healthcare Group ensures comfort, offering reassurance that you won't be alone during vulnerable hours.

Holiday Care

Even with consistent care needs, you deserve a well-earned break. Eriesis Health Group provides holiday care, where a healthcare assistant accompanies you on your vacation, allowing you and your family to relax without compromising on care.

Hospital to Home

Transitioning from a hospital stay to your own home isn't always straightforward. Our hospital-to-home service ensures a seamless return, collaborating with Discharge Teams and Occupational Therapists. Whether you need assistance with day-to-day activities or a more complex level of care, Eriesis Healthcare Group supports service users from the moment of hospital discharge, guaranteeing optimal Staffing Solutions supports service users from the moment of hospital discharge, guaranteeing optimal recovery.



Complex Care

Service users with complex and continuous care needs often require the expertise of highly trained healthcare professionals to maintain their independence in their own homes. We can provide skilled healthcare assistants with specialized skills tailored to meet individual requirements.

Palliative Care

Palliative care, addressing life-threatening illnesses, is a specialized area of healthcare offered by Eriesis Healthcare Group. Our palliative care services cover all stages of illness, from pre-diagnosis to bereavement, aiming to enhance the quality of life for individuals and their loved ones.

Integration of Services

All Eriesis Healthcare Group services can be combined to provide the required level of support. Individual guides are available for each service, and requests for copies can be made by contacting us at 0330 390 4511 or visiting our website www.eriesishealtharegroup.co.uk.

Minimum Visit Time

Recognizing the importance of providing quality care without rushing, we offer minimum visit times ranging from 1 to 4 hours, depending on your location. Our approach prioritizes safety and ensures there is no pressure to hurriedly complete daily tasks, particularly for the elderly or individuals with physical disabilities.

Flexible and Personalized Service

We understand the significance of investing time in building strong, trusting relationships. Our flexible service allows for customizable visit lengths, accommodating your specific requirements. Whether you prefer fewer, longer visits or need assistance with various responsibilities, we aim to create a care plan that suits your needs.

For details on the minimum visit duration in your area, please contact our dedicated Care at Home Team at 0330 390 4511.

Eriesis Healthcare Group and Personalization

In 2007, the Government introduced the Personalization Agenda, 'Putting People First,' aiming to transform adult social care in England over the next decade. This agenda seeks a significant shift in adult social care, focusing all systems, processes, staff, and services on prioritizing individuals.

Personalization goes beyond allocating personal budgets and strives to provide more choices and control in all care situations. It involves offering advice and encouragement to empower individuals to make informed decisions about their care.

We are committed to addressing challenges and finding solutions to align our services with the Personalization Agenda. To learn more, visit the TASC (Transforming Adult Social Care) website at www.tasc.org.uk.

Placing you at the core of our services, we consult with you at every step of the care delivery process. Whether services are provided directly by the council, funded independently, or through personal budgets, we focus on identifying and achieving outcomes.

The support needed by those using our services extends beyond personal care to a broader range, including domestic help, assistance with household management, outings, or facilitating holidays. Our adaptability, along with that of our staff, enables us to find solutions rather than dwelling on perceived challenges.

How Our Service Is Delivered:

The steps below highlight the fundamental phases that Eriesis Healthcare Group follows to deliver a tailored care service.

- We receive your enquiry, assess your requirements, and provide an overview of services and prices.
- A Eriesis Healthcare Group Assessor visits your home, conducts a care and risk assessment, and presents a care package.
- We finalize your care plan with you and your family, if necessary.
- We select suitable staff members based on your care requirements and organize a meeting. Additional preparation is arranged if needed.
- Your care begins.

In crisis situations, immediate care initiation is essential. In such cases, we expedite our service process and conduct an urgent assessment for a prompt response.

Funding Your Care

While many may assume services like personal care are expensive, there are diverse finance options available to ensure you or your loved one can stay comfortably at home. If you need assistance with financing your care, potential funding sources include your Local Authority or the NHS Continuing Healthcare Team. Here's a brief overview of the types of support available:

Personal Budgets:

A lump sum set aside to cover healthcare requirements.

Can be accepted as a Direct Payment or managed by the local authority or a trust fund, such as one managed by family or a professional like a social worker.

Individual Budgets:

Similar to a Personal Budget but offers more flexibility.

Involves additional support sources like Supporting People, Disabled Facilities Grant, Independent Living Funds, Access to Work, and Community Equipment Services.

Direct Payments:

Money given directly to you for purchasing services for your care needs.

Provides complete control over your care package and provider.

Personal Health Budgets:

An allowance for individuals with recognized health concerns.

NHS offers Personal Health Budgets in three options: Notional Budget, Real Budget Held by Third Party, and Direct Payment.

Explore more on the Department of Health website: www.dh.gov.uk.



Quality Assurance and Recruitment Standards

At Eriesis Healthcare Group, we prioritize delivering an exceptional standard of care, upheld by a stringent employment process to ensure compliance and excellence in our care staff. Our commitment to quality is reinforced by rigorous internal Quality Assurance Systems that undergo continuous review and monitoring.

Our Care Staff Requirements:

Relevant Qualifications and Experience: We require care staff to possess qualifications and experience relevant to the services they provide, including qualifications such as NVQ Level 2 or 3.

Comprehensive Checks: Our team conducts thorough checks, including Disclosure Barring Service (DBS), POCA and SOVA checks, work history, health declaration, experience, qualifications, and up-to-date references to assess candidates' capabilities.

Ongoing Training: We assess the ongoing training needs of our staff to ensure they consistently deliver an excellent level of service.

Compliance with Regulations:

Eriesis Staffing Solutions adheres to:

- The Care Standards Act 2014
- The Regulation of Care Act 2014
- DoH Code of Practice of NHS Employers
- All current NHS National Framework Guidelines

Our Employment Process complies with the Care Quality Commission (CQC) to ensure staff compliance. It includes fixed observations and compliance evaluations to guarantee appropriate credentials and proficiency for care delivery.

This includes:

- Disclosure and Barring Service (DBS) checks.
- A full health statement.
- Annual reviews with applicable registration bodies to guarantee ability to practice.
- Regular supervisions ensure that our staff continue to provide an excellent standard of care.
- Full working experience, including detailed reference checks.

Training and Development:

We prioritize continuous training and development, and our staff members undergo a comprehensive compulsory training course covering areas such as manual handling, disease control, basic life support, fire safety, and medication. Additionally, our Care at Home service includes personalized instruction briefs based on the specific needs of each service user.



Frequently Asked Questions

Q: Is Eriesis Healthcare Group registered with the appropriate governing bodies and professional associations?

A: Yes, Eriesis Staffing Solutions is registered, ensuring the provision of the highest quality care and staff nationwide. The certification covers our domestic services across the country.

Q: Will someone visit my home before starting the service?

A: Before starting the service, a complete Care Assessment will be conducted, lasting approximately 1 hour. This assessment ensures that the care package is fully tailored to the needs of the service user, providing an overview of requirements and a general risk assessment for the care setting. The evaluation forms the foundation of the care plan, which is regularly reviewed to meet changing needs.

Q: Will I always receive care from the same carer?

A: While Eriesis Healthcare Group strives to ensure continuity in care from the same carers, multiple carers may be introduced initially to provide consistency in the event of holidays or absences.

Q: How will my care be managed?

A: All specialized care packages are managed by our Registered Manager, ensuring regular reviews and effective management. The team is also available for any specific concerns.

Q: What Makes Eriesis Healthcare Group Stand Out?

A: **Experienced Leadership:** Run by experienced individuals with an intuitive understanding of service users' needs.

Flexible and Reliable Assistants: Established contacts ensure the availability of flexible, dependable, and experienced assistants.

Expertise and Quality: Eriesis Healthcare Group only employs staff with certified references, ensuring confidence in the selection, training, and capabilities of our staff.

Value for Money: The high standards of expertise and quality of service are combined with an appealing and reasonable package, providing value for money.



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