



Eleos Homecare Limited

Dignified Compassionate Discreet

Information Pack





Mission Statement

Eleos Homecare was born out of a passion to provide a service which is simply kind and caring.

Eleos Homecare aims to deliver a person-centred service to people in need of care in their own homes which is dignified, compassionate and discreet.

Our guiding principle is **“if it’s not good enough for my mum, then it’s not good enough for yours”**.

Named after the Greek Goddess of Compassion, Eleos’ ethos is that of dignity, kindness and respect.

Our objectives are to be able to achieve this with a team of professional, committed and dedicated care staff who are trained to not only meet but exceed expected industry standards and who are encouraged and supported by a manager who is approachable and passionate about high standards and the continuing professional development of all staff.



Our Aims and Objectives

Philosophy of Care

- Eleos Homecare Limited will treat all staff, service users and other health professions with dignity and respect at all times.
- Eleos Homecare will always support those who use our service to achieve their optimum state of health and wellbeing. Individual choice and personal decision-making are rights granted to all
- The right to independence will be respected and encouraged for all clients by the caring activities of Eleos Homecare.
- The individual uniqueness of clients will be recognised and people will be treated with dignity and respect at all times.
- all information relating to individuals will be treated in a confidential manner following GDPR.
- We recognise the individual need for personal fulfilment and aim to offer individualised programs of support.



Eleos Homecarers

Eleos Homecare staff are fully trained in house, they all hold an enhanced DBS check, they are all Dignity Champions, Dementia Friends and all have achieved their Care Certificate.

Dementia Friends- A Dementia Friends Champion is a volunteer who encourages others to make a positive difference to people living with dementia in their community. They do this by giving them information about the personal impact of dementia, and what they can do to help.



Dignity Champion- A Dignity Champion is someone who believes passionately that being treated with dignity is a basic human right, not just an option. They believe that when delivering care it must be compassionate, person centred, as well as efficient, and they do their very best to achieve this.



Care Certificate- The Care Certificate is an agreed set of standards that define the knowledge, skills and behaviours expected of specific job roles in the health and social care setting.



CARE- The CARE brand has been created to give the adult social care sector the recognition it deserves. The brand will give the sector a unified means of identifying their workforce and services and will help the public recognise social care providers as essential workers.





Services We Provide

Domiciliary Care

From time to time, we all need a little bit of help. Perhaps you feel some assistance is required with getting washed and dressed and would help you to feel more confident in your own home, or maybe if someone could pop in and make you some lunch and just check you've taken your medication would help maintain that independence that you value so dearly. Even half an hour in the evening to switch on a lamp, draw the curtains, tuck you in and lock the front door can offer peace of mind to you and your family.

Our staff can visit up to 4 times a day, stay for half an hour or more if required, help you with daily living tasks such as Personal Care, Medication, Meal Preparation, light domestic duties, and, of course, that all important companionship that is essential to us all in life.

We are registered with the Care Quality Commission and all members of Eleos Homecare are fully trained, insured and DBS checked.



Services We Provide

Respite for Carers

We care for people because it's our job and we love it, you care for them because they are yours and you love them. We understand. We also know that quality care can only be given by those who take care of themselves, and this includes you.

Our Respite for Carers service is simple. One of our Eleos Homecarers will come to your home and temporarily step into your role while you take time out for yourself for a well-earned break.

Maybe you just need a couple of hours to get some shopping, meet your friends for a coffee, spend some time with other family members. Or perhaps you are working and knowing that someone is at home with your loved one would make that home/work balance a little easier to cope with. Maybe you just need a rest. Whatever your reasons, we are here to help.

From a 2 hour "sitting service" to a full day of respite, let us help you.



Contact Us

If you feel the time has come to get a little help, please get in touch. One of our Care Planners will come to see you at home, talk to you about your care needs, listen to you about what is important and then, if you feel Eleos is right for you, work with you and your family if you wish to develop a plan of care that will suit you perfectly.

Registered Manager

Victoria Tate

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Business Support Officer

Olivia Rowley

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(01228) 562355

Care Planner

Katie Robinson

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(01228) 562355

Or Visit Our Website

www.eleoshomecare.co.uk

We would be happy to come and visit you at home to discuss your requirement, or if you would prefer, you are more than welcome to come to us for a coffee and a chat.