



Paterson Health & Social Care (PHC) was founded in 1994 as a specialist division of The Paterson Group, offering dedicated recruitment services across the health and social care sector.

The Company was introduced to offer the highest standards in worker recruitment and customer service. Paterson Health & Social Care strives to positively influence the quality of person-centred care and support by ensuring our workers and staff are trained to the highest and most recent standards. The Company is an NHS Framework-approved agency and preferred supplier to many public-, private- and charity-sector clients across Oxfordshire and the surrounding counties.

Our aim is to provide you with a caring service that supports you, or your loved one, in their daily activities.

From initial contact, the care package will be managed by qualified nurses and will be designed and adapted around your requirements.

An initial care needs assessment will be carried out by one of our qualified nurses. This may be in the home, hospital, care home or hospice, prior to discharge. If the initial meeting takes place outside of the home, a further visit with our nurse will be scheduled to visit again when back in the home so anything specific to that environment can be discussed. Full details are taken during this initial visit regarding all health and social care needs. Following discussions with anyone currently involved in providing care for the client, a specifically tailored care plan is written. The care plan is made available to the client for alterations to ensure complete suitability. The care plan is designed to ensure that all needs are met in a way that suits your lifestyle. It also ensures that we work closely with any other health/social care professionals involved in you or your loved one's care.

PHC offers various shift lengths and frequencies: from 6 hours once every so often, to full time live-in. We aim, at all times, to ensure that the carers and nurses provided meet all client needs. Our staff are guests in your home and it is vital you feel comfortable with them. Carers and nurses are trained and updated in all mandatory subjects such as; Safe Handling and Medication Administration (a full list is available upon request) and PHC is registered with the Care Quality Commission (CQC).

Shift evaluations are completed by each member of care/support or nursing staff who visit you. These are sent in to our Lead Nurse on a weekly basis and any concerns are noted and discussed. Changes to the care plan are made if required, to ensure it continues to meet your needs.

If any of the staff visiting you have any concerns, these are communicated as quickly as possible to our health and social care team so that any problems can be addressed without delay.

We look forward to providing you with a caring, sensitive service, enabling you to remain as independent as possible and living in your own home.

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www.paterson-healthcare.co.uk