

Your care package will be entirely unique to your situation. We focus on delivering a service that is crafted around your choices. Our support services are designed to be flexible and adaptive to your changing preferences, needs and abilities. Flexibility ensures that you and your family are able to regularly discuss with the Stephen Richards care team the support you require and how best we can accommodate any changing circumstances. Stephen Richards care team of dedicated manager takes over all responsibilities for coordinating care services, organising care packages, communicating with health care sectors and partnering providers and keeping abreast of legislative changes in the sector for our clients. Also our care managers are responsible for promoting strong, supportive relationship between the Stephen Richards care team, you and your family.

Request a visit:

A member of the assessment team at Stephen Richards care will be delighted to visit you to discuss your needs. There is no charge for this initial consultation and you are under no obligation to take up our service. Please do not hesitate to call us, if having read our brochure you have any questions.

Assessment:

Care assessments are completed prior to commencement of your care. Our assessment team will visit you or your family at home to discuss what services we can offer to suit your needs. At this point you will be allocated a care worker to meet your needs. This initial assessment allows you to gain a full understanding of the services that you require; you will always be given the opportunity to ask any questions relating to your care and make suggestions. A further review is conducted approximately 3 weeks after the start of your service to ensure we are meeting your needs or to highlight any changes that will be needed to the care plan. Stephen Richards care is a trusted provider of care services that are tailored to meet your individual needs front.



Please contact us for any inquiries:

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Welcome to Stephen Richards care Ltd, and thank you for taking time to consider the services we can offer you. Our main areas of interest and specialisation include among others, the following:

- 24 Hours Domiciliary care/waking nights/sleep-in nights/ live-in- care.
- Care support for people with mental health/drug related problems.
- Hospital and home care services (personalised care).
- Supply of Registered nurse (RGN) and Registered mental nurses (RMN) to hospitals, prisons, immigration removal centres etc
- Supported living care.
- Support for people with physical challenges.
- Tracheotomy-care and complex nursing care packages.
- Specialist care for patient with neurological problem and stroke
- Catheter and stoma-bag (colostomy) care.
- Dementia care
- Care for children with learning disabilities (LD) Dyslexia.
- Direct payment (including personal budget).
- Support for people with Autism Spectrum Disorder and Epilepsy
- End of life care (palliative care).
- Respite care/sitting service
- Personal care – Bathing, showering, strip wash, toileting, dressing, assistance with feeding etc
- Escort Service – (To day centres, cinemas, shopping, social events etc).
- Domestic care- cleaning and general household task, shopping and laundry services etc.
- Blitz cleaning- Deep cleaning Services (of clients home).
- Catering Services: kitchen assistance, kitchen porter etc.
- Industrial staff and office cleaners.

At Stephen Richards care, We believe in the true meaning of the word 'care'. We care about building relationship with our clients and families.

We care about nurturing respect between our clients and their carers. We ensure that freedom of choice, individuality, privacy, dignity remain firmly in the hands of those care for.

To some of our clients, Stephen Richards care Model means reassurance and companionship for few hours a day; For others it means 24- hours live- in care with complex life styles assistance and the attention of an expert team of carers, managers and clinical advisors.

Our service truly work

The first step in this process will always be an initial meeting and assessment to make sure we understand what suits our clients and how we can help.

What do we do?

At Stephen Richards care we provide a fair, honest, loving care for clients and families who are unsure about the support they require, or who are worried about having an as- yet unknown carer in their home.

Our risk assessment teams are here to walk you through the evolution of your care journey to address your questions and concerns, and to find the care and carer that is best match for you and your needs, we also provide hourly care to ensure continuity and the building of genuine relationship (Our hourly support can be arranged for any time and day you need it- including waking nights or sleep- ins, weekends and holidays).

Live in care for clients requiring 24 hours care, A live-in care arrangement can sometimes be the best option. Live in care gives you access not only to high quality care, but also offer the reassurance of 24 hour support and companionship in the comfort of your home.

Respite care, We understand the value of short breaks, holidays and respite for both individual receiving care and their families. Our respite care service provides temporary relief to anyone caring for loved ones. We also provide hospital to home support.

Highlights on some other services we can assist our clients with

- Companionship and socialising (visiting friends or going on excursions)
- Preparing meals and support with feeding
- Shopping and external chores
- Errand services (such as shopping, collecting pension, Benefits or Doctor's prescription etc)
- Assisting with outings and community based activities
- Personal care (bathing, mouth care and dressing up)
- Medication support and prompting services
- Continence care & catheter management
- Light household cleaning for clients.
- Laundry services for clients.
- Provision of support worker (handyman, driver and gardener).
- Clerical assistance (such as letter writing, filling out forms, making calls etc).

Our ongoing commitment to quality care

Stephen Richards care specialises in delivering quality care services in United Kingdom. For people who want the reassurance of care in familiar surroundings, our service options are ideally fair. Each of our service users is an individual with his or her specific needs. The aim of our care workers is to provide a reliable and a professional level of service to ensure that the best standard of care and individual privacy are continually met.

Other Areas of specialisation

Dementia Care, Learning disabilities, Brain injuries, Neurological conditions, palliative care.

What makes us stand out?

Stephen Richards Care aim to provide services which continually meet and exceed the expectations of our clients.

We are committed to do the following;

- Providing highly trained carers, upholding ethical standards and integrity.
- Visit all our clients on a regular basis to conduct reviews relating to care provided.

• We use the latest electronic monitoring systems to assist with work allocation and client management to ensure that visits are timely and never missed.

• Issue all of our clients with annual questionnaires in order to obtain their views on how services can continually improve.

• We endeavour to ensure that our carers/staff are continually allocated to the same clients, we find this approach to fosters a relationship based around mutual trust and understanding of specific needs.

How to maintain Quality of care

Training and recruitment: All staff receives specialised training and are encouraged to progress through the different stages of QCF programme in Health & social care.

Our staffs are allocated into well functioning, localised teams with highly qualified team leaders in place and led by a care director. This is done to ensure close supervision and support for our staff.

• Staffs are carefully selected and undergo a thorough pre-employment checks process.

• An enhanced criminal I record check is performed prior to commencement of employment.

• All staff complete a 2 weeks induction and shadowing programmes before commencing practical work with our clients.

• Staffs receive supervision sessions and ongoing support from the management team on regular basis.

