



BEST CHOICE
C A R E

Regulated by



BEST CHOICE CARE

————— Care and Support Specialist —————







Committed to provide excellence in care and rehabilitation

Best Choice Care is indicative of quality of care because it is managed by a team of highly experienced Occupational Therapists and Physiotherapists. Our Registered Care Manager has experience in leading teams in Prestige Hospitals and we deliver a service which:

- Aims to preserve your dignity and quality of your life,
- Provides care to all people regardless of age, sex, religious or cultural background,
- Aims to constantly improve based on your experience,
- Adopts a flexible approach to each and every individual service user.

Best Choice Care continuously monitors and reviews its standards in order to cater for the expanding demands of our community. This enables our service users to maintain their own independence, lifestyle, privacy, dignity and freedom of choice at all times.

Best Choice Care provides support to:

- Elderly people,
- People with physical disabilities,
- People with learning disabilities,
- People with mental health problems,
- People who require palliative care,
- People recently out of hospital and who are recovering from an illness.

The quality of supply is operated by a system which follows up assignments with quality service checks, pledging not only practical quality commitment but also achieving high standards in every aspect of our service.

Care packages tailored to your needs

We provide responsive, compassionate care and companionship in order to make a truly positive impact on the life of the service user, providing packages of care and support that are individually-tailored to suit every individual, both on a practical and personal care level.

Our care packages are provided in visits ranging from few hours to 24 hours a day. Our most popular packages are: 2 or 3 hour visits and the live-in care service.

Day Care

From one hour* through to a full day, we can support you with all aspects of daily living.

Live-In Care

Best Choice Care provides the highest quality live-in care for those who are looking for an alternative to care homes. One of our highly skilled and adequately matched live-in carers will live with you in your home, provide you with personal care and companionship whilst carrying out household tasks. Whether it is short term or continues care, our services are designed to help individuals remain independent while in the comfort of their own homes as well as to give peace of mind to their family and friends.

Respite Care

Respite Care is suitable for people in need of rehabilitation and extra care following a stay in a hospital or a period of illness.

It also allows the sharing of the care giving responsibility to support both the service user and the main care giver, be it a family member or friend. Seeking support and maintaining one's own wellbeing is paramount and using our respite care service before becoming exhausted, isolated or overwhelmed is the best option for you. Simply anticipating regular relief can become a lifesaving action.

Supported Living

This is a flexible service for those with various disabilities, living on their own or for those who may require extra aid, encouragement and reassurance to live independently. One of Best Choice Care's excellent support workers will offer you companionship and support you to manage your day to day activities.

Night Care

Sleeping Night - this service ensures that the Service User is not left alone at night and is for those who may require a low level of assistance.

Waking Night – If your care needs are greater, the waking night service is ideal for you. During a waking night, your carer will be awake and alert to meet your care needs.

* Minimum visit length is dependent on your location. For specific information, please read on or contact us directly.

Domestic Help

We provide support with daily domestic routine tasks, such as housework, laundry, cleaning, ironing or hopping.



Reablement Care Services

Our reablement care services ensure you continue to be independent after you have been discharged from a hospital or if you otherwise enter the care system following a crisis.

Our assessments are carried out by experienced Physiotherapists and Occupational Therapists. Reablement encourages you to develop your confidence and skills to carry out activities vital to you and to enable you to live comfortably at their homes.

A 2007 study for the Department of Health's Care Efficiency Delivery Network found that up to 68% of people no longer needed a home care package after a period of Reablement, and up to 48% continued not to need home care two years later.

Rehabilitation at Home

If your mobility or other functional abilities are not as they were before, Best Choice Care provide Physiotherapy and Occupational Therapy assessments and physical rehabilitation services specially tailored to your needs. We help you recover after an illness, a fall, an injury, a hospital admission or following short stay at respite care. Our team includes a range of professionals with specialist skills and experience, including Physiotherapists, Occupational Therapists and rehabilitation assistants.

Home Safety and Adaptation Assessments

Best Choice Care provide specialist Occupational Therapy home assessments, adaptations and physiotherapy falls prevention assessment services to facilitate your safe and independent living.

All these care packages include any one, or all, of the following:

- Assistance with washing and bathing,
- Assistance with dressing and grooming,
- Assistance with meal preparation,
- Toileting and incontinence care,
- Companionship and conversation,
- Medication reminders,
- Housekeeping, shopping and errands,

- Escorted shopping and leisure trips,
- Activities and crafts,
- Assistance with feeding pets.

With every care package an initial assessment is made to verify the service user's individual needs and it is an excellent way to find out what options are available.

Minimum Visit Time

We know that to carry out a safe and high standard of care, even a brief visit to carry out your personal tasks is not something to be rushed. We don't want to rush our carers and we don't want our carers to rush you. It is for this reason that Best Choice Care offers minimum visit times between 60 min to 4 hours depending on your location.

During our visits, our care staff can offer support not only with personal care, but also by providing company and conversation.

We feel passionate about building strong, trusting relationships and believe this can only be achieved by investing time rather than delivering short bursts of care.

If you are simply seeking the reassurance of having someone visit your home to check you have everything you need, we offer a flexible service with tailored visit lengths which can be adapted to suit your needs. This could be a carer visiting 2 or 3 times per week instead of the usual daily visits.

To find out the minimum visit duration in your area, please call our dedicated Care at Home Team on 0333 577 4455.

Our Belief in Personalisation

In 2007 the Government published the Personalisation Agenda: 'Putting People First', in response to transforming adult social care in England over the next 10 years.

Personalisation means thinking about care and support services in an entirely different way, building care provision around the person as an individual and putting them at the centre of the process of identifying their care needs.

The traditional service-led approach to care has often meant that individuals have not received the right help at the right time and have been unable to shape the kind of support they need. This change in reform requires a significant transformation of adult social care so that all systems, processes, staff and services are geared up to put people first.

Personalisation is about giving you much more choice and control over your life in all social care settings and is far wider than simply giving personal budgets to those eligible for council funding. It includes advice and advocacy to enable you to make good decisions about the support you need.

We are always willing to meet and discuss any daily challenges you face and together identify a potential solution to ensure our services are delivered in accordance with the Personalisation Agenda.

If you would like to find out more about 'Putting People First', visit the TASC (Transforming Adult Social Care) website at www.tasc.org.uk.



🏠 Our commitment to training

All our staff are trained to National Health Standards and are constantly monitored on an ongoing basis.

Regular supervisions ensure that our care staff continue to deliver an excellent standard of care. We undertake rigorous compliance reviews to ensure that all of our nurses, healthcare assistants and support workers have the relevant qualifications and experience necessary for the service that they will provide.

This includes:

- Disclosure and Barring Service (DBS) checks.
- A full health declaration.
- Full working history, along with detailed reference checks.
- Annual reviews with relevant registration bodies to ensure fitness to practice.

They complete a rigorous recruitment procedure that includes formal interviews, personal and professional reference checks, training credential checks and also the criminal records bureau enhanced disclosures.

A strong focus on continued staff training and development is central in our pursuit of excellence. Our healthcare professionals are trained to the National Standards upon joining the Best Choice Care and all complete a comprehensive mandatory training programme which includes manual handling, infection control, basic life support, fire safety and medication modules. In addition, as part of our Care at Home service, we create bespoke training courses based upon the actual needs of each client.

All this ensures that only the best healthcare workers become a part of the Best Choice Care team.





Frequently asked questions

Is Best Choice Care registered with the appropriate governing bodies and professional associations?

Yes, we are registered with the Care Quality Commission (CQC). This ensures that we only supply our clients with the highest quality agency workers at all times. All of our accreditations cover our national services nationwide.



Will someone visit my home before starting the service?

Yes, a comprehensive Care Assessment will be conducted to ensure that the package of care we produce is fully tailored to the needs of the client.

The assessment will take approximately 1 hour and will include an assessment of care needs and a general risk assessment for the location where the care service will be provided.

The findings of the assessment will form the basis of the care plan and will detail in-depth information which the care provider will follow when delivering your care. Best Choice Care have a legal responsibility to ensure that a care plan is in every home in which their care services are being delivered and to also ensure that they are regularly reviewed.

As well as allowing us to officially record all of our clients' care needs, the assessment also gives us a clearer understanding of any personal requirements, therefore enabling us to select healthcare professionals with skills that are best suited to our service user's needs, personality and preferences.

Will I always receive care from the same carer?

We will endeavour to ensure that you always receive care from the same Carers. When we take on a care package we will introduce more than one Carer to you and your family to ensure that continuity of care is provided, should there be any holidays or absences.

How will my care be managed?

All of our specialist care packages are managed by a registered care manager who ensures that each service user's care is regularly reviewed and managed effectively. Our registered care manager is also available to contact should you have any clinical concerns.

A Company you can trust and rely upon

Best Choice Care has a reputation for quality and maintains a commitment to provide the highest level of care in all situations. The key to our success is in our personal attention, confidentiality, flexibility and highest level of care at all times.

Our Recruitment Standards

We recruit locally for registered nurses and healthcare assistants to deliver our service, supplying staff to all areas and specialities of the healthcare sector.

Our reputation is built upon providing the highest quality care staff. Best Choice Care is proud of the rigorous internal Quality Assurance Systems that are continually reviewed and monitored. We follow a stringent recruitment procedure to ensure we only supply care staff who are compliant.

Our team check each candidate's Disclosure Barring Service (DBS) checks, POCA and SOVA checks, work history, health declaration, experience and qualifications and up to date references to ensure we have a complete understanding of their capabilities and competencies. We also assess their ongoing training needs, ensuring that staff are continuing to deliver a high standard of service.

Best Choice Care is a member of the UK Home Care Association (UKHCA), meaning our recruitment process complies with:

- The Care Standards Act 2000
- The Regulation of Care (Scotland) Act 2001
- DoH Code of Practice of NHS Employers
- All current NHS National Framework Guidelines

Our Values

We believe in the provision of appropriate support and stimulation via carefully monitored and reasonable risk-taking, to enable your independence. Best Choice Care values the Civil and Human Rights of those in our care and we work together with our service users to develop positive and alternative solutions to conflicts and problems.

Exercising non-discriminatory practices and celebrating individual differences as well as the mutual respect between service users and staff are paramount for us to uphold the dignity of each individual. Furthermore, we ensure the highest possible standard of staff recruitment and selection and encourage training and development that enables employees to further develop their professional and care skills.

You can be sure that all of our standards and values will be reflected in your detailed care plan and in the 24-hour services we offer you, your family and friends.



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What do you need to do next? ■ ■ ■ ■

For further information on any of the services that we can provide for you, please contact us by telephone, email or by visiting our website.

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