

VINE CARE SOLUTIONS

WE CARE

OUTSTANDING, SENSITIVE DOMICILIARY CARE

About Us

Vine Care Solutions is a person-focused, compassionate domiciliary care company. We offer our professional services nationwide, whether for private service users or those referred through social services. We take pride in providing compassionate, sensitive, discreet, and economical healthcare services.

Our domiciliary care services are provided by:

- Empathetic Carers - Skilled, Committed Support Workers and Assistants

At Vine Care Solutions, we take pride in supporting and welcoming service users from diverse backgrounds, ensuring we meet their care and cultural needs and requirements. We warmly encourage people from ethnically diverse backgrounds to contact us for further information, whether you're interested in companionship or have more complex personal care needs.



Our Empathetic Care Team

Our excellent care team offer you support through every step of your journey, beginning with your initial expression of interest through to your care delivery. If you need advice, organisation, or interactive care package options, we can customise and adapt our services in accordance with your needs.

At Vine Care Solutions, we ensure that our staff team can meet your language requirements and that the worker is suitable to your specific needs and circumstance. We respect and want to champion your independence and guarantee that access to all our services is appropriate and suited to your individual requirements.

We want to encourage your loved ones to get involved with your care without compromising its quality.





Our Belief

Vine Care Solutions is determined to create and provide an accommodating environment where everyone can attain and embrace their maximum potential. We work with patience to overcome emotional and behavioural complications and to achieve the best possible outcomes. Our core beliefs are:

- To uphold the civil and human rights of those in our care,
- To work collaboratively with you to develop focused solutions to conflicts and complications,
- Work without prejudice and celebrate individuals' differences and character,
- Provide detailed and consistently examined care plans for you,
- To provide appropriate support and stimulation through carefully monitored, reasonable risk-taking to promote independence,
- Provide a consistent 24-hour service to you, your family and Social Services.
- Apply a recruitment process that ensures we receive and retain the highest calibre of staffing professionals,
- To encourage training and development, enabling our dynamic staff team to develop their professional and care skills.
- To provide an atmosphere of respect between service users and staff, ensuring and upholding the dignity of the individual.



What You Receive

Vine Care Solutions wants to support you in living your life to the highest potential within your home with as little interference as possible. Considering this, our care is tailored to your situation, adapting to your preferences and requirements to ensure a bespoke and quality package. Furthermore, we can combine our services to ensure all areas are covered when it comes to your healthcare.

- **Personalised Services** – we provide expert domiciliary care services tailored to your needs.
- **In-depth Information** – you will receive comprehensive information and context concerning our services, geographical coverage, and applicable costs.
- **Respecting Your Home** – it's a big step to open your home to someone, and we ensure all our team acknowledge and are sensitive to your privacy.
- **Local Knowledge** – we maintain a team of compassionate carers across the country who understand your location and its local facilities.
- **Around-the-clock Support** – take comfort in 24-hour assistance and daily visits.
- **No-obligation Care Assessments** – one of our team members will visit you to build an understanding of your personal needs and preferences, ensuring we can provide a bespoke service.
- **Daily Visits** – ranging from one hour to a full day. Our minimum visit length is subject to your location.
- **Night Support** – our service is available if you require complex care or reduced assistance, either in the form of Sleeping or Waking Night.



What Service is Right for You?

- **Personal Care** works for service users who require support with day-to-day activities. This is inclusive of morning to evening routines, bathing, dressing, continence care and medication prompts and meal preparation.
- **Social Companionship** is a service that is best suited to those who benefit from having someone with them. Whether you require a helping hand with household chores or someone to sit with and enjoy a cup of tea and conversation, Vine Care Solutions will support you.
- **Live-in Care** is suitable for individuals who require assistance both through the day and in the night. You can enjoy the feeling that independence within your own homes provides. One of our skilled team members will live with you to provide one-to-one, personalised care services. This service is based on a night of up to three disruptions.
- **Complex Care** requirements can often require the support of highly trained healthcare professionals so you can continue living where you feel most at comfort. We have a unit of dedicated staff equipped with relevant skills that can offer a tailored service to meet your requirements.
- **Hospital to Home** is a service that can ensure a smooth transition when leaving the hospital and returning home. We will help you settle back into your home, and we can provide assistance with daily activities or complex care levels from the moment you're discharged from the hospital.
- **Night Care** services (Waking Night and Sleeping Night) ensure that the night passes with ease and you feel secure. A thorough night's sleep is integral to your well-being mentally, emotionally, and physically. With Vine Care Solutions' Healthcare Assistants by your side, we ensure you are comfortable and safe through the night.

Minimum Visit Times

To guarantee you receive the best quality of care, we believe a visit from our staff should never feel rushed. Dependent upon your location, minimum visit times range from 1 to 4 hours to ensure your safety within your home. This is especially important for the elderly or those with physical disabilities.

We are committed to building a relationship founded on genuine trust. Our team offer not only industry-leading personal care but also a committed and trustworthy relationship. With customisable visit lengths modified to suit your requirements, we ensure you get the most from your care plan. From daily visits to live-in care, we help you with domestic chores, community trips or checking you have everything you need.



Vine Care Solutions and Personalisation

In 2007, the Government published 'Putting People First', an agenda that dictates how care providers should approach your independence and offer you greater choice and control over your life in all situations. At Vine Care Solutions, we offer more than help with personal budgets – we provide informed advice and encouragement, which is crucial to helping you make the right decisions concerning your life.

At Vine Care Solutions, we are as adaptable as our staff, seeking to find solutions to problems as opposed to dwelling on them. We encourage meetups to discuss any challenges and identify solutions, ensuring our services correspond with the Personalisation Agenda.

We will consult with you every step of the way to achieve the best delivery of your care. We always aim to achieve the best possible outcomes for you, whether financed by the council, independently or by personal care budget holders. Vine Care Solutions' support is not limited to personal care. We provide a wide range of services, including domestic help, household management, and day trips to organise a holiday.

Further information concerning 'Putting People First' is available on the Transforming Adult Social Care (TASC) website at www.tasc.org.uk.

How We Deliver Our Service

The following steps outline the fundamental stages we follow at Vine Care Solutions to deliver a tailored, compassionate care service.

1. Upon receiving your enquiry, we will examine your requirements and provide an overview of the services we offer, as well as a summary of pricing.
2. We will send an assessor to visit you and conduct a care and risk assessment. Once this has been completed, we can offer a bespoke care plan.
3. We complete your care plan in conjunction with you and your family.
4. We will select staff members to support you in accordance with your needs and requirements and organise a meeting if there is any additional information required.
5. Your care service begins.

Note: Vine Care Solutions is aware that in an emergency, a care package must start immediately. In these circumstances, we will condense our service process and commence an immediate assessment to support an earlier response.

Funding Your Care

People often assume that personal care can be expensive; however, numerous finance options are available to ensure you, or your loved one can remain within the comfort of the home. Local Authority or NHS Continuing Healthcare Team Funding is available if you qualify. Below is a brief explanation of the types of support available.

Personal Budget is a lump sum that is set aside to cover your healthcare requirements. You can accept the amount personally or as a direct payment, or you can request your local authority to use this money on your behalf. Your budget can also be allotted to a trust fund and managed by a family member or social worker if needed.

Personal Health Budget is an allowance that is offered to those with a recognised health concern. The NHS offers three options for a Personal Health Budget: Notional Budget, Real Budget Held by Third Party, and Direct Payment.

Individual Budgets are similar to Personal Budgets. They provide greater flexibility involving other sources of support. These include Supporting People, Disabled Facilities Grant, Independent Living Funds, Access to Work and Community Equipment Services.

Direct Budget offers you complete control of your care package and provider. Finances are given to you directly to buy services for your care needs.

Further information regarding finance options is available at www.dh.gov.uk.

Quality Assurance and Recruitment Standards

Vine Care Solutions is defined by the exceptional standard of care we provide. We take huge pride in our thorough internal quality assurance and recruitment systems.

Our team are required to possess the relevant qualifications and experience so they can offer an exceptional service. Candidates are subject to Disclosure Barring Service (DBS), POCA and SOVA checks, work history, qualifications, health declaration, experience, and reference checks. Furthermore, all new starters are highly trained to ensure their performance is reflective of our company values. Their induction includes comprehensive compulsory training courses, including manual handling, disease control, basic life support, fire safety and medication sections.

At Vine Care Solutions, we monitor our team's performance through shadowing, annual audits, random checks, and regular supervision. We ensure consistent compliance with The Care Standards Act, The Regulations of Care Act, the DoH Code of Practice and all current National Framework Guidelines.



FAQs

Q. Is Vine Care Solutions registered with the appropriate governing bodies and professional associations?

A. Yes – we are registered with the Care Quality Commission (CQC). This ensures you only receive the highest quality of care and staff. All our certificates cover our domestic services countrywide.

Q. Will someone visit my home before I start receiving my service?

A. Yes – at Vine Care Solutions, we conduct a thorough Care Assessment to ensure that the package of care we provide is bespoke and accommodates to your needs. Our evaluations take around an hour and include an overview of requirements and a general risk assessment of the area in which you will receive your care.

This evaluation enables us to understand individual requirements better and designate staff with the required skills to suit your personality and preferences. We hold lawful accountability to guarantee a frequently assessed care plan for every household in which we offer a care service.

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

A. At Vine Care Solutions, we want to provide personal and consistent care. In the event of holidays or absences, we provide more than one carer to you and your family to guarantee a level of professionalism and consistency.

Q. How will my care be managed?

A. All our specialised care packages are managed by our Registered Manager, who ensures your care is reviewed and managed regularly and effectively. We ensure we can be contacted easily should you have any concerns.

Q. What makes Vine Care Solutions stand out?

A. Our experience has provided us with an in-depth insight and understanding of what our service users require. Our diverse catalogue of contacts guarantees flexible, compassionate, and experienced assistants.

We know how crucial experience is in this sector, and we only employ staff with certified skills and qualifications. We want you to feel confident and safe when using our service and our staff are highly trained in performing their duties. Furthermore, we provide an appealing package that remains reasonable without compromising on care quality.



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