

Krystal Care Limited are registered with the Care Quality Commission (CQC). To be a registered care provider we have to meet the national minimum standards in all aspects of our business we are also inspected by local CQC inspectors at least once a year to ensure that we continue to meet their standards and strive to improve our service. Krystal care has in place its own comprehensive policies and procedures, quality control systems and service users monitoring procedures to ensure that the care you receive is only of the highest standard.

Your first contact with Krystal Care will give you the reassurance that our office is operated by local experienced professionals who are proud of the service they provide, who can respond quickly and are dedicated to ensuring the clients wishes are met at all times. When dealing with our company you will find our staff at all levels courteous, respectful and friendly. Our policy is to only provide care through consultation with the service user. Once we fully understand your needs only then will we offer a service, which will meet your exact requirements. We are committed to encouraging independent living, and we will not recommend extra services unless specifically request. At all times our clients are treated with Respect, Privacy, and Dignity.

Once you decide upon Krystal Care for your care needs we will arrange a visit to your home from our Senior Staff. A care plan will be discussed and drawn up. If you wish, this can involve other family members or representatives. Once your care plan is agreed we will appoint a carer and prior to any care commencing we will introduce the carer to ensure you are happy with the arrangement. Your care plan will be assessed every 3-6 months to ensure you are receiving and are satisfied with the service we provide.

### **Personal Services**

- Washing, Bathing, Showering

- Dressing and undressing
- Personal grooming
- Assistance with catheter care
- washing and emptying of commodes
- Personal Care Tasks
- Sitting services
- Companionship
- Post hospital assistance

### **Domestic Services**

- Meal Preparation/assistance with meal preparation
- Making and changing of beds
- Shopping /payment of bills
- Laundry and ironing
- Domestic assistance
- Gardening
- Escorting to appointments e.g. to and from Hospital, eye examinations, Doctors appointments etc