



Domiciliary Care

My Homecare

There's no place like home



We Are Recruiting!

Interested In Joining
The Team?

Contact your local office to
find out about our current
vacancies.



Our Service

Our service is designed to meet your needs, allowing you to make the decisions on how you would like to live your life.

You may require assistance with personal care on a morning or evening, or you may need help once or twice a week with **domestic chores and laundry**.

Our service is individual to you and available 365 days a year, up to 24 hours a day.

We provide care when you most need it and for the length of visit you need.

Our care services should be considered as first class and we will accept providing no less.

Our Care Staff

Our care staff are chosen following a rigorous recruitment process. All Carer work references and history are checked and they are fully insured to be working in your home.

Trained to a high standard, your Carer will be consistent and will soon get used to your likes and dislikes.

When you arrange to meet our manager they can answer all your questions and help with any concerns you may have.

Your care manager will be your point of contact at all times and will offer full support at any time.

We have experience of supporting many people. You may be young or old, you may require short or long term assistance.

Our visits can be from half an hour duration or as long as is needed.





Our General Service

Our general services include:

- Meal provision
- Cleaning
- Laundry
- Shopping
- Companionship
- Accompanying to appointments
- Pop-in security visits
- Personal care bathing, showering & assistance with dressing
- Medication assistance
- Toileting
- Sitting services
- Overnight care
- 24-hour care

We have further extensive experience supporting people and managing care services for dementia sufferers and other more complex conditions.

Our specialist carers are trained and care support plans are overseen by our experienced team leader.

My Homecare are registered with the Care Quality Commission, Care Inspectorate and accredited with the local authority.



Our General Service

Our care manager ensures the care received is of high quality and ongoing reviews are recorded and changes made to care support plans are implemented so as to improve the persons well-being.



Quality Assurance

My Homecare quality assurance program ensures we perform a number of care reviews from day one. We do this and we stay in touch, so we know you are happy with the service.



Cost of Service

We will provide a full written breakdown of costs. Often your care can be subsidised by the local authority and we will help you get in touch so as to explore this possibility.



Complaints or Concerns

We operate a complaints policy, designed so that we always strive to maintain the best possible care service for yourself or your loved one.

Ultimately, the real value of our care services is that it enables people to continue living safely and as independently as possible in their own home.

The Next Step

We will arrange a convenient time to come and visit you. Here, we can discuss some of those little details that make us all different.

Your support plan can then be built to include visit times, length and roles for our care staff.

We like to arrange the care staff to meet you for an introduction before your care services commence.

Once our services have started we will review your care and keep in contact to ensure you are happy with our service and care staff.

Phone us and have a chat about what sort of care you might need.



First Floor, The Old Bank New Market Street Consett
Co Durham DH8 5LQ

Telephone: **0191 3783778**

Email: **info@myhomecare.co.uk**