



*We're with you every day*



**Client Brochure**

# Caring for over 20 years

Welcome to EDS Homecare (Eyam Domiciliary Service Ltd), a family business that has been providing high quality, professional homecare services for people living in the Peak District, North Derbyshire and South Yorkshire for over 20 years.

If you are looking for care at home for you or a loved one you can be confident that you will get the very best service, delivered by our team of highly trained, compassionate carers, many of whom have been with us since we first launched.

When we meet new clients we start by listening to their needs and we take time to discuss any considerations or worries that they may have.

## Fully accredited

We are registered with the Care Quality Commission and UK Home Care Association and accredited care providers with Derbyshire County Council.

We accept direct referrals from privately-funded clients and a growing number of local charities.

EDS Homecare meets the standards set out by these governing bodies and agencies (as well as our own high standards) through a program of continual staff development, quality control and in-house training, to ensure our clients consistently receive the highest quality care.





# Our professional care team

EDS Homecare is managed by a team of skilled professionals, leading a team of dedicated, experienced and well-trained carers. Each office has a simple structure who work cohesively to achieve shared goals.

Each branch office has an experienced Registered Manager, Assistant Manager and Junior Manager who oversee a caring, committed and qualified care team.

All our carers are friendly, approachable and professional who come from various health and social care backgrounds, many of whom have been with the EDS Homecare team for years.

On-going training and development programmes ensure that the team is up to date with the latest care protocols and guidelines, which we achieve working closely with government agencies including the Care Quality Commission.

**Kate Ward**  
Managing Director



Kate is EDS Homecare's Managing Director and a Registered General Nurse.

She also gained an NVQ Level 5 in Health & Social Care Management.

Kate holds the Registered Managers Award with the Care Quality Commission ID: CON1-4581369007

**Amanda Pitsch**  
Registered Manager



Amanda has 24 years of experience delivering high quality community care.

Amanda holds an NVQ Level 5 in Health & Social Care Management.

Amanda holds the Registered Managers Award with the Care Quality Commission ID: CON1-1968188843

**Jake Ward**  
Business Manager



As business manager, Jake is responsible for the day-to-day business operations.

Jake's remit also includes accounts, invoicing and human resources.

With a Level 5 in Health & Social Care Management he is well placed to provide support to the care team.

# The care & support we provide

Maintaining a lifestyle is important to everyone. At EDS Homecare it is very important that you or your loved one can continue to live at home independently, safely and following their daily routine.

Often it's the little things in life that make the biggest difference, which is where our dedicated team comes in.

Whether it's going for a haircut on a Friday afternoon, a cup of tea at 11am, a relaxing bath before bed or a trip to the shops, EDS Homecare arranges care plans that work around you.

Our highly personalised care services start and finish with the needs and wishes of our clients.

## Elderly Care



## Younger People



## Respite Care



## Palliative Care



## Elderly care

When it comes to choosing care for you, your spouse or your parents, it is very important that you have the best. At EDS Homecare we pride ourselves on supporting independence, empowering our clients and enhancing their quality of life, all in the comfort of their own home.

We know that people want to stay in the comfort and security of their own home, which our clients are able to do with the comprehensive range of care services and support we offer. You can choose as much or as little care as needed, from 20-minute calls to round-the-clock care, with options in between.

If you need personal care, support with meal preparation, medication, companionship, or a more complex care package, our care plans are tailored to your individual needs. Whatever you need we're only a phone call away.





## Younger people

At EDS Homecare we offer care and support services for any adult over the age of 18.

When it comes to younger clients needing care, as well as providing support to help them complete the activities of day-to-day living, we also support them when it comes to taking part in their chosen leisure activities to ensure life is enjoyed to the full, including those listed below:



Swimming



Shopping trips



Indoor sports



Baking & cooking



Horse riding



Cinema outings



Outdoor activities



Clubs & societies

## Respite care

At EDS Homecare we understand that providing around-the-clock care for your loved one can become emotionally and physically exhausting. We also appreciate that from time to time we all just need a break.

Our respite relief offers various care services, so when the time comes for a break or you have an event you need to attend, EDS Homecare is there for you. The duration of our one-off services can vary from a few hours to a full week, or longer periods of time to allow the main carer to go on holiday.

We also offer regular respite services which can vary from a daily 'sitting service', allowing the main carer time to have a break or go to the shops, to overnight care. Whatever your needs, we can design and implement personalised care plans to suit you; all care plans are regularly reviewed.





## Palliative care

At EDS Homecare we provide sensitive care for people who are in the final weeks or months of life, during which time our staff work hard to ensure they are cared for with kindness and respect, and that their dignity is maintained and their comfort is maximised.

There are many situations in which our clients and their family and friends can benefit from our palliative care services. As with all our care packages, the length, requirements and level of need are all variable, assessed and responsive on an individual basis.

EDS Homecare appreciates that approaching the end of a person's life can be a challenging experience for all involved but also, an incredibly valuable one.

We carefully assess the changing physical, emotional and spiritual needs of individuals requiring palliative care, as often as required.

## Open culture

An important part of our quality program is to involve clients and their relatives. We regularly ask for comments about the care, the staff and the services we provide.

Annually, we circulate a clients' questionnaire, which assists in assuring that we continue to provide the best possible service.

All our questionnaire and survey results are available to view on request and a copy of our CQC inspection report can also be made available. Or, you can simply read our latest inspection report on our website: [www.eds-care.co.uk](http://www.eds-care.co.uk).

We document information obtained through our questionnaire's and use it to help improve and alter the care service as needed – we have an open culture at EDS Homecare, and this means that all clients and their relatives can call the office within opening hours to voluntarily provide feedback, which we welcome.

To support our quality assurance further we perform spot checks and satisfaction visits or phone calls to maintain an open communication stream between clients and management, supporting us to always do our very best to ensure everyone is receiving the support they need, in the way that they choose.



## Concerns & complaints

**EDS Homecare promotes an open culture and will always welcome discussions or suggestions.**

We always aim to ensure client needs, protected characteristics and preferences are upheld and promoted.

However, if a client is unhappy with any aspect of the service please contact Kate Ward at the Peak District branch or Amanda Pitsch at the Dronfield branch as soon as possible.

We will always make ourselves available to receive any comments, concerns or complaints at the earliest opportunity where we will do our utmost to resolve any issues as quickly as we can.

Any concerns can be communicated verbally, in writing or in person. If, for some reason, we are unable to reach a resolution then please refer to our Complaints Procedure where you will find details on how to escalate a concern or a complaint.

A copy of our Complaints Procedure for Clients, Advocates, Family & Friends is made available for each individual client (please ask a member of staff for a copy, which can be provided in large text).

This also includes the addresses of the Care Quality Commission and Derbyshire County Council, detailed below:

### **Care Quality Commission**

City Gate, Gallowgate

Newcastle-upon-Tyne, NE1 4PA

T: 0300 061 6161

E: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

### **Derbyshire County Council**

Social Services Department

County Hall, Matlock, DE4 3AG

T: 01629 580000

# Keeping everyone safe

At EDS Homecare, we understand the importance of caring for someone and how important it is that there is a continuity of care.

The care we provide is delivered by DBS-checked and qualified staff, supported by a network of experienced managers in a nurse-led team.

At EDS Homecare we also take health and safety responsibilities seriously, both as an employer and care provider. We provide all staff with the training necessary to enable them to carry out their work safely and professionally.

We ask that all clients co-operate fully to ensure a safe environment to live in and for our carers to work in. This includes not expecting staff to perform tasks that they deem unsafe or have not been trained for. Our Health & Safety Policy provides further details and is available on request.

At EDS Homecare we provide our staff with Personal Protective Equipment (see our PPE Policy for more details),

including hand sanitiser and first aids kits. Clients should allow carers to wash their hands and provide a disposal system for soiled items.

They should also provide any equipment necessary to support their care and ensure any equipment used is fully serviced and safe to use.

If we are helping with medication, a strict policy is adhered to which includes careful documentation and monitoring (see our Medication Policy for further information).

Arrangements for entering and leaving the clients' premises will be determined at the initial assessment and a description of preferred entry method is detailed within the consent form and Care Plan.

We use an electronic system which promotes effective communication between the staff and the management teams.

This allows us to document each call, detail specified tasks and see previous calls notes.

# Important information

**Please note that all calls have a 30-minute leeway either side of the scheduled time.**

This is due to the nature of domiciliary care meaning we must consider unforeseen factors such as rural locations, heavy traffic and adverse weather conditions.

In the event of an emergency, call times may have to be altered to accommodate any urgent situations.

This may mean we have to send an alternative carer at a different time than originally scheduled.

In the event of severe weather conditions, this may mean some calls are combined to minimise the risk to our carers

when having to travel in adverse weather conditions.

Please note, calls that are of a purely domestic nature, may be rescheduled to an alternative day in an emergency or in severe weather conditions.

We live in a beautiful part of the world, but at times it can be busy on the roads so please be aware that our staff may need extra time to travel to their calls safely, as detailed in the client contract.

To best illustrate our commitment to keeping our staff and clients safe, please ask for a copy of any of our company policies, which are created with the support of Skills for Care, UK Homecare Association, NICE guidelines and many more.

*“We have spent many years building strong and reliable relationships with associated healthcare professionals, providing a highly experienced, multi-disciplinary team.”*

# Contractual information

EDS Homecare provides a contract to all client's regardless of whether they are privately funded, funded by Derbyshire County Council's or any other body. Please note that there is usually an annual uplift to all charges in line with inflation and the National Living Wage.

EDS Homecare provides both short and long-term care packages. All contracts with EDS Homecare shall be in place continuously unless notice is given either by the client, or EDS Homecare, please see below:

**If the agency must withdraw the service permanently:**

Seven calendar days' (or one full week of the current care package) chargeable notice will be given in writing to the client and active care will continue to be provided, if it is safe to do so.

**If the client wishes to cancel the service permanently:**

Seven calendar days' (or one full week of the current care package) chargeable notice will be required. Active care will continue to be provided and full charges will be made.

If the client does not wish the agency to continue active care for the notice period, the agency will charge for seven days or one full week of the current care package.

**Hospital/respice stays or cancellations over 48 hours:**

A seven-day (or a maximum of one week) retainer is charged automatically to any suspended care (suspended care is defined as any period of cancellation greater than 48 hours when there is an intention to resume the care package following the suspension period e.g. hospital or respice periods).

The option to extend this retainer period will be given to each client. If the retainer period is not required after the 7th day (or the end of the one week), this will be treated as the cancellation period and no further charges will be made and the package of care will end.

***Please note: the charge for the Cancellation/Retainer Period is reflective of the full contracted package of care at the point of cancellation/retention.***

**Single call cancellations (up to 48 hours):**

Should individual calls need to be cancelled due to plans with family, etc, this must be made with a minimum of 24 hours' notice to avoid a charge.

Short-term cancellations are up to a maximum of 48 hours in one period. Beyond this a retainer charge will be applied as above.

# Contractual information

## Confidentiality & Information Storage

EDS Homecare ensures that confidentiality is a vital part of the service delivery. Confidentiality is included in multiple training sessions and discussed in staff meetings, observations and appraisals.

Personal information is required to be recorded to ensure safe and effective care delivery, the management of that information is summarised below.

## Privacy Notice

EDS Homecare provides home care services for individuals aged over 18 with varying needs. EDS Homecare's goal is to provide a high standard of care delivery, specific to the client to promote independence, protect health and enhance their quality of life.

Personal information is provided by the client (relative or advocate) during the assessment process to create a bespoke care plan that is tailored to individual needs. At any time, a client and/or their advocate can request that certain information should not be shared with other health care professionals/other family members.

Such requests will be documented and adhered to unless the information requested to be restricted could result in a risk to life or other safeguarding concerns. A hard copy of all care plans, assessments and any other supporting information are securely filed and copies are also provided to the client for their own reference.

Carers create electronic diary entries for each visit to record daily events, completed tasks, concerns and more. This information is fed back to the offices and stored in the central management information system, Carefree, and is instantly available to the management team.

All diary entries are made available to the CQC on request and can also be viewed by a client, their relative or advocate. Our carers can access records of previous diary entries on their company issued mobile device.

Personal information may be shared with other health care professionals when necessary to promote independence, protect health and maximise quality of life.

Every piece of information relating to their clients and all communications from EDS Homecare are recorded on the company's computer system, CareFree.

The company's Data Protection Officer for the Peak District Branch is Kate Ward; the Data Protection Officer for the Dronfield Branch is Amanda Pitsch.

# Contact Details



## Peak District Office

Cartledge House Business Centre  
Great Hucklow  
Hope Valley SK17 8RG

01433 631380

Registered Manager  
Kate Ward CQC Manager  
ID: CON1-4581369007

CQC Provider ID: 1-101647389  
Company Number: 04724084

## Dronfield Office

The Grange  
Church Street  
Dronfield S18 1QB

01246 410887

Registered Manager  
Amanda Pitsch CQC Manager  
ID: CON1-1968188843

Email: [care@e-d-s.org](mailto:care@e-d-s.org)  
Website: [eds-care.co.uk](http://eds-care.co.uk)