



Our commitment to you

BlayCare offer the very best in health and social care for all individuals using our services. It is our goal to improve the physical, emotional and general well-being of our service users, and that is exactly what we do - every day.

With a number of services to offer and experiences in home care provisions, we can design a programme specifically for your individual needs and requirements. Contact us today if you require help and support or to hear how we can assist you with:

- Dementia care and support
- Learning disabilities support
- Sensory loss (including dual sensory impairment)
- Psychological issues
- Physical impairments
- Older people care and well-being
- Children & families
- General home care services



Terms & Conditions

BlayCare provide 24 hour care and on call support system.

If our scheduled services are no longer required, please contact our office as soon as possible. Failure to cancel your care within 48 hours of the scheduled call time will incur normal charges. Please be aware that if support staff are unable to enter your home during scheduled visits, we will attempt to contact your next of kin for information. We may also contact the relevant authority if there are concerns for your safety and well-being.

Termination of Services

Fourteen days notice will be required for termination of your care service contract. If less than 14 days notice is received, BlayCare reserve the right to claim charges equal to the amount of your usual care for the 14 day period. Notice of less than 14 days will only be allowed through agreement with BlayCare.

Service Costs, policy documents and contractual arrangements are available on request from our registered office.



Our Services

We will work with you to evaluate the level of care that is necessary to improve your quality of life. We offer a variety of services to give you the specific care needed, with dignity and respect, in the privacy and comfort of your own home. These include:

- Home Care Services (Medical/Non-Medical)
- Personal Care (Bathing/Bathroom Assistance)
- Companion Services
- Live-in Service
- Meal Preparation
- Visits and Outings
- Accompany to Medical/Non-Medical Appointments
- Transportation, Non-Medical
- Shopping Service
- Cleaning, Decorating, Gardening Services
- Pension Collection

If you would like to request a service that is not listed here, please contact us.

Our Aims

- **To provide high quality service**
- **To employ a workforce that is caring and committed**
- **To promote a culture where individual needs are valued, supported and respected**
- **To work in partnership with professionals from a multi disciplinary team to ensure all your needs are met**

Meeting your Requirements

We will work with you and your family to fully assess your needs and requirements before commencement of care services.

Support Staff

Our support staff are caring and understanding. They have completed NVQ/QCF level 2/3 or are working towards this qualification. Our support staff undertake mandatory training before commencement of work with BlayCare.

Compliments & Complaints

We welcome feedback and encourage active involvement from all our service users on how our services are delivered. If you wish to make a complaint or register any concerns, be assured that your comments will be taken seriously. We welcome the opportunity to improve or adapt our services to meet your specific requirements. Our quality assurance systems are conducted by experienced personnel to ensure that complaints/concerns are dealt with promptly, fairly and impartially. This ensures minimal disruption of services to both you and our employees.

Complaints can be made to:
Derby City Council,
Corporate and Adult Social Services
Corporation Street, Derby DE1 2FS
Tel: 01332 293111
or
Care Quality Commission (CQC)
City Gate, Gallow Gate
Newcastle Upon Tyne NE1 4PA
Tel: 03000 616161
or
Ombudsman details:
The Local Government Ombudsman
PO Box 4771, Coventry, CV4 0EH
Tel: 03000610614



Details of our registered provider
BWA Health & Care Services Ltd
(BlayCare)

Suite 2, International House
134 Galloway Road
Derby
Tel: 01332 208811, Fax: 01332 639902
Email: Info@bwahealth.com
Website: www.bwahealth.com

Office opening hours are
0900 to 1700 hours
Out of office numbers:
01332 208811 or 0797 285 6218

Responsible Individual
Yvonne Woodhouse
Qualifications:
Registered Nurse
Registered Midwife
MA Health & Society
LM Diploma in Management
CNAA Certificate in Teaching (FE)

Employers Liability Insurance:
Details are available from our registered office.

Fees

We accept payments from

- Personal Budgets / Direct Payments
- Private Income
- Local Authority Payments
(standing order, direct debits,
cash and cheques are accepted)



BWA Health & Care Services Ltd
(BlayCare)

Domiciliary Care Services
Registered with Derby City Council
Care Quality Commission

