

Assistance & Support



We'll look after you

Enabling Independence

Personal Assistance

Your right to choose under the New Government Direct Payment Scheme

The Direct Payments Scheme

Direct payments were first introduced by the Government in the 1970's for a select number of individuals. Since 2005 the scheme has been opened up and now all individuals can receive funding for care & support services. This is instead of local Social Services arranging community care on your behalf.

What this means is that (if eligible for Direct Payments) you are now free to choose your service provider.

Who is eligible for Direct Payments?

The following individuals are eligible for Direct Payments (subject to consultation with your local Social Services Care Manager or Social Worker)

- People over the age of 16 years old who require assistance
- Disabled people
- A person with parental responsibility for a disabled child

The types of Services your Direct Payments can pay for

The following types of services can now be obtained by using your direct payments, enabling greater choice in your life. This is not an exhaustive list:

- Opportunities for short breaks
- Assistance with tasks of daily living
- Social activities / leisure activities
- Meal provision
- Assistance with travel

Where to get more advice on Direct Payments

You can contact the Direct Payments department by telephoning your local Social Services. Alternatively if you have an existing social worker, they will be able to discuss the Direct Payments option with you.

Personal Assistance

From the UK's leading provider of Healthcare Staffing Professionals

About Allied Healthcare Group

Allied Healthcare Group is one of the leading suppliers of Personal and Care Assistants, Support Workers and Nurses in the UK. With over 30 years dedicated experience, we specialise in the provision of care services.

Enabling personal independence

Allied Healthcare Group provide a comprehensive range of services to assist you in your daily life. Through such services we enable you to enjoy a greater sense of independence.

We assist people of all ages & abilities, including:

- Supporting Older People
- Supporting Mental Health
- Supporting Learning Disabilities
- Supporting Families and Children
- Supporting People with Sensory and Physical Impairment
- Supporting People with Special Needs
- Supporting People with Autism



Personal Assistance from Allied Healthcare Group provides support that respects your dignity

Determining a Care Plan is the key to delivering the right level of support for your own needs. Allied Healthcare Group will complete a full risk assessment within your home and through consultation with yourselves, identify your personal requirements. This information is recorded in your Care Plan.

Once determined your Care Plan may be made up of any combination of Allied's extensive range of support services, including (but not exhaustively):

The provision of Personal Care, incorporating:

- Help with getting up
- Help with going to bed
- Washing & Dressing
- Toileting
- Shaving
- Assisted bathing
- Medication supervision

The provision of Domestic Care, incorporating:

- Maintaining your nutritional needs through preparing and cooking meals, preparation of drinks and assistance with feeding in accordance with any special dietary, religious or cultural requirements.
- Light household duties (including cleaning and laundry services).
- Shopping (for example for food and small general household items).

The Provision of Social Support, incorporating:

- Accompanied visits to appointments and social outings (for example doctor and dental appointments)
- Night sitting / sleep over service
- General companionship

www.alliedhealthcare.com



Access to support whenever you need it

Allied Healthcare gives you access to the services you need seven days a week, 365 days of the year. Whether you are looking for just a few hours a week, regular support every day or 24 hour live-in care, we are always here to take care of your specific needs.

Only one phone call for all your needs

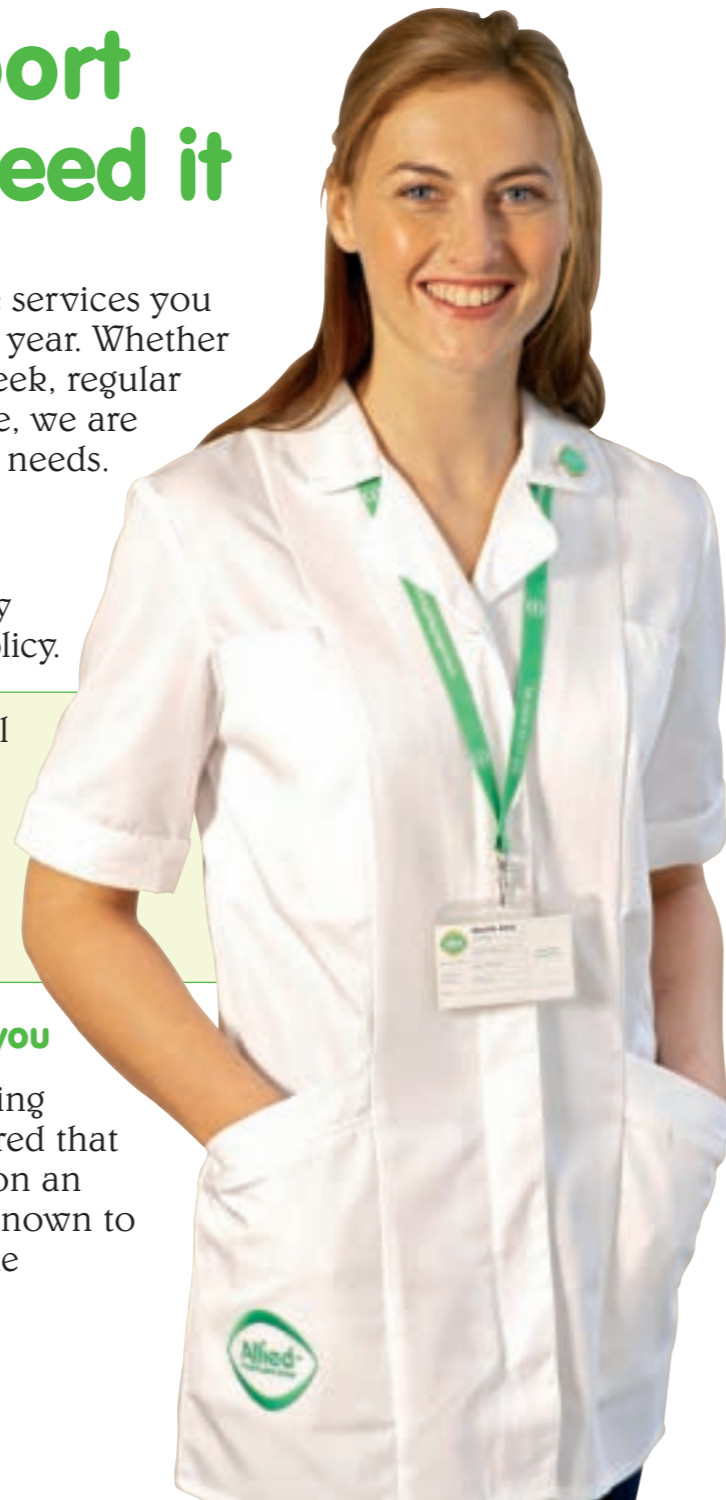
Our phone lines are open 24 hours a day meaning we operate an “always there” policy.

This means that no matter when you call there will always be someone to:

- Answer any questions you have
- Arrange the support services you require, when you need them

Professional staff that are known to you

With one of the largest databases of staffing professionals in the UK, you can be assured that your care and support will be provided on an ongoing basis by staff that are regularly known to you. This is how we ensure you receive the continuity of service you deserve.





Reassurance that you are in the safest of hands

Your peace of mind is at the forefront of what we do. For this reason all of our staff are fully vetted, trained and inducted to the industry's highest standards. This ensures they are qualified and competent in all key aspects of care delivery including:

- Moving and Handling
- Infection Control
- Health and Safety
- Food Hygiene
- Basic Life Support
- Fire Safety

Everyone of our staff receive an annual appraisal and a comprehensive schedule of supervisions (supervised assessments) every 3 months. This is to ensure standards are maintained and ongoing training can be provided as and when necessary.

Our staffing professionals undergo a rigorous selection process when they join the Allied team. All candidates are required to pass a face to face interview and are subject to a thorough vetting procedure, which includes:

- The sourcing of written references from 2 previous employers
- Verification of their qualifications and training certificates
- A declaration of their physical and mental fitness to work
- Verification of their work permit status (if applicable)
- An enhanced level Criminal Records Bureau Check
- Verification of their NMC PIN Number (if applicable)
- Verification of their identity (including photo evidence)
- Their full immunisation status



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Taking the first step to making Allied Healthcare your service provider of choice could not be easier

If you would like to choose Allied Healthcare to provide your care going forward, all you need to do is speak to your current Allied Healthcare representative or contact us in the Allied office.

Agreeing your Care Plan

If you already receive Support Services from Allied Healthcare you will have an existing Care Plan.

However if you do not currently receive support from Allied but would like to in the future, we will arrange to visit you at home to establish your Care Plan.

Setting up Direct Debit Payments

Once you have a Care Plan all you need to do is set up a Direct Debit Account with Allied, to pay for your ongoing service.

This can be done with your existing Allied representative or with one of our members of staff, when they visit you to complete your first Care Plan. In both

instances you will be asked to complete an "Agreement to proceed" form.

Once set up, your Direct Debit will ensure that payments are automatically made from your bespoke bank account, to cover your invoice costs.

How much does Allied Healthcare Group's Service Cost?

This will very much depend on your Care Plan. Be assured however, that we have an extensive range of support packages that can be tailored to suit your individual needs and direct payments budget.

To tailor make a package that meets your monthly direct payment provision please do not hesitate to contact us to discuss your requirements.



We'll look after you



Allied Healthcare Group is regulated by the Care Quality Commission, the Care Standards Inspectorate for Wales & the Scottish Commission for the Regulation of Care.

We are bound by their legislative codes of practice and as a result you can be assured of the highest standards of care.



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