



ZEN CARE
SOLUTIONS
Real People, Remarkable Care

ZEN CARE SOLUTIONS

————— Compassionate Home Care —————





Zen Care Solutions

Zen Care Solutions delivers specialist care services to a wide variety of healthcare establishments throughout the UK. We provide quality care services at competitive rates for the healthcare sector across all communities.

We are committed to providing our clients with qualified, experienced and reliable carers, support workers, domestic assistants, laundry assistants, housekeeping assistants and catering assistants.

We recognise cultural beliefs, attitudes and health practices of different ethnic communities and highlight matters of cultural sensitivity.

Our high-quality care services are delivered to the elderly, but also to adults. From social companionship through to the more complex care services including spinal injuries, acquired brain injuries, learning disabilities and mental health requirements, our services are bespoke to each client in our care.

Our care at home team

We have a dedicated Care at Home team who will support you every step of the way from your initial enquiry through to the delivery of your care. Our Care at Home team have in-depth knowledge and experience in advising, co-ordinating and delivering Care at Home packages and are able to advise you on the most suitable care service to meet your specific requirements.

We offer personal, individually tailored & culturally appropriate care support packages to help you or the person you care for in the comfort of your own home with trained care workers and support staff.

Our staff are culturally and linguistically competent. Where possible and if required, staff are matched to suit the client's language requirements and other specific needs. We ensure access to services that are relevant, timely and sensitive to the person's needs.

Zen Care Solutions will advise and enable those from different cultural communities to use the health service with ease and have confidence you will be treated with respect.

Whether you are looking for a little extra help around the home, assistance with personal care, or an alternative to hospital admission, we know that there is nothing quite like being in your own home.

Our Care at Home service offers you the choice to remain independent in the comfort of your own home, enabling your family and friends to be more directly involved with your care, without compromising on quality of care.

What is included

A high quality, bespoke care service

Our Care at Home service offers, social care and support provided by experienced healthcare assistants and support workers. We are confident in offering a high-quality service, tailored to your individual needs, cultural beliefs and values.

A detailed initial conversation with a Care at Home Advisor

We can provide you and your family with up-to-date information and advice based on our experience of delivering care packages across the UK, including geographical coverage and relevant costs. Our staff are culturally aware and able to manage clients from diverse backgrounds with the dignity and respect they deserve.

A free, no-obligation care assessment

A member of our team will visit you and carry out a full assessment of your care needs. This will give us an opportunity to get to know you and understand any personal preferences that you may have, in addition to what support you will require.

In order to gain a comprehensive understanding of your care requirements and ensure that all aspects of your care are arranged, we can liaise with your family and any involved medical professionals.

We can provide liaison officers who speak various languages, where required and we are mindful and respectful of the different lifestyle, health and religious beliefs.

Local expertise and knowledge

With a dedicated team of staff across the UK, we are able to offer a national service whilst maintaining local expertise and knowledge. We operate 24 hours per day, 7 days per week, so if you have any concerns at any time of the day there will always be someone that can pick up the phone and with whom you can speak to.

A variety of care options

We understand that your care needs can change, that is why we offer a number of flexible care options which you can select based on your individual requirements. You can either choose one of the options below, or combine more than one to get the necessary level of care that you require:

24-hour Care

Our carers can visit your home on a rota basis during the day and night, covering the whole 24-hour period, ensuring that your needs are attended to 24 hours per day.

Live-in Care

Our live-in care service provides you with continuity of care from a carer who will live in your home and provide you with up to 12 hours of care per day.

Considerations for your home

We understand that having someone share your home can be a very personal matter. For this reason, we ensure that all of our live-in care staff are fully briefed on your expectations and personal preferences, appropriate dress, religious beliefs and cultural sensitivities.

Your carer will require their own bedroom and provision for meals. They will however provide all of their own personal items.

Daily Visits

From one hour* through to a full day, we can offer support with all aspects of daily living.

Night Care

Sleeping Night – Our sleeping night service is designed for those who may only require a limited amount of care throughout the night, whilst having peace of mind that someone is there.

Waking Night – If your care needs are greater and you require a substantial level of support during the night, our waking night service may be the most suitable option for you. During a waking night, your carer would be awake and alert throughout the night to meet your care needs.

**Minimum visit length is dependent on your location. For more specific information, please read on or contact us directly.*

Which home care service is right for you?

Personal Care

Designed to support you with your everyday activities, our personal care service is tailored to your individual needs, including help with your morning and evening routines, bathing, dressing, continence care, medication prompts and meal preparation. Again we are mindful of cultural sensitivities and will work closely with you to address any issues that may arise.

Social Companionship

Our social companionship service is most suited to those who are reassured by having someone there with them. Whether you require help with household chores or just someone to sit, chat and read with you, Zen Care Solutions can help.

Live-in Care

Our live-in care service* is most suited to those who need someone to be with them during the day and night, whilst maintaining a high level of independence within the comfort of their own homes. As part of this service, a highly experienced member of our care team will live with you in your home and provide a one-to-one bespoke care service.

**Live-in care is based on a sleeping night of up to 3 disturbances.*

Complex Care

Patients with complex and continuing care needs often require the support of highly skilled healthcare professionals in order to remain living within their own homes. We can supply experienced healthcare assistants and support workers with specific skills, tailored to meet your individual care requirements.

Hospital to Home

Returning home after a stay in a hospital can seem quite daunting. Our hospital-to-home service eases this transition and supports you as you settle back into your familiar surroundings. Whether a high level of care is required, or just some assistance with daily activities, Zen Care Solutions can support you from the moment you are discharged from hospital. We work in partnership with Discharge Teams and Occupational Therapists, ensuring optimum recovery is achieved.

Night Care

We all know that a good night's sleep is essential for our everyday wellbeing and for the more vulnerable, an unsettled night can lead to greater care requirements throughout the day.

By offering two levels of night care services; Waking Night and Sleeping Night, Zen Care Solutions can ensure that the night time hours for you or a loved one pass with comfort and confidence.

By providing experienced support workers or healthcare assistants to support you throughout the night, we can ensure that you feel relaxed and assured that you are not on your own during the time you feel most vulnerable.

Palliative Care

Palliative care is a specialised area of healthcare for patients with life-threatening illnesses. Our palliative care service can be provided at all possible stages of illness, including prediagnosis, diagnosis, treatment, cure, death and bereavement. The main objective of our service is to achieve the best quality of life for those suffering from a progressive illness, as well as their families.

Holiday Care

We know that there is nothing quite like a holiday to recharge your batteries. Just because you need regular care doesn't mean that you should have to go without a break.

As part of our UK and overseas holiday care service, a Zen Care Solutions healthcare assistant can accompany you on your break, allowing you and your family to relax, safe in the knowledge that you are getting the personal attention and support that you need to get the most out of your holiday.

Zen Care Solutions's Wedding Care Service offers the perfect, stress-free solution to ensure all your chosen guests can attend, allowing you to carry on planning your special day.

Our services can be combined to provide you with your required level of support. Individual guides are available for each of our services.

**to request a copy please contact us on 01254 433 442 or visit our website:
www.zencareuk.com**



Minimum visit time

With our experience delivering expert care in the home, we know that even a brief visit to carry out your personal tasks is not something to be rushed if we are to carry out a safe and high standard of care. It is for this reason that Zen Care Solutions offers minimum visit times between 1 to 4 hours depending on your location.

We strongly believe there should be no pressure to rush the tasks of daily living and feel this is especially important for the elderly or individuals with physical disabilities. Maintaining safety in their environment is paramount.

We don't want to rush our carers and we don't want our carers to rush you. During our visits, our care staff can offer support not only with personal care but also by providing company and conversation. We feel passionate about building strong, trusting relationships and believe this can only be achieved by investing time rather than delivering short bursts of care.

If you are simply seeking the reassurance of having someone visit your home to check you have everything you need, we offer a flexible service with tailored visit lengths which can be adapted to suit your needs. This could be a carer visiting 2 or 3 times per week instead of daily, or using their time to help you with other duties such as domestic chores or trips to the community. This will ensure you get the most from your time with your carer and allows flexibility to create the best care plan that works for you.

To find out the minimum visit duration in your area, please call our dedicated Care at Home Team on: 01254 433 442.

What is Personalisation?

In 2007 the Government published the Personalisation Agenda: 'Putting People First', in response to transforming adult social care in England over the next 10 years.

Personalisation means thinking about care and support services in an entirely different way, building care provision around the person as an individual and putting them at the center of the process of identifying their care needs.

The traditional service-led approach to care has often meant that individuals have not received the right help at the right time and have been unable to shape the kind of support they need. This change in reform requires a significant transformation of adult social care so that all systems, processes, staff and services are geared up to put people first.

Personalisation is about giving you much more choice and control over your life in all social care settings and is far wider than simply giving personal budgets to those eligible for council funding. It includes advice and advocacy to enable you to make good decisions about the support you need.

It means ensuring that you will have a wider choice in how your needs are met and are able to access universal services such as transport, leisure, education, housing, health and opportunities for employment regardless of age or disability.

We are always willing to meet and discuss any challenges you face and identify a potential solution to ensure our services are delivered in accordance with the Personalisation Agenda.

If you would like to find out more about 'Putting People First', visit the TASC (Transforming Adult Social Care) website at www.tasc.org.uk.

Zen Care Solutions and Personalisation

We always strive to place you at the center of our services and consult with you every step of the way in the delivery of your care. Our care at home services, whether provided directly by the council or paid for privately or by personal budget holders, strives to focus on identifying and achieving outcomes.

The type of support that people who use our services say they need are not confined to personal care. Support can include a much wider range and it is likely that such services as domestic help, support with household management and correspondence, being taken out for the day or even support to enable a holiday to be taken, will be required.

As an organisation, we are as flexible as are our staff and are always seeking solutions rather than dwelling on what can sometimes be considered insurmountable problems.

Funding your care - Options available to you

Many people presume that having care in their own home is beyond their financial means, but this isn't always the case. There are a variety of funding options available that can assist you or a loved one to remain in the comfort of the home.

Assistance with funding your care

Should you require assistance funding your care, you may be eligible to receive help from your Local Authority or NHS Continuing Healthcare Team. Below is a brief explanation of the types of support available;

Personal Budgets

A Personal Budget is an amount of money set aside to pay for your care needs. You can instruct your local authority to spend this budget on your behalf, or you can receive the money yourself as a Direct Payment. A Personal Budget can also be allocated to a trust fund managed by your family or friends, or managed by a professional such as a social worker.

Individual Budgets

An Individual Budget is very similar to a Personal Budget, however, it includes other sources of funding such as Supporting People, Disabled Facilities Grant, Independent Living Funds, Access to Work and Community Equipment Services and it can be used more flexibly to meet individual needs.

Direct Budgets

A Direct Payment is money given to you directly so that you can buy services for your care needs, which puts you in complete control of your care package and provider.

Personal Health Budgets

A Personal Health Budget is an allocation of funds made to a person with an established health need. Currently the NHS provide Personal Health Budgets in 3 different ways; Notional Budget, Real Budget Held by Third Party and Direct Payment. You can find out more about these options by visiting the Department of Health website: www.dh.gov.uk.

We work closely with over 100 NHS Trusts across the UK, working with clients who use various funding methods. Once you have confirmed your eligibility, we can work together to put a structured plan in place which will compliment your needs.

Quality Assurance

Zen Care Solutions has a large workforce of qualified and experienced healthcare professionals including registered healthcare assistants and support workers who all have previous experience of working within service users' own homes. We are proud of our comprehensive internal quality assurance systems, which are continually reviewed and monitored.

Our Staff

We follow a stringent recruitment procedure to ensure that all of our workers are compliant with the Care Quality Commission (CQC). This enables us to supply our clients with the highest quality healthcare professionals, at all times.

Regular supervisions ensure that our care staff continue to deliver an excellent standard of care. We undertake rigorous compliance reviews to ensure that all of our healthcare assistants and support workers have the relevant qualifications and experience necessary for the service that they will provide.

This includes:

- ✓ Disclosure and Barring Service (DBS) checks.
- ✓ A full health declaration.
- ✓ Full working history, along with detailed reference checks.
- ✓ Annual reviews with relevant registration bodies to ensure fitness to practice.



Regular supervisions ensure that our care staff continue to deliver an excellent standard of care.

Training

A strong focus on continued staff training and development is central in our pursuit of excellence. Our healthcare professionals are trained to the National Standards upon joining the company and all complete a comprehensive mandatory training programme which includes manual handling, infection control, basic life support, fire safety and medication modules. In addition, as part of our Care at Home service, we create bespoke training courses based upon the actual needs of each client.

How our service is delivered

The pathway below highlights the key stages that Zen Care Solutions follows in order to provide you with a truly bespoke and high-quality care service.

1. Our specialist Care at Home Team receives your enquiry. We will discuss your requirements and provide information on the services that we can offer you, as well as an outline of costs.
2. We will arrange for a Zen Care Solutions Assessor to visit your home and undertake a care and risk assessment. Following this visit, a fully-costed care package will be offered.
3. We will finalise your care plan with you and your family, as required.
4. We will identify suitable healthcare professionals to support you in-line with your care plan and arrange for you to meet them to ensure that all of your needs are met. If any additional training is required this will also be coordinated.
5. Your service commences.

****We understand that in a crisis situation you need us to react quickly to allow a care package to start immediately. In such circumstances we will simplify our service delivery process and carry out an immediate assessment in order to facilitate a faster response**

Frequently asked questions

is Zen Care Solutions registered with the appropriate governing bodies and professional associations?

Yes, we are registered with the Care Quality Commission (CQC). This ensures that we only supply our clients with the highest quality agency workers at all times. All of our accreditations cover our national services nationwide.

Will someone visit my home before starting the service?

Yes, a comprehensive Care Assessment will be conducted to ensure that the package of care we produce is fully tailored to the needs of the client.

The assessment will take approximately 1 hour and will include an assessment of care needs and a general risk assessment for the location where the care service will be provided.

The findings of the assessment will form the basis of the care plan and will detail indepth information which the care provider will follow when delivering your care. Zen Care Solutions have a legal responsibility to ensure that a care plan is in every home in which their care services are being delivered and to also ensure that they are regularly reviewed.

As well as allowing us to officially record all of our clients' care needs, the assessment also gives us a clearer understanding of any personal requirements, therefore enabling us to select healthcare professionals with skills that are best suited to our service user's needs, personality and preferences.

Will i always receive care from the same carer?

We will endeavour to ensure that you always receive care from the same Carers. When we take on a care package we will introduce more than one Carer to you and your family to ensure that continuity of care is provided, should there be any holidays or absences.

How will my care be managed?

All of our care packages are managed by a skilled worker who ensures that each service user's care is regularly reviewed and managed effectively. We are also available to contact should you have any concerns.



What makes Zen Care Solutions different?

Zen Care Solutions is run by individuals who have ample experience working in healthcare recruitment industry. This gives them edge over their competition, as they are fully equipped to understand the needs and requirements of their clients and what it takes to provide excellent service through their highly skilled staff.

Our contacts and established relationship with carers means we are able to guarantee flexibility, reliability and experienced carers. Our experience has taught us the real and pertinent need for professionalism in the provision of care work. We only recruit staff after stringent checks, with suitable and verifiable references. This enables our clients to confidently use our staff with the knowledge that they have been properly assessed and screened, and furthermore adequately trained and competent to perform their assigned roles.

We believe that we offer an attractive package that is fair to employees and we believe that our high standards of professionalism and quality of service are nothing without value for money.

Our Recruitment Standards

Our reputation is built upon providing the highest quality care staff. Zen Care Solutions is proud of the rigorous internal Quality Assurance Systems that are continually reviewed and monitored. We follow a stringent recruitment procedure to ensure we only supply care staff who are compliant.

All healthcare assistants are screened by our recruitment specialists as well with face to face interviews. This ensures that the candidate has the appropriate care experience, as well as local knowledge and awareness.

We require our care staff to have relevant qualifications and experience for the services they will be asked to provide. In some cases candidates will already have achieved qualifications such as NVQ 2 or 3. Our team check each candidate's Disclosure Barring Service (DBS checks, POCA and SOVA checks, work history, health declaration, experience and qualifications and up to date references to ensure we have a complete understanding of their capabilities and competencies. We also assess their ongoing training needs, ensuring that staff are continuing to deliver a high standard of service.

Zen Care Solutions is a member of the UK Home Care Association (UKHCA), meaning our recruitment process complies with:

- ✓ The Care Standards Act 2000
- ✓ The Regulation of Care (Scotland) Act 2001
- ✓ DoH Code of Practice of NHS Employers
- ✓ All current NHS National Framework Guidelines

What we believe in:

We strive to provide an environment that enables individuals to acknowledge and work towards overcoming emotional and behaviour problems, so that they maximise their potential. To do so, we believe in:

- ✓ The provision of appropriate support and stimulation via carefully monitored reasonable risk taking, to enable independence.
- ✓ The Civil and Human Rights of those in our care.
- ✓ Working together with service users to develop positive and alternative solutions to conflicts and problems.
- ✓ Exercising non-discriminatory practices and celebrating individual differences.
- ✓ Providing an atmosphere of mutual respect between service users and staff to uphold the dignity of the individual.
- ✓ Providing detailed Care Plans for clients and reviewing these annually, or as required.
- ✓ Providing a 24 hour service to service users, families and Social Services.
- ✓ Ensuring the highest possible standard of staff recruitment and selection.
- ✓ Encouraged training and development that enables employees to further develop their professional and care skills.



What do you need to do next? ■■■■

For further information on any of the services that we can provide for you or your loved one, please contact us by telephone, email or by visiting our website.

Zen Care Solutions Limited

Address: 69, Darwen Street, Blackburn, BB2 2BL

Telephone: 01254 433 442

E-mail: info@zencareuk.com

Website: www.zencareuk.com

Registration Number: 11448855

