



SAFFRON

CARE GROUP

Because We Care



COMPASSIONATE DOMICILIARY CARE

About Us

Saffron Care Group is a client-focused, expert domiciliary care company, providing a wide variety of support services nationwide. Be it for private service users or those referred through social services.

Our services are delivered by:

- Compassionate Carers - Trained Support Workers - Skilful Assistants

In today's multi-ethnic and culturally diverse world, we welcome service users from all walks of life. Saffron Care Group encourages those of varying backgrounds to get in touch, whether it concerns simple companionship or more complex personal care needs.

Diverse Skills

Our care workers have skills and knowledge of providing personal care to the following service group but not limited to:

- Young Adults or Older People with a range of Physical Disabilities.
- Young Adults or Older people with a range of Mental Health Needs.
- People with Dementia Needs.
- End of Life Care.

Our Home Care Service:

Our personal care services can help you with daily living activities, which you would normally undertake for yourself, but are unable to due to illness, disability or frailty. We support you with: Mobility, Medication reminders/ Assistance, Toileting and incontinence, Bed, Routine, Bathing, Washing, Showering, Oral hygiene, Grooming, Dressing, Laundry, Shopping, Meals & Drinks Preparation, Eating & Drinking, & Household Task.



Socialisation needs:

Our service gives you the support that you need to live independently. Your care worker will provide company and conversation as well as providing support with household and social activities.

Our service is suited to individuals who benefit from the reassurance that someone is there to offer support when needed. It also provides peace of mind for family members who cannot regularly visit, as they know their loved one is being cared for.

We tailor our service to your requirements, and you decide which activities you receive support with and when. Should you need to alter your level of care, we are happy to arrange this for you. We provide support in many ways, including Companionship, Household Activities, Daily Routines, Day Trips Out, Social Activities, & Attending Appointments.

Our Care Team

Starting with your initial enquiry, right through to the delivery of care, our care team offers support at every step of the way. Whether it is advice, organisation or interactive care package options, we customise and adapt our services according to your needs. Furthermore, we hope to encourage your loved ones to be involved with your care without compromising the quality of care we provide.







What we believe in

Our passion is in creating environments for individuals to reach their highest potential. Working gradually to overcome emotional and behavioural complications and achieve the best possible outcomes.

Our core principles:

- The civil and human rights of those in our care.
- Working collaboratively with you to develop unconventional solutions to conflicts or complications.
- Applying non-prejudicial methods and celebrating individual differences.
- Providing detailed and regularly examined care plans for you.
- The provision of appropriate support and stimulation through carefully monitored, reasonable risk-taking to enable independence.
- Ensuring the highest possible standard of staff recruitment and selection.
- Encouraging training and development that enables staff to develop their professional care skills.

What you will receive

At Saffron Care Group, we want to support you to live your life, at your home, with as little interruption as possible. For this reason, we tailor what we do to your individual situation, preferences and requirements. Our services can also be combined, ensuring we cover all areas regarding your health and wellbeing.

- **Personalised services** - we provide domiciliary care services specified to your needs.
- **Comprehensive information** - you will gain up-to-date information about our services, geographical coverage and applicable costs.
- **Respecting your home** - sharing your home with someone can feel intrusive; we ensure that all of our workers fully acknowledge your privacy.
- **Local know-how** - we have a committed team of carers, who know the area you live in and the local facilities.
- **24-hour support** - you can benefit from around-the-clock assistance, in addition to simple daily visits.
- **No-obligation assessment** - a staff member visits you in advance to comprehensively understand your personal needs and preferences.
- **Daily visits** - from 30 minutes to a full day.
- **Night support** - this service is available either in the form of a Sleep-In or Working Night.
- Our **Night care** services (Waking Night and Sleeping Night) ensure the night-time hours pass with ease. A good night's sleep is vital to your wellbeing. Saffron Care Group can assure you that you are comfortable and not alone during your most vulnerable hours.

Minimum visit time

We are passionate about building genuine, trusting relationships. Our staff offer not only personal care but a trusting relationship. Customisable visit lengths, modified to suit your requirements, ensure you get the most out of your care plan. From daily visits to live-in care, we help with domestic chores, community trips and checking you have everything you need.



How our service is delivered

The steps below highlight the fundamental phases that Saffron Care Group follows to provide your care.

1. We receive your enquiry, examine your requirements and specify an overview of the services we offer, as well as a summary of prices.
2. A Saffron Care Group assessor will visit you to prepare a support plan for you.
3. We finalise your care plan with you and your family.
4. You sign the Care Contract, your care service begins.

Quality assurance and our recruitment standards

What defines Saffron Care Group is our exceptional standard of care. We take pride in our rigorous internal quality assurance and recruitment systems.

Our staff are required to have relevant training and experience for the services they provide. These checks also include Disclosure Barring Service (DBS), work history, qualifications, health declaration, experience and references. We train all of the new starters to make sure their performance reflects our company. Their induction includes undergoing comprehensive compulsory training courses such as manual handling, disease control, basic life support, fire safety and medication management.

Adults with Mental Health Needs

Personalised support for every individual. We all value our independence, but sometimes a short or long-term mental health condition can make it more challenging to live independently.

Together, we will look at ways to support you and help you make the choices that give you control over your life and your mental health.

Our care workers can assist with tasks that you might be finding difficult or challenging, such as personal care, cleaning, cooking. We also support participation in activities that benefit your general wellbeing. Including meeting family and friends, sports or leisure, working full or part-time, volunteering, or continuing your education.

We can also provide more complex care support, including managing medication and rehabilitative support at home after a hospital stay or a period of poor health.





Frequently Asked Questions

Q: Is Saffron Care Group registered with the appropriate governing bodies and professional associations?

A: Yes, we are registered with the Care Quality Commission (CQC).

Q. Are all your care staff highly trained?

A: Yes, every new member of our team undertakes mandatory training courses as part of their induction. We maintain our high standard of care through regular internal quality assessments of our recruitment system. Mandatory background checks include Disclosure Barring Service, work experience and references, qualifications and a health declaration.

Q: Will someone visit my home before starting the service?

A: Yes, we will carry out your needs assessment to ensure that the package of care we provide suits your needs.

Q: How will my care be managed?

A: All of our specialised care packages are managed by our Registered Manager, who ensures that your care is regularly reviewed and managed effectively.

Q. Can you support me for only a short amount of time each day?

A. Our minimum duration of the visit depends on your care requirements and where in the country you are located. Should you require short visits, please contact a member of our service who will advise how we can help you.

Q. What if I only require support with my household chores?

A. As part of your care package, your Domiciliary Support Worker can support you with everyday activities, including light household chores, such as laundry, washing up and hovering. Unfortunately, we do not provide solely domestic support without supporting any healthcare requirements. If you only require support with household chores, we advise you to contact a local domestic agency who should be able to offer this level of support at a much lower cost.

Q. How soon can my care service start?

A. Our service can often commence within 72 hours of your initial enquiry. Upon receiving your enquiry, we will arrange for an Assessor to visit you in your home and carry out a full assessment of your care requirements and a risk assessment. We understand that a fast reaction is necessary to allow a care package to start immediately in a crisis situation. We will simplify our service delivery process and carry out an immediate assessment to facilitate a faster response in such circumstances.



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