



# Home Care Services



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# A little bit about our company



Vellour Nyambiya, a compassionate and devoted individual who has always had a strong desire to make a difference in the lives of others, was the driving force behind the creation of the organisation.

Vellour had personally experienced the problems and hardships that her community's elderly and individuals with disabilities faced. She saw a substantial gap in the provision of high-quality care and support services. Her steadfast determination to solve this problem and make a good difference inspired her to develop Safe Hands Care.

Vellour, armed with her dedication and compassion, did extensive research into the healthcare profession. She learned about the many aspects of caring and the many challenges that families and people seeking care and support encounter. Vellour's dedication to providing excellent care prompted her desire to develop an organisation that would not just meet but surpass these standards.



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# Our Services



## SAFE HANDS PROFESSIONAL CARE: YOUR RELIABLE HOME CARE PROVIDER

We realise the value of delivering high-quality care to your loved ones in the comfort and familiarity of their own homes at Safe Hands Professional Care. We have a solid reputation as a dependable and trustworthy home care provider, providing compassionate services that prioritise our customers' well-being and independence.

We seek to be the safe hands you can depend on for your family's care requirements, with an emphasis on dignity, respect, and expertise.

## THE VALUE OF HOME CARE SERVICES FOR MAINTAINING COMFORT AND INDEPENDENCE

Staying at home becomes more important when people age or experience health issues. Home care services are critical to fostering comfort, preserving independence, and enhancing your loved ones' general well-being.

Choosing Safe Hands Professional Care entails selecting a care provider who recognises the need to provide a loving, supportive atmosphere that develops a feeling of security and belonging.





# Live-in Care

Your dependable partner in live-in care services

At Safe Hands Professional Care, we know how important it is to find care for your loved ones that you can trust. With our live-in care services, we offer full and individualised support so that people can stay in the safety of their own homes and still get the best care. Our team of caring carers is committed to giving each client the best care possible based on their individual needs and preferences.

Our Promise is to Provide Quality Live-In Care Services

At Safe Hands Professional Care, we care most about our clients' happiness and well-being. We're happy to offer a variety of services that meet the physical, mental, and social needs of people who need help with daily tasks, personal care, and company. Our team of highly trained professionals makes sure that your loved one gets the best care possible, which is always given with kindness and the greatest respect.

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# Dementia Care

Compassionate and professional dementia care services

At Safe Hands Professional Care, we recognise that coping with dementia is a difficult and emotionally challenging process. Our staff is here to offer compassionate and competent dementia care services with the goal of improving the quality of life for the person with dementia as well as their loved ones. Our goal is to help people with dementia maintain their independence, dignity, and safety while receiving the care they need.

## A Comprehensive Approach to Dementia Care

Our dementia care services are based on a comprehensive strategy that addresses all of the specific requirements of people living with dementia. We recognise that dementia impacts not only the individual suffering from it but also their family and other carers. As a result, our dementia care services include:

**Assessment:** We do an in-depth assessment of the needs of our clients before developing a customised care plan that addresses their physical, social, and emotional well-being.

**Carer support:** We offer carers support and training to help them deal with the difficulties of caring for a person with dementia.

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# Respite Care

We understand the difficulties and strains of giving care to a loved one at Safe Hands Professional Care. Our experienced respite care services allow family caregivers much-needed breaks while ensuring that their loved ones get the best care possible.

We serve people of all ages who have disabilities, chronic diseases, or cognitive impairments. Our respite care services enable family caregivers to prioritise their own well-being or attend to personal responsibilities while knowing their loved ones are in capable hands.

Our skilled and caring staff is dedicated to delivering great service and guaranteeing our clients and their families' peace of mind.

## Customised Respite Care Services

Our respite care services are tailored to each individual's specific needs. We provide a variety of services, including:

Hourly Respite Care:

Respite Care Overnight:

Weekend Respite Care:

Vacation Respite Care:



# Disability care



At Safe Hands Professional Care, we know that individuals with disabilities need special care in order to live a full life. Our comprehensive disability care services are designed to provide the highest level of support to individuals with disabilities and their families. Our team of compassionate, experienced carers is trained to give care that is tailored to each person's specific needs.

What is disability care?

Disability care is a form of care that is designed to support individuals with disabilities. Individuals with disabilities receive care from trained and experienced carers who are experts in doing so.

Conditions we cater for

At Safe Hands Professional Care, we offer disability care services to individuals with a variety of conditions, such as:

- Autism Spectrum Disorder (ASD)
- Cerebral Palsy
- Down Syndrome
- Multiple Sclerosis
- Muscular dystrophy
- Parkinson's disease
- spinal cord injuries
- Traumatic brain injuries



# Complex care



We recognise that some individuals need complex care services in order to maintain their health and well-being. We offer superior complex care services that are customised to each individual's specific requirements. Our professional and caring team is dedicated to delivering the highest-quality care, allowing our clients to maintain their freedom while getting the care they deserve.

## Services for Comprehensive and Complex Care

Our complex care services are intended to provide people with complex needs with complete support. We provide a variety of services, including:

### Tracheostomy Care:

We specialise in tracheostomy care, ensuring that our customers can breathe comfortably and securely.

### Catheter Care:

We offer skilled catheter care, preventing infections, and maintaining excellent cleanliness.

### Peg Feeding:

Our knowledgeable carers are qualified to provide peg feeding to people who need dietary support.

### Wound Care:

We provide specialised wound care services to guarantee that our clients heal fast and comfortably.

### Pressure Ulcer Management:

We provide pressure ulcer management services to assist in the prevention and treatment of pressure ulcers.





# Domiciliary care



Our mission at Safe Hands Professional Care is to offer superior care services that enable individuals to live comfortably in their own homes. Our domiciliary care services are tailored to each individual's requirements, delivering dependable and compassionate care that encourages independence and well-being.

## Professional domiciliary care services

A team of experienced and well-qualified carers provides our domiciliary care services. Our staff is committed to delivering high-quality care while also meeting individual needs with compassion and support. Our services include the following:

**Personal care:** We assist with bathing, clothing, and general hygiene.

**Medication assistance:** Our staff ensures that clients take their prescribed medications on time.

**Companionship:** We provide companionship to individuals in need of social support and friendship.

**Housekeeping:** We can help with modest housekeeping activities to keep your home clean, pleasant, and safe.

**Meal preparation:** For clients with unique dietary needs, we provide healthy, nutritious, and customised meals.

# OUR PROCESS

1

Initial contact: The first step to getting care from us starts with an initial contact. You can reach out to us through our website, phone, or email.

2

Assessment: The next step is assessment. We will do a free no obligation in home assessment to evaluate your care needs.

3

Creating a personalised care plan: After the assessment, we will create a personalised care plan for you. This will take into account all your health needs and preferences.

4

Provision of care: Our team of healthcare professionals will deliver care through a combination of technology and personal visits. Your personalised care plan will dictate the type and frequency of care you receive

5

Monitoring and adjustment: We continuously monitor your progress and adjust your care plan if necessary. We will ask for your feedback to further improve our services and ensure that we are meeting your expectations.

6

Evaluation: We evaluate the effectiveness of our care and ask for your feedback on the quality of service you received. Our goal is not just to provide care but to ensure that we exceed your expectations, and our evaluation process helps us to achieve this.



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