



Caring for you in your home

Retain your independence
with tailored care and
support provided in
your own home

notaro 
HOMECARE



Welcome to Notaro Homecare...

Most of us wish to live in our own homes for as long as possible but at some stages in our lives we may need some help and support to do so. You may have this brochure in your hand because you or someone you know needs assistance at home with life's daily activities or personal care. This brochure aims to give you an introduction to Notaro Homecare and explains about the quality service we provide to all of our clients.

The Notaro Care Homes business has been established for over 25 years and provides care and support across a range of services and homes. Over the years we have grown considerably and established ourselves with professionals as a leading provider of healthcare across the South West of England.

We launched Notaro Homecare as a complementary service and natural progression from our existing care home business. The service provides domiciliary care across North Somerset, Somerset and the surrounding areas. Notaro Homecare has one clear objective of providing an exceptional domiciliary care service which is 'all about you'.

We aim to provide our clients with comprehensive care and support of the highest quality within their own homes. Our services are available to people from 18 years of age, without discrimination, providing help with personal care and domestic tasks.

Here at Notaro Homecare we will respect the choices you make about the care and support you need and the way it is to be delivered. We provide a flexible service so you can lead your life how you want to. Each package is tailored to suit you, if you want to make changes to the service provided, we will help you to do this.

We understand how important it is for you to have a trusting relationship with anybody visiting your home. This is why we endeavour to send the same carers to you throughout the delivery of your care package.

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We provide care for...

Notaro Homecare is registered with the Care Quality Commission (CQC) to provide a service to the following groups of people:

- Older people
- People with dementia
- People with mental health problems, including addiction
- People with learning difficulties
- People with terminal illness
- People with sensory loss, including those with dual sensory impairment
- People who are recovering from illness
- People with physical disabilities
- People living with the effects of substance misuse

Contacting us couldn't be easier:

Notaro Homecare
Telephone number: 01934 422800
Fax number: 01934 422824
Email: enquiry@notarohomecare.co.uk
Website: www.notarohomecare.co.uk

Our office hours are 09.00am - 5.00pm
Monday to Friday. Outside of these hours, your call will be diverted so it can be answered straight away by a senior member of our team.

The range of services we offer...

The following information is a guide to the kinds of services we are able to offer on a daily basis, however this list is by no means exhaustive. If you require a service we haven't listed here, please call and ask us about it. We'll always listen and offer any help we can.

Services, support and care are provided by our friendly and flexible carers at times convenient to you. We can do anything from popping in for 15 minutes, to providing a comprehensive service at any time day or night. Our services are tailored to suit your individual needs. Which times you choose will be discussed with you during your assessment.

Services include:

- Personal care - assistance with getting up, washing, bathing and dressing, going to bathroom, taking medicines and going to bed
- Preparation and assistance with meals
- Domestic duties - keeping the house tidy, cleaning floors, dusting, laundry, ironing and other similar light duties
- Day sitting and companionship care
- Night care - waking or sleep-in
- Shopping
- Holidays and day trips
- Dog walking
- Support work
- Assistance to and from appointments
- Gardening





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Our philosophy of care...

We seek to deliver exceptionally high standards of care to individuals whilst respecting and promoting their dignity, choice and independence. The service we provide is built around the following core values:

Dignity - we ensure that everyone is treated with the upmost respect and consideration, at all times.

Choice - we endeavour to give you a wide range of options from which you are free to choose.

Independence - we support and encourage you to live the life you want.

Privacy - all care and support will be delivered discreetly and confidentially.

Involvement - we listen to the wishes of you and your family.

Equality and diversity - we respect individuality, different cultures and beliefs and seek to treat everyone fairly.

Person centred approach - when we assess your needs we put you at the centre of the process, ensuring your views and wishes are reflected in your care plan.

“Notaro Homecare have made such a difference to our lives, the daily support and care they provide has made life so much easier.” May



“Everyone here is involved in training that goes beyond their specific area of work and we always focus on seeing things from our service users’ point of view.” - Leila, Operations Manager.



All the monitoring, training and quality you’d expect...

We are committed to ensuring the homecare team are meeting our own exacting standards. A rigorous quality performance system is embedded across the whole of the Notaro Care Group through which our Quality Performance Manager performs thorough monthly audits, bimonthly inspections and annual surveys.

When choosing the carers who look after our services users, we look for qualities such as friendliness, kindness, patience, empathy and respect. Each member of the team has to complete a rigorous recruitment process. As well as looking at their qualifications, we request previous employment references and complete an enhanced Criminal Records Bureau check.

Like all registered domiciliary care providers, we are subject to independent inspections and monitoring. The CQC regulates the care sector and its inspectors perform a thorough unannounced investigation at least once each year to ensure we are achieving the regulated outcomes under the essential standards of quality and safety.

Notaro Homecare understands the importance of ensuring that all of our staff are trained to the highest standard. Each member of staff is encouraged to complete their NVQ Level 2 Health and Social Care qualification, as well as a mandatory training programme. All of our staff are trained in first aid, fire safety, health and safety, safeguarding vulnerable adults, care and administration of medicines, palliative care and infection control. We invest in our workforce to ensure that the quality of service and the safety and well being of our clients is never

compromised. Our staff are regularly supervised and observed delivering care in the homes of our clients by a senior member of the team. We will always ask your permission in advance if we plan to undertake an observation in your home. We greatly appreciate our clients’ cooperation in helping us to maintain and improve upon the standards of service we deliver.

“The continued professional development of our staff ensures the quality of service we provide will be to the highest standard.”
- Leila, Operations Manager.





Funding and paying for your care...

There is a variety of advice and assistance available to help you find out what financial assistance you might be entitled to when paying for care services.

We suggest you speak to your local authority social services department (often known as Adult Social Care Services) or contact your local GP, both parties should be happy to point you in the right direction.

Your local authority's Financial Assessments and Benefits (FAB) team can help in working out how much you should pay towards your care at home. Team members can visit people in their own homes or by appointment and will help to make sure you are getting all you are entitled to.

If you are eligible to receive local authority funding, you may choose to take this in the form of a Personal Budget. It allows you freedom and control to choose a care provider and package that is tailored to your wants and needs. This Personal Budget can be paid to you as a Direct Payment or you may choose to ask social services to help you make these payments to the care provider you have chosen. If you find you're not eligible for local authority funding then you will need

to pay the fees yourself. Our fee structure can be found on a separate sheet which accompanies this brochure.

When a carer visits your home, they will sign in and out using an external monitoring system. This allows us to monitor the whereabouts of each of our carers and to confirm the exact times of the visit. To do this the carer will ask your permission to make a free telephone call from your home telephone number to our recording system when they arrive and leave. These calls will not cost you anything but they do allow us to know if your carer has not arrived or left on time.

We will invoice you on a monthly basis. The invoice will show the date, duration and charges of each visit. We request that all invoices are paid within 7 days of receipt. You may choose to pay by direct debit, bank transfer or cheque.

Taking the next step...

We hope the information within this brochure has been of help, if you or someone you know would like to meet us to discuss care needs in more detail please contact us:

Telephone number: 01934 422800

Fax number: 01934 422824

Email: enquiry@notarohomecare.co.uk

We will arrange for our Homecare Manager or Care Coordinator to come and meet you in person to discuss what type of care and support you require. You may choose to have a family member or friend who knows you well at these meetings, to help you tell us what you need and would like us to do for you. We will do a full assessment of needs and ask you lots of questions, this is to ensure we can meet your wants and needs.

This visit is free of charge and you are under no obligation to proceed with the care package discussed. The information gathered in your assessment will form part of your care plan which is updated during every visit so it reflects your current needs and feelings. During your assessment you will be given a copy of our Service User Guide, which contains further information about our services and key policies and procedures, including our complaints and compliments procedure. All information gathered is of course treated confidentially.

Areas we typically talk about during the assessment meetings, that you may wish to think about before hand, include:

- Personal care and well-being
- Sight hearing & communication
- Medication requirements
- Social interests
- Continence
- Mental health and cognition
- Risk and personal safety
- Dietary requirements and preferences
- Preferred method of communication
- How you wish to pay for your care and support



Contact us

If you would like further information or would like to arrange an assessment, please contact Notaro Homecare direct as shown below or contact our Head Office on 01934 422822.

Notaro Homecare

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