



Premier Care
By Premier Community



Care Brochure 2020/21



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THANK YOU

FOR CONSIDERING US!

FOREWORD

As our family business has grown we have worked tirelessly to keep our focus clearly on what makes our diverse types of services unique and of a high quality. Initially Premier Care built its reputation on providing carers who shared my Mothers compassion and nursing outlook on care. We now instil those caring values in everything we do, from selection and training, through to world class live support. We give all of our employees a platform to build a career and we provide care services in a manner that is professional and dignified.

The motivation in our business is to provide high quality services like no other. We take immense pride in serving our community and enabling our clients to live independent fulfilling lives. By choosing our services, and joining the Premier Care Family, you will be a central part of our Care Journey and we will commit to delivering care by our values. Should any aspect of your services not meet expectations, we will always work to be responsive, understanding and reflective.

DAN ISTERLING
MANAGING DIRECTOR

OUR VALUES

To make sure that we provide great quality care for all of our Service Users, we have four values that feed into every element of what we do.



QUALITY CARE

Through learning, teaching and inspiring we have developed our own benchmark of quality care.



FAMILY BUSINESS

As a family-run business, we hold high moral standards which are reflected in our standard of care.



EXPERIENCE AND HERITAGE

We serve each local community by looking to our roots over our 20+ year history.



PERSON-CENTRED

Instead of asking 'What's the matter with you' we ask 'What matters to you' to help deliver respectful and responsive care services.

WHO WE HELP



We are driven to deliver the best quality of care we can through our heritage and experience, quality training and our family values.

At Premier Care, we believe everyone has the right to keep their independence and dignity.

That's why all our carers are trained to look at things from the perspective of our clients, to provide our home-based care packages of the highest quality. We understand that everyone's needs are different, and so every care package we deliver is different.

ELDERLY CARE

If you, or a loved one need a little extra help around the house, we can provide a personalised care package which takes into account your own needs and preferences.

DEMENTIA CARE

We can provide high quality home-based care, support and assistance to those living with dementia. Providing a routine, and keeping your loved one safe in their home environment. All of our care staff go through specific Dementia training.

DISABLED CARE

We can provide high quality home-based care, support and assistance to people with mental or physical disabilities and individuals living with acute or chronic conditions.

MENTAL HEALTH ASSISTED LIVING

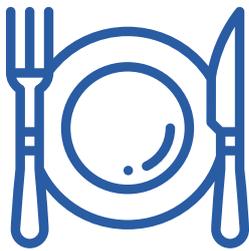
We believe that everyone has the right to live a happy and fulfilling life – and mental health shouldn't be a barrier to this. We can provide high quality home-based care, support and assistance to adults who need it.

HOW WE HELP

We provide personalised services to support and assist individuals. By tailoring our services to you, we encourage independence and dignity.

"She explained to me about how she wouldn't do anything I didn't want or need, and how I was still to try and do as much as I could, she would just be my support in case I needed it, and that made me feel like I still had some independence"

- Service User, MG, Mansfield



PEPARING MEALS

Our carers can make sure you or your loved one is properly fed by helping to prepare and cook meals.



DOMESTIC TASKS

Our carers can help you stay on top of your house work, helping you with any cleaning or laundry, to help you keep your independence.



PERSONAL CARE

Our carers can help you or your loved ones with personal tasks, like bathing and washing, in a manner that respects your dignity.



SHOPPING

Our carers can help with shopping for groceries and anything you require to help you to live independently at home.



COMPANIONSHIP

If you or a loved one feel isolated due to decreased mobility or any other reason, our carers can provide companionship.



MEDICATION

We realise it can be difficult to keep on top of your medication when you have multiple prescriptions. Our carers have charts that help.

There are many more services that we are able to provide to our service users. If you choose to take out a care plan with us, we will sit and meet with you to find out what you are looking to gain from your care and we will offer services to meet your outcomes and requirements for care.

WHAT HAPPENS NEXT

Creating a Care Plan

Step 1.

The first step to arranging a care package with us is to arrange a meeting with one of our Community Care Co-Ordinators to talk through what would you like to get out of home care. This meeting can be arranged by calling us on **01623 374 363** or emailing us at careservices@premiercare.biz. We will arrange a time to come and visit that suits you and anyone you would like to be present.

This meeting is free and there is no obligation to use Premier Care afterwards.

Step 2.

This meeting will help our Community Care Co-Ordinators to assess what your requirements are in terms of medical and social needs. This meeting will help us to find out what your preferences are as well as what your outcomes are with your care. We can set targets for your care so during this meeting we can answer any questions you have about your care.



Step 3.

This information helps us to create a plan that is tailor made to your needs and specifications. This document will provide all information; from mobility issues to any medication needs.

This plan will be regularly reviewed to ensure that it accounts for any changing needs. If you feel that something should be changed urgently, don't hesitate to contact us and we can arrange a meeting to discuss any changes.

Call us on 01623 374 363 for more information

DIGITAL CARE PLANNING

Our new, free, Digital Care Planning feature is now fully operational through the whole of Premier Care, and we've seen no end of benefits. This means all our service users have an online, real time care plan where they, or their families, friends or social workers can see what's happening at their care visits.

"I also want to say your digital care planning for remote access is simply brilliant. I can see how my uncle is every day which is so good for me living a long way from him"

- Relative, JD, Heanor

HOW OUR DIGITAL CARE PLANNING WORKS

One of our local Community Care Co-Ordinators will arrange your free care package set up. During this arrangement, they will go through all of your needs and individualise the care plan towards you, this will include risk assessments and all the tasks you need completing in the visit. Our Community Co-Ordinator will then develop your digital care plan for our care workers to follow for your visits. Contact our office on **01623 374 363** for more information on how our digital care planning can help you.



PREMIER CARE IN NUMBERS

In just 2019:



We have delivered 29,062 hours of training.



We have delivered 545,102 care visits.



We have delivered 286,739 hours of care.



We have made and received a total of 192,972 calls.

OUR PRICES

We have set up our pricing structure in a way that works better for outstanding quality care, We recognise that care improves the longer visits are, as this means more time can be taken.

That's why we have discounted rates when a visit is over 45 minutes and then a further discount over 60 minutes. This also helps our care team plan a more rounded and improved outcome based care package. Improving value for money.

Time	Price
One Hour Visit	£17.25
45 Minute Visit	£14.50
30 Minute Visit	£11.00

Payment can be arranged in a variety of ways to suit you, to find out more about payment call us on [01623 374 363](tel:01623374363).

These prices provide a guide, and may vary slightly. These prices were correct at the time of going to print (January 2020).

AREAS WE COVER

We are one of the leading care providers across Nottinghamshire and Derbyshire. We currently provide care across a broad range of locations:

MANSFIELD - Mansfield, Warsop, Ashfield, Mansfield Woodhouse, Ravenshead and surrounding villages and towns.

ARNOLD - Arnold, Carlton, Calverton, Daybrook, Mapperley and surrounding villages and towns.

BOLSOVER - Bolsover, Creswell, Clowne, Glapwell, Shirebrook and surrounding villages and towns.

CHESTERFIELD - Chesterfield, Hasland, Brimington, Staveley, Clay Cross and surrounding villages and towns.

ILKESTON - Ilkeston, Belper, Heanor, Alfreton, Long Eaton and surrounding villages and towns.

SHEFFIELD - Dronfield, Heeley, Woodseats, Meersbrook, Jordanthorpe and surrounding villages and towns.



PremierMobility.com
By Premier Community

0800 368 9923

**Riser
Recliners**

**Stairlifts
New & Used**

**Mobility
Scooters**



**Repairs &
Servicing**



SHOP LOCATIONS



ILKESTON

148 Bath Street,
Ilkeston,
Derbyshire, DE7 8FF



SHEFFIELD

17-21 Abbey Lane,
Sheffield,
S8 0BJ



KINGSMILL

Unit 4, Kingsmill Hospital,
Mansfield Road,
Nottinghamshire, NG17 4JF

We can be your one-stop-shop for all of your mobility needs, from scooters to stairlifts, to adapted cutlery to shower stools. A sister company of Premier Care, we work in partnership to deliver top quality products at competitive prices.

We have local responsive engineers that offer a quick response to any queries you may have.

DISCOUNT OFFER

All of our Service Users get a 5% discount on purchases made at Premier Mobility.com - allowing you to shop for all your mobility needs.

Offer only applicable to current Service Users, T&Cs apply

FREQUENTLY ASKED QUESTIONS

DOES HAVING HOME CARE RESULT IN A LOSS OF INDEPENDENCE?

No. Our belief is that independence is being in control of your decisions. Having in home care services means being in control of your activities and retaining as much independence as each situation allows. Many of our clients just need a little help to continue living a safe and productive life. Regardless of your situation, our goal is to enable you the best possible outcome while being in control of your care and daily decisions.

HOW CAN I TRUST A CARER IN MY HOME?

Just like nurses and doctors, Professional Carers have chosen a career in compassionate care of those in need. Premier Care implements a screening system which includes a comprehensive background check and screening for compassion, identity, integrity, and competence.

WHAT IF WE DON'T LIKE OUR CARER?

Contact us and we'll refer another carer quickly at no additional referral cost.

WHAT IS THE PROCESS OF FINDING A CARER?

We make the process of finding a carer very simple, give us a call and we'll conduct a brief phone discussion to understand your needs. We then can meet anyone involved in selecting and paying for care at your home for an in-home needs consultation. After the visit we will refer a professional carer to your home. Our team continuously screens carers.

HOW DOES PREMIER CARE ATTRACT THE BEST CARERS?

Our Golden Rule states 'We will not refer a carer into your home that we would not welcome into our own home.' Similar to any working professional, carers are attracted to organisations that have trust and compassion.

**Our care services team are happy to answer any questions you have.
Call us on 01623 374 363 or email us at careservices@premiercare.biz**