

Providing you with the professional and caring experience which you deserve

PERSONAL CARE IN YOUR OWN HOME

just when you need it

Whether recovering from a major operation or in need of some temporary or more permanent help, we can provide the assistance you need

*Just give us a call
or visit our website*

www.libertycare.co.uk

[e-mail manager@libertycare.co.uk](mailto:email_manager@libertycare.co.uk)



A local family-owned and managed service with extensive experience in care and nursing home management and a professional approach to all your care needs



Libertycare (Home Care Service) Ltd maintains a full Quality Management System with Policies and Procedures covering all aspects of our business and the services we provide. Copies of our Policies and Procedures can be made available to our service users on request.

Each Service User has a fully documented care plan in a special folder provided in their home which also contains a copy of our Statement of Purpose and our complaints procedure.

Domiciliary care services are regulated in accordance with the Care Standards Act 2000 by the Care Quality Commission (CQC) who can be contacted at:-

Care Quality Commission
National Correspondence
Citygate
Gallowgate

Newcastle upon Tyne NE1 4PA

Telephone: 03000 616161

e-mail: enquiries@cqc.org.uk

You can view our annual inspection reports on line at www.cqc.org.uk

All our care staff are carefully chosen following a thorough selection process for their caring skills, ability, reliability and honesty



A GUIDE FOR SERVICE USERS

This guide can only give a brief outline of the services provided by Libertycare. Please do not hesitate to contact us if you require any further information about the services we provide or details about the company.

Issue 10 — August 2009

Libertycare (Home Care Service) Ltd
The Website
School Lane, Broadholme
LINCOLN LN1 2LZ
Tel: 01522 500 070 Fax: 01522 704793
e-mail: manager@libertycare.co.uk

About Libertycare

Libertycare is a domiciliary care service which has been established to provide personalised care for the elderly, housebound and disabled in the Lincoln area, whereby their quality of life is maintained and extended, enabling them to remain in their own homes with dignity and self respect.

We aim also to give support to caring relatives or to fill the temporary gap of an absent Carer.

Libertycare is a hands-on business owned and managed by a local Lincoln family under the personal direction and supervision of a qualified and experienced nurse/manager with over 30 years experience in the provision of care services and the management of nursing homes.

We believe that our Clients have a right to be treated as we ourselves would wish to be treated in similar circumstances and so we make that extra special effort to provide a highly personalised family service tailored to suit Clients' individual needs.

Libertycare carries full Public Liability, Employers Liability and Medical Malpractice Insurance Cover, and is registered with the Commission for Social Care Inspection as an approved provider of Domiciliary Care Services.

What we do

We offer a high quality, reliable and professional service, tailored to suit your individual needs for:-

Personal Care
Domestic chores & Shopping
Companionship sitting

The aims and objectives of Libertycare are:-

- to maintain the highest quality care standards possible;
- to enable our Clients to maintain as much independence as possible;
- to provide the assistance needed to enable our clients to maintain their dignity and self respect at all times;
- to maintain a competitive and affordable fee structure.

Our services are suitable and available for:-

The Elderly
People with physical disabilities
People with learning difficulties
People with Mental Health Problems
Younger people with physical disabilities
The sick or terminally ill
Respite for Carers

Our high standards

We recognise that many of our clients are highly vulnerable and it is therefore essential that we monitor the care we provide and the staff who we employ. This monitoring is part of our Quality Management System which ensures that we:-

- maintain a thorough selection procedure and provide on-going training for all our staff;
- provide a full initial assessment of all our Clients by senior staff;
- provide all clients with an agreed care plan;
- regularly review each Client's care requirements and update care plans accordingly;
- regularly review our policies and procedures.

All our staff are fully employed and insured by us and we are fully responsible for their actions.

What to do next

If you would like a visit (entirely without obligation) to discuss your personal needs or would simply like more details about any of our services, please call:-

Caring for your specific needs, whatever your age

Professional Care at Affordable Rates

01522 500 070