



**Perfect Quality Care Ltd**

Excellent Tailored Care

# WHY CHOOSE PERFECT QUALITY CARE?

At Perfect Quality Care we pride ourselves on offering the highest quality care and support possible; regardless of our client's level of need or dependency. Our main aim is to assist those we look after to remain in their own home for as long as they wish with respect, dignity, independence and control over their life.

## SERVICES WE PROVIDE



### Personal Care

We help you with activities in your day-to-day living that you are unable to do due to illness, disability or frailty. We assist with:

- Mobility
- Medication reminders/Assistance
- Toileting and incontinence
- Bed Routine
- Bathing
- Oral hygiene
- Grooming
- Dressing
- Special Diet
- Eating/Meal Times
- Posture and positioning of customers
- Household Tasks



### Social Care & Companionship

The comfort we feel in our home is like no other. It is the place that we feel most relaxed and happy. However, as family members grow up and move in to their own homes, you may find your house isn't as busy as it once was and there aren't as many people around to give you that extra hand when you need it.



### Supported Living

Our Supported Living Services is designed to provide 24-hour care to help people with reduced ability to care for themselves, enabling people to continue living in their own homes.



## Mental Health

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. In these circumstances, Perfect Quality Care can make a real difference to your life and well-being.

Together, we will look at ways we can support you, then help you make the choices that give you control over your life and your mental health. If your needs change, we'll adapt our home support to meet your new circumstances.



## Recruiting Staff

Recruiting the right people is a fundamental part of our success. Our care teams not only need knowledge, skills and experience in the ways of best practice, but also need empathy, warmth, compassion and excellent listening and communication skills. A genuine understanding of service users' needs are required to ensure that people benefiting from our services have the best quality of life possible.

All of our training focuses on promoting empathy and understanding with strategies employed to promote wellbeing. Below is a list of all the mandatory training:

- Induction
- Fire Safety
- Food Hygiene
- First Aid
- Health & Safety
- Infection Control
- Manual Handling
- Safe Guarding (Protection of vulnerable adults)
- Mental Capacity/Deprivation of Liberty Safeguards
- Specialised training as required



# SERVICES WE PROVIDE

We follow a stringent recruitment procedure to ensure that all of our Domiciliary Support Workers are compliant with the Care Quality Commission (CQC). We undertake rigorous compliance reviews to ensure that all of our Support Workers have the relevant qualifications and experience necessary for the service that they will provide. This includes Enhanced Criminal Records Bureau (CRB) checks, health declaration, working history, detailed reference checks and annual reviews with relevant registration bodies to ensure fitness to practice. We provide regular supervision including recorded one-to-one meetings every twelve weeks, spot checks, observations and annual appraisals. This ensures that all of our care staff continuously advance their skills whilst continuing to deliver an excellent standard of care.



## Perfect Quality Care Ltd

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**We operate in Croydon and  
surrounding areas.**

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We are registered and regulated by  
Care Quality Commission

