



Our aim is to provide a high quality service to clients of all ages in their own home—respecting their independence, their privacy and their dignity and ensuring that they enjoy the best possible quality of life at home.

Kelly Park Limited
Unit 32-33 Derwentside
Business Centre,
Consett Business Park,
Villa Real, Consett.
Durham
DH8 6BP

www.kellypark.co.uk
Tel: 01207 580091
Fax: 01207 580092
E-mail: info@kellypark.co.uk

About Kelly Park

Kelly Park Limited was founded in August 1994 providing Health Care Assistants to both Social Services, NHS Primary Care Trusts and Private Service Users.

In the past Twenty Eight years our Health Care Assistants distinctive black tunics and white polo shirts have become a familiar sight throughout the County.

The Company operates 365 days a year.

Day Care between 7.00am and 10.00pm.

Evening Care between 10.00pm and 7.00am

Kelly Park Limited have successfully secured contracts from Durham County Council, Gateshead Metropolitan Council, and local NHS Primary Care Trusts and continue to lead the way in providing a Quality Service to the community.



A Dedicated Team

Our dedicated team of Health Care Assistants ensure the health and care of our Service Users is in the very best of hands. We check qualifications of all our Health Care Assistants rigorously and all references are thoroughly taken up to ensure that our Service Users have piece of mind.

All prospective employees are required to provide at interview:

- Proof of Identification
- The names of referees, one of which would be their most recent employer
- Certifications attained in relation to care work
- Full Criminal Records check(enhanced DBS including POVA protection of vulnerable adults).

Once satisfactory references are received and that we are satisfied that the applicant has the relevant experience and is suitable,they undergo Induction Training and the completionof the CARE CERTIFICATE and enrolled on to NCFLevel in Health and Social Care.



Peace of Mind

We recruit our own Health Care Assistants and are directly employed by Kelly Park Limited giving you peace of mind that all background checks have been completed and all training requirements identified.

A continuous staff training programme is in operation to ensure our high standards of care are maintained and in line with the latest developments in care practices from the appropriate legislation, regulation and the Care Quality Commission (CQC).

We became registered with the CareQualityCommission (CQC) in March 2004.

We are a member of the United Kingdom Home Care Association(UKHCA)operating to stringent standards and receive regular updates on home care issues.

Our ways of working are assessed against Quality Assessment Processes by Durham County Council, Gateshead Metropolitan Council and NHS Primary Care Trust.



Better Health
at Work Award
Bronze Award



Gateshead
Council



CareQuality
Commission

Our Aims

We aim to provide a high quality service to Service Users of all ages in their own home–respecting their independence, their privacy and their dignity.

We aim to ensure they enjoy the best quality of life at home.

We strive to preserve and maintain our core values as well as the equality and diversity of you all, and in doing so, we will be sensitive to your ever-changing needs:
 medical therapeutic (for physical and mental welfare)
 cultural, psychological, spiritual, emotional and social.

CORE VALUES OF CARE

PRIVACY	DIGNITY	RIGHTS
INDEPENDENCE	CHOICE	FULFILMENT
QUAILITY	VALUES	CONFIDENTIALITY
CARE	RESPEC	COMMUNICATION



Assessing Your Needs

A Risk Assessment Officer will carry out a Service User Assessment with you prior to the commencement to the delivery of your care, In emergency situations, a provisional assessment may be made carried out via telephone before commencement which will be subject to an early completion of the assessment of care needs within 24hrs.

We will agree a Service User Care and Support Plan with you which will be reviewed every six months or so one if there is a change in your needs and up dated to reflect any changing needs and ensure that objectives for health, personal care and social are actioned. We always ensure that you are involved in the development of Care and Support Plan.

Service Users and relatives are welcomed and encouraged to discuss their requirements with our Health Care Assistants and administrative staff.

All amendments to the Care and Support Plan will require authorisation of our Registered Manager or Risk Assessment Manager. Certain amendments may require the authorisation of your GP or Social Worker or Health Care Professional.



► **Our Sector Services**

- The Elderly
- Alzheimer's
- Mental Health
- Stroke
- Multiple Sclerosis
- Terminal Illness
- Spinal Injuries
- Physical & Learning Disabilities

► **Our Personal Care Services**

- Assistance in/out of the bed
- Toileting
- Bathing
- Washing, Dressing & Undressing
- Catheter Care
- Stoma Care

► **Other Service**

- Preparation of Meals
- Overseeing Medication
- General Housekeeping Duties
- Laundry Duties
- Shopping
- Pension Collection / Bill Payment
- Companionship and Social Activities Organisation
- Escort Service (to/from appointments)
- Sitting Service



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Our Prices

We are committed to providing value for money within our comprehensive and caring service. The fees charged are dependent on the type of care package and needs of the individual Service User.

Depending on the personal financial situation, a Service User can either pay the fees privately or receive benefits arranged by Social Services. The current rules can be complicated and specific advice is available from the Registered Manager.

Fees are reviewed annually and increases will occur each financial year. The company's financial year is April to March.

Special Fees: Please contact your local Social Care & Health Department to request fees applicable to yourself via a Social Care & Health Contract. Fees are variable subject to circumstances.

Please note that once service has been commissioned with Kelly Park Limited, to cancel a visit you must comply with the regulation on page 4 of our Referral Pack (Service User Contract). You must supply 24 hours notice to cancel a visit or a 24-hour non-compliance charge will be made.



SCHEDULE OF FEES

April 2023 – March 2024



KELLY PARK
HOME CARE AT ITS BEST

DOMICILIARY CARE CHARGES			
Duration of Visit	Weekday Cost	Weekend Cost	Bank Holiday Cost
60 minutes	£20.00	£22.00	£40.00
45 minutes	£16.00	£18.00	£32.00
30 minutes	£12.00	£14.00	£24.00
20 minutes	£10.00	£12.00	£20.00

All care services are charged at an hourly rate for Domiciliary Home Care Services apart from the following which are charged per night.

DOMICILIARY CARE CHARGES			
Type	Weekday Cost	Weekend Cost	Bank Holiday Cost
Waking Night Care	£180.00	£198.00	£360.00
Sleeping Night Care	£180.00	£198.00	£360.00
Night care is normally from 10pm until 7am. However, these times are negotiable.			



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Payment Options

All Service delivery will be invoiced on a four-weekly cycle and subject to payment within 14 days upon receipt of that invoice. Late payment will be subject to interest charges at 10%.

You can choose to pay by: Cash, Cheque, Debit/Credit Card, Online Payment, PayPal, BACS transfer, Standing Order or Direct Debt.

Kelly Park Limited would like to offer its customers more choice and control over the care they purchase. You are now able to move away from the traditional route of contracts with Social Services by becoming a private customer to them with Direct Payments. Contact us direct for more information.



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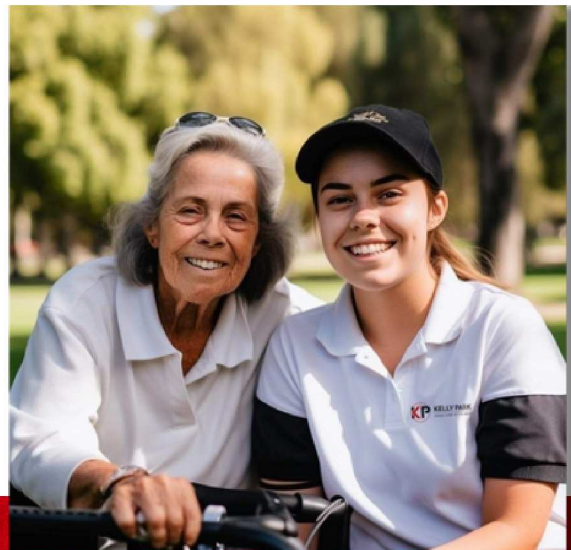


Don't Just Take OUR Word For It!

"I was reluctant at first to accept a change in my Service Provider offered by Gates headCouncil (I was embarrassed that I couldn't do things for myself), however since Kelly Park has been coming to help me, my life has changed beyond measure. Thank you so much in making a difference to my life." Michael

"...We were all in abit of a crisis.We needed reassurance that the care would continue. I made the first call to Kelly Park late in the evening. Not only was it was returned immediately, WOW! A couple of things after that which exceeded my expectations...your staff made follow up calls to see if everything was going well, you had a staff member visit with my parents to ensure they were comfortable with the care workers visiting, you provided the same care workers we were used to and the times stayed the same." Christine

"I wish to acknowledge the superb contributions to my mother's safety and wellbeing made by the care staff of Kelly Park . Not only did you arrange for her care on very short notice, but every care worker who came to the house was well prepared for her difficult work. Thank you fortaking on the task and performing it in a superior manner." Kim





KELLY PARK
HOME CARE AT ITS BEST

Areas we currently cover



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DAILY LOG:

When your Health Care Assistant visits you in your home they need to record the amount of time spent with you and the tasks they have undertaken for you in accordance with your agreed plan of care and make notes of their visit in your Service User DAILY LOG of activities undertaken. They will also record the time of your next visit and the estimated time of arrival of your Health Care Assistant attending. This replaces the option of providing a rota to you and is in real time.

Electronic / Real Time Monitoring :

At the start of each visit the Health Care Assistant will SCAN the QR code in your Service User Welcome Pack to “login”. The Health Care Assistant will also do this again at the end of the visit to “log out” so that we have an accurate picture of the exact time spent with you. The Health Care Assistant will be able to make these scans using their own mobile. Your co-operation in this respect will be appreciated.



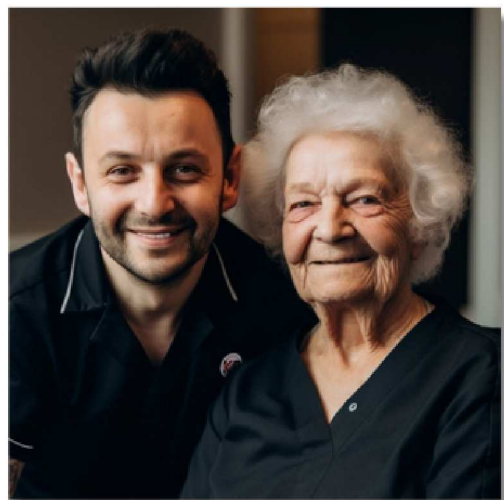
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CARE PLANS & RECORDS:

A Care Plan, or Service User Plan, is the key document for your care. We will have assessed areas of risk and identified your needs, and this is recorded on your Care Plan. We then decide how our staff can properly meet these needs, and this forms your plan of care. Care planning is continuously reviewed because people's needs change, sometimes on daily basis, and we have to respond to these changes to make sure that we're delivering the right care. We will always seek your opinions and input when developing the Care Plan, and making changes or amendments to it, to ensure that you are fully satisfied with your care. We also recognise the value in involving your family members, relatives and friends in your Care Plan, and we will always (with your permission) invite your family and friends to participate in the care planning process.

As we start to work for you, we will be generating records of visits and tasks performed on a daily basis. You have the right to have access to these Care Plans and records at any time.





Office Hours

Day	Time	
Monday	08:30	17:00
Tuesday	08:30	17:00
Wednesday	08:30	17:00
Thursday	08:30	17:00
Friday	08:30	16:30
Saturday	Closed	
Sunday	Closed	

If you live in the following areas please email the office direct:-

Offices	Email
Chester-Le-Street	chesterlestreet@kellypark.co.uk
Consett	consett@kellypark.co.uk
Durham	durham@kellypark.co.uk
Stanley	stanley@kellypark.co.uk
Dales	dales@kellypark.co.uk
Gateshead	gateshead@kellypark.co.uk

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