



2024 BROCHURE

KELLY PARK LIMITED

Managing Director:
Paul Sanders

Director:
Joanne Sanders


Inspected and rated

Good



KELLY PARK

HOME CARE AT ITS BEST

 01207580091

 www.kellypark.co.uk

 Unit 31-33, Consett, DH8 6BP

ABOUT US

Kelly Park Limited was founded in August 1994

Providing Support to Social Services, NHS primary Care Trusts, and Private Service users.

In the past twenty-eight years our Health Care Assistants have become a staple in the community wearing distinctive black tunics and white polo shirts and have been providing support throughout the northeast.

WORKING PARTNERSHIPS INCLUDE:



Better Health
at Work Award
Silver Award



KELLY PARK LIMITED
Unit 31-33 Derwentside
Business Centre
Consett Business Park
Durham
DH8 6BP

Tel : 01207580091

SUCCESSFULLY SECURED CONTRACTS FROM:

- **Durham County Council**
- **Gateshead Metropolitan Council**
- **Local NHS Primary Care Trusts**

**KELLY PARK LIMITED OPERATES 365 DAYS A YEAR
24 HOURS A DAY**

- **Day Care Between 07:00am and 10:00pm**
- **Evening Care Between 10:00pm and 7:00am**

OUR AIMS

We aim to provide a high-quality service to Service Users of all ages in their home-respecting their independence, their privacy, and their dignity. We strive to preserve and maintain our core values as well as the equality and diversity of all those within our care, 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.

PRIVACY	DIGNITY	RIGHTS
INDEPENDENCE	CHOICE	FULFILMENT
QUALITY	VALUES	CONFIDENTIALITY
CARE	RESPECT	COMMUNICATION



SUPPORTING THOSE IN THE COMMUNITY SINCE 1994

Our team has been providing person-centred service within the North-East of England for 30 years. We strongly believe that the best version a person can be is within their own home and we actively support and encourage for that to be as long as possible.

ASSESSING YOUR NEEDS

Our Strategy to ensure Person-Centered Care and support



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

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

WE WILL AGREE A SERVICE USER CARE AND SUPPORT PLAN WITH YOU

Once the care plan is in place this will be reviewed every six months or so and ensure that you are always involved in the development of the Care and Support Plan.

OUR SECTOR SERVICES INCLUDE:

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

PERSON CARE SERVICES INCLUDE:

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

OTHER SERVICES INCLUDE:

- Preparation of meals
- Overseeing medication
- General housekeeping
- Laundry & shopping duties
- Companionship and social activities
- Escort service & sitting services

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 & regulatory bodies.

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



Consett



Stanley



Durham



STANDARD COST OF CARE:

Schedule Of Fees April 2023 – March 2024

DURATION OF VISIT	WEEKDAY COST	WEEKEND COST	BANK HOLIDAYS
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



OVERNIGHT CARE SERVICES

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

TYPE	WEEKDAY COST	WEEKEND COST	BANK HOLIDAYS
WAKING NIGHT	£180.00	£198.00	£360.00
SLEEPING NIGHT	£180.00	£198.00	£360.00

OUR HEALTH CARE ASSISTANTS

Our distinct black tunics and white polo tops have become a familiar sight around County Durham over the past 29 years.



RECRUITMENT & TRAINING PROCESSES

At Kelly Park, we follow a thorough recruitment process. All Health Care Assistants & Primary Response team are required to have an enhanced DBS check and all previous work references are checked thoroughly. Our staff go through a comprehensive induction process, completing all training in line with regulatory practices and CQC regulations.

Regulated by



Key Personnel

Those Steering the ship into the future.

SENIOR MANAGEMENT



Paul Sanders
● Managing Director



Joanne Sanders
● Director



Jake Sanders
● Operations Manager



Cameron Kerss
● Registered Manager

Operation teams

Our Departments supporting the local communities & employees

COORDINATING TEAM



Bethany Soulsby
● Lead Coordinator



Abbie Rooney
● Coordinator



Kieron Hubbard
● Coordinator



Katelynn Robinson
● Primary Responder



Shany Pritchard
● Primary Responder



Dylan Rees
● Primary Responder



Nicola Bradley
● Primary Responder

Key Personnel

Those Steering the ship into the future.

HUMAN RESOURCES TEAM



Danielle Caisley
● Human Resources Manager



Lisa Quinn
● Recruitment Officer



Rachel Robertson
● Recruitment Officer



Charlotte Wood
● Training Officer

ADMINISTRATIVE TEAM



Sarah Barrass
● Social Media Administrator



Maddison Sanders
● Administrative Officer

RISK ASSESSMENT & COMPLIANCE TEAM



Christopher Crick
● Risk Assessment Manager



Angela Bibbins
● Risk Assessment Officer



Sharren Little
● Compliance Officer

DEPARTMENTS WORKING WITH YOU IN MIND

Whether you are an existing service user, or perhaps interested in our service delivery, know that the above teams are working with your best interests at heart. Delivering bespoke & high-quality care in the community.

Best Practise Innovation

30 years of compassion, learning, and innovating into the care provided today.

MODERN TECH IN CARE

At Kelly Park Limited, we prioritise innovation to enhance the quality of care and optimize contact time between our staff and those in their care. Our focus on best practices ensures smoother handovers and precise reporting, facilitating accurate communication of crucial details such as timings, medication, equipment, and emergency contacts.



ENABLING OUR TEAM TO PROVIDE HIGH-QUALITY CARE

The use of technology doesn't just extend to those we care for, the monitoring systems we have in place allow us to provide accurate timings for visits. Providing real-time updates to cancellations, rota changes, and care plan updates. These improved safety functionalities support our team across the County.

Some of our roles also offer company vehicles that have been fitted with AI camera software and dashcams to provide improved safety within the vehicles.

Care Plans

Your Care Plan or Service User Plan is the key document for your care. One of our Risk Assessment Officers will assess your needs and will identify any areas of risk, so our Health Care Assistants can properly meet your needs. Your Care Plan will continuously be reviewed as we understand people's needs change, sometimes daily and we have to respond to these changes to make sure that we are delivering the correct care.

We will always ask for your opinions and input when developing your Care Plan, and making changes or amendments to it, to ensure you are fully satisfied with your care. We recognise the value of involving family members and friends in your Care Plan and with your permission, we invite them to participate in the care planning process.



Daily Log Records

When our Health Care Assistants visit your home they need to record the amount of time spent with you and the tasks they have completed whilst in attendance. They will make notes of their visit in your Service User Daily Log, they will also record the time of your next visit, this replaces the option of providing a rota to you and is in real-time.

At the start of each visit, the Health Care Assistant will tap an electronic tag on your Service User welcome pack, which allows them to log into the visit, and at the end of the visit, they will tap the electronic tag to log out of the visit. This provides our office staff with the exact times and location that they logged in and out of the visit as well as the exact time they have spent at your home.

The Health Care Assistant will use their mobile phone to tap the electronic tag, your co-operation with this would be appreciated.

Get In Touch

If you have any queries please do not hesitate to get in touch and we will be happy to have one of our dedicated team talk to you and give you any information regarding our care services.



Contact Information

Main Office Address:

Unit 31-33 Derwentside Business Centre
Consett Business Park
Durham
DH8 6BP

Tel: 01207580091 (8:30am - 5:00pm)

Email: Info@kellypark.co.uk

Web: www.kellypark.co.uk

Facebook: Kelly Park Limited

Instagram: @KellyparkLimited

