



10 OAK HOME CARE INFORMATION PACK

**PREPARED FOR YOU &
YOUR FAMILY**

ABOUT US



At 1 Oak Home Care we pride ourselves on our care and compassion towards everyone we meet. Our passion is in ensuring everyone stays at their home for as long as possible, living a fulfilled and happy life. The team are always ready to help, and we go above and beyond, always in all ways. We work in a very family-oriented way – from the care staff to the clients, we include everyone to our extended family. The team have been hand picked and trained to a high standard to ensure that whatever your need, we can support you with. The management team are always available to listen to you – we like to get to know all our clients well, in order to advise carers how you like things done.

It's Your Care. Your Home. Your Way!

WHAT DO WE DO?

We Care!

All things care related we can support with. This could be personal care, medication support, respite care, food preparation, overnight support. We even have a daycentre in Sudbury!

100%

of our clients feel
safe with their carers
in their 2023 survey

OUR SERVICE

If we can support you with something we will. A lot of our time is spent keeping you company, as well as ensuring you have every support you need each day.

On top of the below list we can also help with shopping trips, hospital or doctors appointments, housework.



PERSONAL CARE

This could be a shower, bath or strip wash. This could be daily at a frequency to suit you



MEDICATION

Medication support can involve a gentle reminder or full medication management.



MEAL PREPARATION

We can create from scratch a culinary masterpiece or we can reheat meals. We've been known to bring the odd treat for you.



RESPITE CARE

This could mean that your loved one can have some time to go shopping, golf or the salon - whilst you are entertained by a carer!

CQC RATING

We are regulated and inspected by the Care Quality Commission. Our last inspection for the service was in May 2018 and the report can be read online at www.cqc.org.uk/location/1-3857492640/reports or scan the QR code below.

Please Note: The inspection was at our previous address

1 Oak Group Limited

1 Oak Home Care

Inspection report

Sudbury Business Centre, Milner Road
Chilton Road Industrial Estate
Sudbury
Suffolk
CO10 2XG

Tel: 01787326555
Website: www.1oakcare.com

Date of inspection visit:
30 May 2018

Date of publication:
24 July 2018

Ratings

Overall rating for this service	Good ●
Is the service safe?	Good ●
Is the service effective?	Good ●
Is the service caring?	Good ●
Is the service responsive?	Good ●
Is the service well-led?	Good ●



CARE CALL

To give you an idea of what our care calls looks like, see below for a timeline of your care visit

9:00am - Carer arrives and introduces themselves, at this point they will also sign in to your care call on their mobile phone so both the office staff and family can see that the carer is present

9:05am - Carer will ensure that PPE is on and they have washed their hands in preparation for the visit.

They will then continue with the pre-agreed tasks for the rest of the visit.

9:55am - Near the end of the hour (or length of visit) the carer will ask you if there is anything else you would like them to do. You are welcome to ask the carer to do any reasonable Adhoc tasks. They will log everything on their mobile phone - so don't worry that they are on the phone when they are with you, it will only be work related!

10:00am - The carer will sign out of the visit on their mobile phone.

Things to note:

We can send you the rota once a week (usually on a Friday) so you know who will be visiting the following week. If there are any changes then we will let you know.

Please note: There may be delays involving traffic or emergencies.
If this will be over 10 minutes late then we will call you.

YOUR QUOTE

The rate per hour is £38.50

45 minute calls are £32.00

30 minute calls are £26.50

Calls of less than 1 hour are by prior arrangement and can be discussed if assessed to be appropriate and safe.

Mileage is 45p per mile and will be charged if we are required to support with shopping, outings, appointments etc.

FAQ SECTION

Are you registered with the CQC?

Yes we are. Our CQC provider ID is: 1-3530904235.

What training are the carers given?

All our carers undergo induction training that covers the mandatory training required by the Care Quality Commission. This includes areas like Safeguarding Adults at Risk, Basic Life Support, Food Hygiene, People Movers Moving & Handling, Medication Support and Infection Control. Ongoing training is carried out regularly and carers are encouraged to work towards a higher level QCF qualification.

What hours can I contact you?

Our offices are open Monday – Friday 9–5pm however in the event of an emergency you can call us 24 hours a day, 365 days a year on 01787 326555.

What forms of payments does 1 Oak accept?

We accept the following forms of payment; BACS payments – the details will be on your invoice or care plan.

Cheques – these are made payable to “1 Oak Group Limited”.

When is payment due?

Payment is due a month in advance, once the care plan is in place we need payment in advance of commencing the care plan. More details are within our terms and conditions.

Are there any hidden extras within your quote?

No, all our fees are inclusive of travel expenses, employees tax and national insurance contributions. The only additional you would pay are any expenses, for example mileage if we were taking you out.

Is there any financial support available to contribute towards your charges? You may be eligible for funding from the Local Authority – we can support you and offer advise on this if you need us too.

How do I make a compliment or complaint about 1 Oak and the service provided?

All compliments and complaints are welcomed, as we believe feedback is essential for us to give recognition to our care staff and, equally, it helps us to improve our services. Full details are included within your service user handbook.

Do all the 1 Oak care staff wear uniform?

Yes, all the care team and maintenance staff are required to wear uniforms. Please advise the manager if you would prefer that they not wear uniform, either in your home or when taking you out.

What if I no longer need care?

Things change, and we review our care plans regularly to foresee changes, if there is a time that you no longer feel that care is necessary then you can call us 24 hours a day to cancel. Please note there is a 4-week notice period.

OUR TEAM



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BELINDA MORONEY

Deputy Manager

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