

Company Overview

- Enable Healthcare Solutions Ltd (EHS), incorporated in October 2021, provides domiciliary care services in Norfolk.
- We serve private, NHS, and socially funded care markets from our Swaffham office.
- Founded by Phil Chiza and Selina Chiza, the management team has 40 years of combined experience in health and social care. Phil as Nominated Individual, is a registered Occupational Therapist since 2002 and Selina, as Registered Manager is a registered Nurse since 2012.
- We are regulated by the Care Quality Commission, CQC. The regulated activities we cover are: Personal Care, and Treatment of Disease, Disorder or Injury.

Company Ethos and Goals

Enable Healthcare Solutions focuses on providing compassionate, person-centered care to enhance the independence and quality of life for our clients.

- We value a friendly, family-like atmosphere in our service delivery.
- We aim to treat all service users with respect, as we would wish for our own relatives.
- The enablement ethos of person-centredness, participation, and collaboration are at the forefront of what we do.
- We offer affordable, tailored care packages to help clients remain in their homes.

Service Locations and Coverage

We cover West and South Norfolk, which include Kings Lynn, Swaffham, Dereham, Heacham, Hunstanton, Dersingham, Watton, Downham Market.

We provide care for a diverse population.

Defined Regulated Activities	Areas supported/ clientele
Children Aged 0 - 17	Elderly Care
Adults aged 18-65	Mental Health Care
Adults aged 65+	Dementia Care
Dementia and Mental Health	Learning Disability Support
Learning difficulties and autistic spectrum disorder	Physical Disability Support
Sensory impairment	Palliative Care
Physical disability	Family Support

Fees

We charge by a standard hour, guided by local authority and NHS rates.

Client	Rate
Private - day support	£29.50 p/h
Private - night support	£30.75 p/hr
Live-in standard	£1,125 p/w
Live-in dementia	£1,375 p/w

Core support offered

Regulated personal care under the Health and Social Care Act 2008, delivered by trained care workers, under the supervision of a Registered Manager. This includes:

- Assistance with personal hygiene: bathing, dressing, grooming.
- Mobility support: transfers, use of hoists or mobility aids, falls prevention.
- Medication management: administering, monitoring, and recording medications.
- Nutritional support: meal preparation, feeding assistance, hydration monitoring.
- Continence care: support with toileting, use of aids, and dignity preservation.
- Night-time care: regular checks, support with continence, and reassurance.

Safety and Quality Assurance Measures

We implement robust safety and quality assurance measures.

- We have systems in place for health and safety, infection control, and safeguarding.
- We conduct regular quality audits and customer satisfaction surveys.
- We train staff to recognise and report signs of abuse, ensuring a safe environment.

Complaints and Feedback Procedure

We have a transparent complaints and feedback procedure to address concerns effectively.

- Clients can report complaints confidentially, and the company commits to acknowledging complaints within one working day.
- Investigations are conducted within 28 days, with regular updates provided.

Conclusion

We aspire to be a leading provider of high-quality, compassionate care that promotes independence. Our core values include professionalism, respect, integrity, and a commitment to fair value in support provision.