

Additionally, we train our Carers in specialist areas, such as Epilepsy, PEG Feeding, Stoma Care and Tracheostomy Care, amongst many others, to ensure you receive care from properly trained and skilled professionals. We invest in our Carers to ensure that the quality of service and the safety and well-being of our clients is never compromised.

Our Carers benefit from regular supervision, to offer support and guidance, to highlight any training needs and to discuss quality and performance. We do this to ensure your safety. Supervision for Carers, by necessity, will often take place at your home so we can observe them delivering care and support. We will always ask your permission in advance if we plan to undertake an observation in your home. We greatly appreciate our Clients' co-operation in helping us to maintain and improve upon standards of service we deliver.

So what's next?

Here is our 4-step process to explain what happens next.

1

Call or email us with your enquiry, and we'll discuss your situation and your specific care needs. We will be able to provide further information on the services we can deliver, as well as an indication of costs.

2

A Registered Nurse will visit you in your home to carry out a detailed assessment of your needs. We will talk to you, your family and / or Carers so we can really get to know you. We want to build a clear picture of who you are, so we can create a person-centred care plan that is wholly unique to you.

3

Your care plan will be finalised with you to ensure you are happy with every detail. At this point we will discuss costs, and you can decide if you would like to proceed. If you do, we will ask you to sign an Agreement.

4

We will match Carers to your needs, ensuring they have the right training and the right temperament, giving you reassurance that you will be safely cared for and that you will enjoy your Carer's company. A Quality Assurance Officer will also be allocated to your care to ensure continuity and quality of service



Specialist Complex Care at Home

Palmerstone Homecare provides compassionate care and support for individuals with complex health or neurological conditions wanting to stay in their own home.



Person centred care focused on independent living

Palmerstone Homecare is a leading provider of high quality specialist home care within Essex, Uttlesford and Hertfordshire.

We understand just how important it is for you to remain in your own home when faced with a long-term condition or complex health needs.

Our specialist home care and support provides you with professional, focussed care for a range of complex physical health needs and conditions.

These can be long term health conditions, end of life care, acquired injuries and neurological conditions such as acquired brain injury, spinal cord injury, motor neurone disease, multiple sclerosis and muscular dystrophy.

At Palmerstone Homecare, companionship, compassion and comfort are at the very core of our service. We take time to learn about you, your physical and emotional needs, your likes and dislikes, hopes and wishes and of course your family and loved ones. We build a picture of “you” and formulate a package of care that is exactly suited to your individual needs and requirements.

We deliver care that is shaped around your choices, needs and wishes. Our holistic person-centred approach means the care we provide is entirely unique to you. We focus on ensuring you can live as independently as possible, supporting you in many aspects of daily living and enhancing your quality of life.

Meeting Your Needs

Our dedicated team of Carers provide a range of services thoughtfully planned to meet your needs.

The clinical services we provide include:

- Respiratory management such as non-invasive ventilation, cough assist and oral suction
- Tracheostomy care including tracheal suction and charges
- Gastrostomy feeding
- Medication management
- Epilepsy management and Buccal Midazolam Administration
- Stoma and Catheter care
- Moving and positioning, including hoisting

Of course, we also assist you with your daily living activities, such as

- Domestic tasks, such as cleaning and laundry
- Shopping
- Washing, bathing and dressing
- Preparing meals and support with eating
- Manage financial transactions
- Access the community and participate in activities such as shopping, further education, cinema and other general appointments
- Liaison with GPs and other community health specialists

You can be assured of our quality

You should always expect the highest standards of quality care and support from us.

At Palmerstone Homecare, we have built a successful home care service by providing kind, compassionate, dedicated and highly trained Carers to each one of our Clients.

We adopt the highest standards of practice in the recruitment of our staff. All of our Carers go through our rigorous selection procedures. Each applicant will undertake a thorough criminal record and background check, ensuring they are safe to work with you. We want to make sure only the best people are chosen to provide care for you in your home.

We always aim to match our Carers with our Clients, by considering your needs, the specialist skills and training required by the Carer and by looking at personalities. It is vital you feel comfortable and reassured by our Carers.



As a minimum, all our staff are trained in the following:

- Safeguarding (Adults at Risk)
- Mental Capacity Act and DoLs
- Person-Centred Care and Record Keeping
- Nutrition
- Boundaries
- Moving and Positioning
- Medication
- Health and Safety
- First Aid
- End-of-Life Care