



Welcome to
TAPERA
HEALTHCARE LTD



Who We Are

Tapera HealthCare Ltd is a social care agency that offers competent domiciliary care services for our service users to live as independently as possible. Our aim is to render the best care services which will enable our service users to live free, full and content lives.

We cherish ethics and make it a priority for our services users to enjoy some level of restored normal social functioning. We provide high quality care to service users from the ages of 18+ experiencing ailments such as dementia, physical impairments, mental health and eating disorders among others. It is our goal to ensure our service users live their lives in the best possible way

Who We Are

With a workforce that truly is passionate about providing person-centered care with dignity, respect, and honesty, which is valued by our service users, we aspire to set the standard in the care sector. We will be available to our service users 24 hours a day, every day of the year. We regularly check and monitor the services that our service users are receiving to ensure that we are working to the highest possible standards, and all of our service users are having all their requirements met in the best way possible. Tapera HealthCare Ltd continuously pays attention to the needs and wishes of its service users, as a policy. In this way, the care package is person-centered and outcome-focused, and the service users are actively involved in its creation.



This Pack

We see this welcome pack as one of the most important tools in understanding our service relationship with you. In this welcome pack, you will understand our history, approach, values and how we intend to help you achieve your desired outcomes.

Visit us

- **The Grange. Grange Lane . Balby DN4 9BW**
- **01302456338 +44 79 04817447**
- **info@etaperahc.co.uk**
- **Tapera Healthcare Ltd**

100%

YouFirst



Our Goal



Our goal is to improve the long-term health of our service users.

Why Choose Us

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Contact Us



Phone Number

01302456338 +44 79 0481 7447



E-mail Address

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Our Location

The Grange. Grange Lane . Balby
DN4 9BW



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HEALTHCARE LTD

We are
TAPERA

We understand that life is delicate hence treat our services users in a dignified manner with maximum respect. We treat each service user as an individual with unique needs and value a person's inherent dignity and worthy.

Domiciliary Care

We work with the client through the process to recovery, empowering them to be self-sustained. It includes assistance with meals, cleaning, cooking, personal care or other assistance as required. We help service users with a wide range of care needs to retain their independence in the comfort of their own homes. We are available when required to enable our service users to live free and meaningful lives. Tapera HealthCare is available to offer assistance to enable your loved ones to gain more control over their lives and maintain happiness.



Trust in expert hands.
Our team of highly skilled
therapists is here to take
care of your well-being.

Residential Respite

You don't have to shoulder all the care responsibilities alone. With high-quality, bespoke at home respite care, Tapera HealthCare is here to help and support you every step of the way.



Children & Complex Care

Our complex care services covers care to children of all ages with medical complexities. Our work and service models help children with medical complexity and their families get the care that they need and improve their care experience.



It's about what
you want.

About Records

With Tapera, you reserve the right to all records held on your behalf.

The primary purpose of holding your health record is to support your healthcare.

No-one is permitted to access, or ask us to disclose, any information in your health record for any purposes.

Information from your health record cannot be released to anyone without your consent or a court order. Your health data also cannot be sold or used for commercial purposes..

Privacy YOUR PRIVACY RISK

GDPR

Tapera Healthcare operates a strict confidentiality policy which means that we are not allowed to share your health information with anyone.

What are health information?

Personal health information include such things as your name, address, gender, age, care first number, log book, medication record and other information, except where defined by law.

Examples of these situations are described below:-

We are required to share information about the service we provide to you with:

- The Care Quality Commission (CQC)
- The Sheffield Council
- Other health professionals
- Anyone you have authorised to do so

DUTY OF CARE

We will report the following as part of our duty of care:

- Suspected/actual illegal activity will be reported to the police
- Suspected/actual abuse will be reported to the police and/or Social Service/ Safeguarding Adults

If you are at risk of losing your accommodation, we may need to discuss this with the Housing Department

If you or others are at risk of harm, we may need to refer this to an appropriate professional

In an emergency situation, we may need to contact your next of kin – for example in a medical emergency.

There are occasions when you may need us to contact people on your behalf to help in meeting your support needs. This could be a family member or other professional organization such as Housing Benefit, GP, Social Services, and any other agency that are involved in supporting you, we will be glad to help.

If you believe that any of your privacy rights have been violated in any way and the office team can not resolve it to your satisfaction, please use our complaint escalation procedures in this welcome pack.

GOVERNANCE



The CQC's stated role is to make sure that hospitals, care homes, dental and general practices and other care services in England provide people with safe, effective and high-quality care, and to encourage those providers to improve.

CQC carries out this role through checks during and after the registration process which all care services must complete, as well as through inspections and monitoring of a range of data sources that can indicate the state of the services.

We are proud to be regulated by CQC

Aside working with CQC, our organization follows the local authority's robust monitoring system that enforces safety, quality and compliance with regulations.

TRAINING

Employee training and development refers to the continued efforts of our company to boost the performance of our employees. We aim to continue to train and develop employees by using an array of educational methods and programs including regulated trainings for health and social care.

MONITORING

Our monitoring includes our client voice which enables us to hear back from you every month about your feelings regarding our service. We carry out regular staff observations, supervisions and appraisal to make sure we continue to meet your needs.

ECM (ELECTRONIC CALL MONITORING)

It is no secret that ECM is considered to have true potential to improve the quality of care for service users and grow confidence in monitoring.

Equipped with instant messaging with the ability to gauge real-time vitals from afar, supported with novel artificial intelligence that powers the analysis of huge reams of data, our ECM is helping to improve our service. Our experience with real-time data collection to date has revealed many clear benefits.

UNWAVERING COMMITMENT TO PERSONALIZED CARE



Our passionate workforce provides 24/7 person-centered care with dignity, respect, honesty, and continuous monitoring to meet the highest standards, requirements, and personalized needs of service users through their involvement in creating outcome-focused care packages.

Compassion

Our caregivers approach every interaction with empathy, kindness, and a genuine desire to improve the well-being of our service users.

Excellence

Excellence

We strive for excellence in every aspect of our services, from the training of our caregivers to the implementation of personalized care plans.



Continuous Improvement

We are committed to continuously improving our services through regular feedback, training, and the adoption of new and innovative care practices.

Personalized Approach

We understand that every individual has unique needs and preferences, which is why we tailor our care services to meet their specific requirements.



“None of us, including
me, ever do great things.
But we can all do small
things, with great love,
and together we can do
something wonderful.”
Mother Teresa

Everyone for you

CARE COORDINATORS

Coordination of care is of great importance to service users, families and regulators. At the core of our operations are these great individuals.

TEAM LEADER

Our team leaders manage and support our field workers so they can perform their roles safely and to the best of their ability reporting to our care coordinators.

KEY WORKERS

Our key workers are our first contact point with you. They work only with you to help consistency of care. As positive role model to the colleagues that work with you, our key worker help to shadow new staff, developing care plans that outline what care and support you need.

Our Care Team

We have in place, points of contact for all your health service needs. Our great team is formed with you and your outcomes in mind.

They can assist with:

Completing initial and ongoing assessments.

Creating personalized care plans

Monitoring a changing situation and assisting anytime during a crisis

Matching clients with compatible care staff.

Finding local resources and support programs (meal delivery, senior centres, etc.)

Ensuring services comply with standards of practice

Addressing all your questions and concerns

Our team members are experts in elderly care, and many have years of experience in social work, nursing, health care or senior living.

01 Personal care

Tapera Healthcare provides personal support for everyday activities such as; feeding, getting in and out of bed, toileting, bathing and dressing, dental hygiene or grooming.



03 Care Team

Our highly skilled and experienced Care team have the skills and experience required to make your recovery at home a success and/or enable you live an independent and dignified lifestyle in the comfort of your own home.



02

Domestic support

This service provides assistance with the day-to-day tasks that are required in the upkeep of a household, including dusting and cleaning, laundry and meal preparation.



Supported Living Services

We offer regular home cleaning services either weekly, fortnightly, four weekly or as required. You choose a frequency to suit your needs and budget.

Our objective is to provide you with a consistent, high standard of cleaning customised to suit your specific needs.



Nutritional Support

Everyone deserves to be treated well, allow to make their choices including the choice of what to eat.

Our experienced staff are trained to help with meal planning, preparation and to keep your home and space tidy because we believe a tidy space make for a comfortable home.



06

Personal care - bathing, showering, catheter care, continence management

Personal grooming - Help with dressing or undressing, hair, teeth etc

Mobility assistance - all our staff are trained to use mobility aids / equipment's and adaptations

Medication assistance - from a basic prompt to more comprehensive support.



GOALS

To assure that health care rendered to service users is of the appropriate level of continuity and high quality.

To assure that treatment is consistent with the clinical impression or working diagnosis.

To assure that appropriate assessment and consents are obtained relative to service users conditions.

To assure that service users resources are used in the most efficient and effective manner possible.

To assure adequate accessibility and availability of needed information, including emergency services to all staff providing services

To assure complete and accurate care record documentation.

To assure compliance with the CQC statutory and legislative requirements for Care organizations.

To assure that the overall health needs of service users are met, including clients satisfaction.

QUALITY AND ASSURANCE

Our Quality Assurance Program is taken from the compass of all our policies, government, and regulators expectations. This policy is approved and adopted by the Board of Directors.

The Quality Assurance Program has been formulated to monitor and evaluate the quality and appropriateness of services delivered or received by our service users with pursuit to improve care and resolve identified problems objectively and systematically.

BASIC PROGRAM COMPONENTS.

There are four (4) basis program components of Tapera Healthcare Quality Assurance Program:

- (1) Problem Identification
- (2) Assessment of Health Maintenance Services
- (3) Correction of Identified Problems, and
- (4) Follow up Monitoring.



The Quality Assurance policy is established in accordance with the philosophy, mission, and goals of Tapera Healthcare . It is the intent of Tapera Healthcare to provide care to all who desire the service regardless of age, gender, race, national origin, handicap e.t.c

Complaints

Our service users are at the heart of everything we do and by listening to the people we care for, we will improve our services and continue to make them safer and more responsive. AHS aim to learn lessons that will benefit our service users and our staff. Sharing and learning from what our service users tell us will support our planning and the delivery of care.

If a complaint alerts us to possible abuse or neglect, we will tell the Council's adult safeguarding team. The safeguarding team will decide how to investigate and monitor outcomes. We will also notify Care Quality Commission. Service users will provide their service feedback through client voice conducted by the team in the office.

Tapera Healthcare supports the Local Authority and Social Care Ombudsman's initiative to provide a single statement that summarize how care providers will look into complaints.



Making a complaint

If service users, family or any other party are dissatisfied with any part of our service, they will be encouraged to talk to us. By discussing their concerns with the care co-ordinator or office manager, issues can usually be resolved swiftly.

They will be able to discuss the problem with concerned persons and together they can agree the next steps in writing or documented.

We take all complaints we receive very seriously and do our best to work with our service users to sort them out as soon as possible.

We ask that concerned persons including service users give us the details of their complaint as soon as incident occurs, or during our client voice feedback.

We will respond to concerns considerably, quickly and as effectively as possible.

If anyone is unhappy about the quality of our service or don't believe it meets the national care standards/CQC standard, they will be encouraged to inform us or report to our regulators.



Regulators

The Local Government Ombudsman

PO Box 4771
Coventry
CV4 0EH
0300 061 0614

Care Quality Commission

Phoenix House
Topcliffe Lane
Wakefield
WF3 1WE
Telephone: 03000 616161
Fax: 03000 616171
Email: enquiries@cqc.org.uk

Working with you.

Tapera Healthcare is all about trust. We provide personalized home care services to meet your needs. We make home care simple – your dedicated Care Manager works with you to design a customized care plan to provide the support you need at home.

STAGE ONE: LOCAL RESOLUTION

We recommend that all concerns should be raised with the Office Manager (Nominated Person) in the first instance, as many issues can be resolved immediately.

We do understand it isn't always possible to raise a complaint directly with the people involved in providing the care, so in that situation you are welcomed to raise your complaint with the central team.



Use the feedback form above or contact the Complaints and Compliance Lead on +44 79 0481 7447 complaine@taperahc.co.cuk

We will acknowledge your complaint within 3 working days of receiving it, and start a thorough investigation. We will provide you with a formal written response within 20 working days.

STAGE TWO: INTERNAL REVIEW

If you are unhappy with the response you receive from stage one, you can contact the Complaints and Compliance Lead within 14 days of receiving a formal written response. The Complaints and Compliance Lead will look into the matter further for you and forward same to the Registered Manager and Operations Manager for a review.

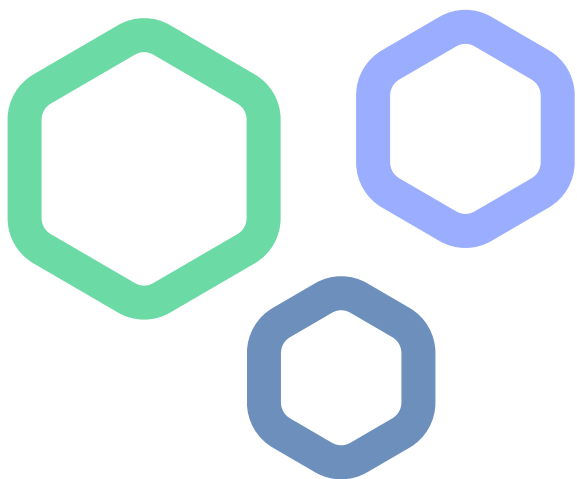
STAGE TWO: EXTERNAL OMBUDSMAN

Once your complaint has been dealt with through stage 1 and stage 2 of Tremendous Care Services process, if you are not satisfied with the outcome you can refer your complaint to the Local Government Ombudsman (LGO) and ask for the complaint to be reviewed. The LGO provides a free, independent service.

Local Government Ombudsman
(services in England):
www.lgo.org.uk
The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH
0300 061 0614

www.cqc.org.uk

CONTACT US



01302456338
+44 79 0481 7447

We are
Tapera
Excellence in
Care

Get Closer

" To care for those who once
cared for us is one of the
highest honors "
Tia Walker



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