

Who we are

OUR MISSION

At Gentle Hands Care Agency, our commitment is to enrich the lives of those we serve. We provide compassionate and personalized support, adhering to the highest standards of health and social care. Our mission is driven by core values of empathy, transparency, respect, dignity, and the promotion of independence. We aim to empower each individual, helping them to reach their fullest potential in a safe and nurturing environment. Together, we build a community where everyone is valued, and their rights and choices are honored.

A HOLISTIC APPROACH

At Gentle Hands Care Agency, our vision is to become a beacon of hope and excellence in health and social care. We strive to revolutionize the support provided to individuals within our service. We envision a future where everyone we serve leads a fulfilling, independent life in a community that celebrates diversity and equality. Through our unwavering commitment to our core values, we aim to create an inclusive world that respects each person's journey, fostering their growth, well-being, and empowerment.

Putting People First

Values Statement

- We deliver exceptional support and care services through superior management practices.
- We actively involve, listen to, and respond to our Service Users, their families, advocates, care staff, and other professionals.
- We collaborate and integrate with other healthcare providers, as well as voluntary and community sector organizations, to work in partnership.
- We prioritize, retain, and enhance high standards in Care, Administrative, and Managerial practices.

Our Core Values

- Transparency
- Empathy
- Dignity
- Respect
- Promoting Independence

WHY CHOOSE US

Excellence in Care: Our service users consistently commend the timely and respectful care they receive from our dedicated caregivers. Their heartfelt feedback underscores our commitment to delivering compassionate support that not only meets but exceeds expectations.

Accreditations: We take great pride in our consistent recognition by the Care Quality Commission (CQC), consistently earning 'Good' ratings across all categories. This prestigious accreditation reflects our unwavering dedication to upholding the highest standards of care and operational excellence.

Professional Staff: At Gentle Hands Care Agency, our caregivers are more than just highly trained professionals; they are compassionate individuals who go above and beyond to meet the unique needs of each client. With a deep sense of empathy and dedication, our staff members strive to foster meaningful connections and provide the personalized care and support that our clients deserve.

Short Term Care

We offer a finely tuned to swiftly meet the urgent needs of individuals seeking temporary assistance. With a focus on prompt and comprehensive support, we ensure that clients receive the necessary attention for a smooth transition back to independence.



Personalised care

We provide assistance with daily living activities, including personal hygiene routines that may have become challenging.



Support with Dressing and undressing.



Assistance with mobility



Support with Shaving, oral hygiene, skincare, and nail care.



Prompt response and support for any additional needs that may arise.



Medication adherence, including administering eye drops



Management of toileting, incontinence, laundry, and bed changing.



Support with Bathing, showering, and hair washing to ensure thorough cleanliness.



Guidance on meals, nutrition, and meal preparation, including special dietary needs.



"The carers are doing well and we work collaboratively to support my boys" **T.J**

"MB is the best dressed service user at "
Flowerlane Day Centre

Complaints & Compliments Policy

Service users have the right to access external help if the issues they experience with the Managers will not be resolved.

The registered Advocacy groups will be happy to support individuals with their complaints and compliments. Citizens Advice provides free confidential advice and support networks. They provide a safe place where issues from over 3,000 locations, such as hospitals, prisons, and colleges, can be discussed and advice can be given.

We acknowledge receipt of all complaints within 24 hours and we ensure that all complaints are dealt with within 28 working days.



If you have a complaint or compliment you can do the following:

Ask for a Complaints/Compliment form and hand in or post to the office.

- Write, send an email, or call.
- Complete a form on our website

What we will do:

- The Operations Manager will review your complaint and discuss the way we deal with the issue. If it takes longer, we will inform you.
- If you are not satisfied, you can escalate the issue. We will schedule a call to discuss further steps.

If you are still not satisfied:

- You may refer your complaint to the relevant Social Services Team, Local Government Ombudsman, or the Care Quality Commission. The addresses have been provided.

If you are pleased:

- Please speak to a member of staff or use the same methods above to let us know. It makes a real difference to us

" Thank you for caring" **AS**