

RUBY GRANGE  
HOMECARE LTD

BROCHURE

&

PRICE LIST

Ruby Grange Homecare is committed to delivering a high quality of care to our clients and we work to ensure that we continually improve

our service to you by maintaining high standards of care through professional management, and ongoing quality monitoring and communication. Dignity, respect and integrity are our core values and at the heart of our service.

## **QUALITY STANDARDS**

Before commencing a care package, we will agree an individual, personalised care plan with the client, clearly stating the services the client requires along with the times and days of the visits.

Prior to the first visit, the Supervisor will visit the client with the assigned care worker to introduce them to each other.

Our care workers will arrive at the agreed time and stay for the full time allocated.

If the care workers are going to be more than 15 minutes late for any visit, we will inform the client.

If the regular care worker is off for any reason, we will inform the client that another care worker will be covering the visits.

All our staff wear a uniform and carry an ID badge at all times.

Our care workers are qualified to prompt, assist or administer medication. This will be recorded on a medication administration chart kept in the client's care plan folder.

Our care workers will complete a daily record sheet, detailing the tasks completed during the visit and also the start and finish times.

If a client requires assistance with shopping, our care worker will complete a financial transaction sheet to ensure an audit trail is in place to protect all parties.

We will regularly review individual care plans in line with our client's changing needs. This will be carried out with the clients and/or their representatives' full involvement.

The services we provide will be regularly monitored through spot checks on care workers, telephone calls, home visits and questionnaires. We will take all views into consideration so that we can

continually improve the quality of our service in order to deliver the highest standard of care.

## **OUR SERVICES**

Ruby Grange Homecare provides home care and live in services.

Our services are wide-ranging to offer more choice and meet the needs of our customers, be that personal care, practical support or more specialist needs.

Some people require very little support with daily living tasks to maintain their independence whilst others require more complex care and support. Whatever the requirements of each individual, Ruby Grange Homecare is able to support them maintain their level of independence in the comfort of their own home.

Each care package is person centred with flexible and well monitored care visits ranging from 30 minutes to 24 hours days.

## **CONTACTS**

Address:

38 Lowlands Road  
Pinner  
Middlesex  
HA5 1TU

Telephone: 0208 864 7741

Email: [maria@rubygrangehomecare.co.uk](mailto:maria@rubygrangehomecare.co.uk)

Website: [www.rubygrangehomecare.co.uk](http://www.rubygrangehomecare.co.uk)

Office Hours:

0830 until 1700 Monday to Friday

Contact Care Manager  
Maria Smith

## **PRICE LIST UP TO 31<sup>ST</sup> DECEMBER 2018**

### **WEEKDAYS**

Hour            £21.00  
45 minutes   £17.80  
30 minutes   £14.75

### **WEEKENDS**

Hour            £24.50  
45 minutes   £20.80  
30 minutes   £17.30

### **Bank Holidays**

Hour            £42.00  
45 minutes   £35.60  
30 minutes   £29.50

Sleep in nights (minimum 9 hours)(10.00pm-7.00am) £157.95 (week days) £170.10 (weekends).

Waking nights (minimum 9 hours)(10.00pm-7.00am)      hourly rate @ £21.00/£24.50.