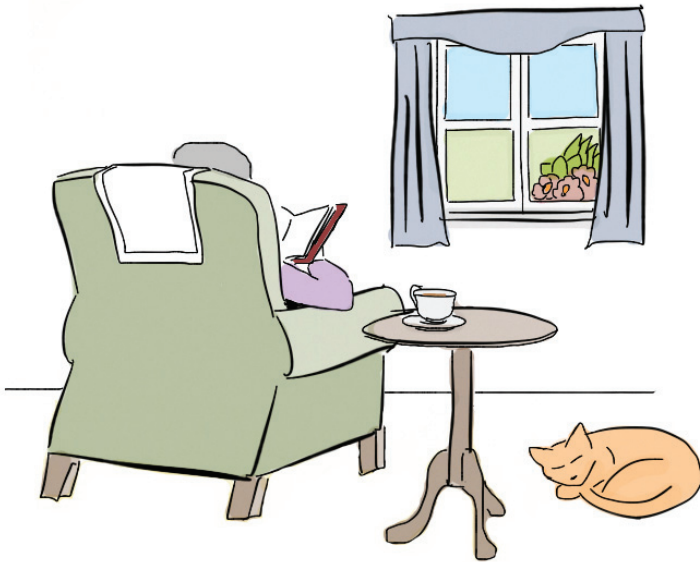


Home Care as it should be



A short introduction to our
company and services...

Doris Jones

care as it should be

Home is where the heart is...

To most of us, home means peace, safety and the comfort of familiar surroundings. So being able to live at home for as long as we can – even if it means relying on others – can be vital to our wellbeing.



Maintaining your independence

Some people need nothing more than an occasional helping hand preparing food, or perhaps a trip to the shops once a week. Others need a little more assistance in order to remain safely at home.

At Doris Jones, we understand the importance of balancing the care and support you depend upon, with gentle guidance on how to remain as physically able as you can be. If appropriate, we can combine conventional care services with expertise in physiotherapy



and rehabilitation in order to help you maintain your independence.

Whatever your individual circumstances, we will tailor our services to provide you with exactly what you need. That way you can stay safely in the place you are happiest.

About Doris Jones

What's in a name?

Doris Jones was the grandmother of Caroline, our founder. Doris faced many challenges during her life, but she proved herself to be one of life's natural, indomitable and inexhaustible carers.

For Caroline and the team, she represents the epitome of a loving, committed carer, and the perfect figurehead for a company dedicated to delivering the best home care available.



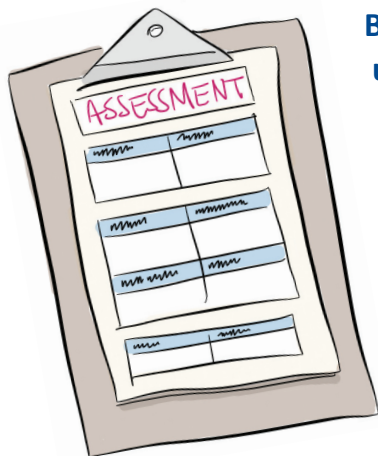
Care as it should be

Having seen so much evidence of poor quality care elsewhere – whether due to poor management, lack of training, under-funding, or plain laziness – we resolved to make Doris Jones a model for how care really should be provided.

Age and frailty bring enough challenges, without the worry of not finding the right people to provide help and support when you need it. So from day one, our intention has been to provide the highest quality home care, founded on the best of traditional principles: *Punctuality, Courtesy, Discretion and Discipline.*

Put simply, we provide care as it should be.

An overview of the services we provide...



Before our services begin, we will undertake a comprehensive and holistic assessment of your needs, wishes and goals; then, based on this information, we will discuss and agree a personalised Care Plan.

Depending on your particular requirements, your Care Plan may include a variety of services. Some of these are listed below.

✓ **Home help**

We are happy to help with cooking and the preparation of snacks and meals, shopping, laundry, collecting prescriptions, housework, light chores and gardening.

✓ **Personal care and hygiene**

Toilet visits, incontinence, catheter care, washing, showering, bathing, help with medication, oral hygiene, grooming, etc. Whether you require gentle prompting or full assistance, your care assistant will always be courteous and respectful of your dignity.



✓ **Rehabilitation and gentle exercise**

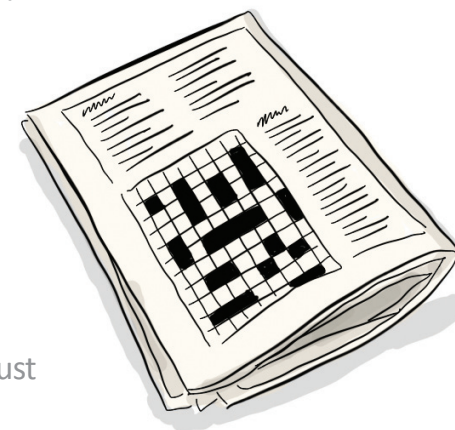
Physiotherapy, including exercises designed around your daily living/personal care tasks, to promote or maintain independence; pain management and motivation.

✓ **Support worker service**

We can take you out into the community, accompanying you to appointments, social events and trips out. We can also help with correspondence and setting up appointments.

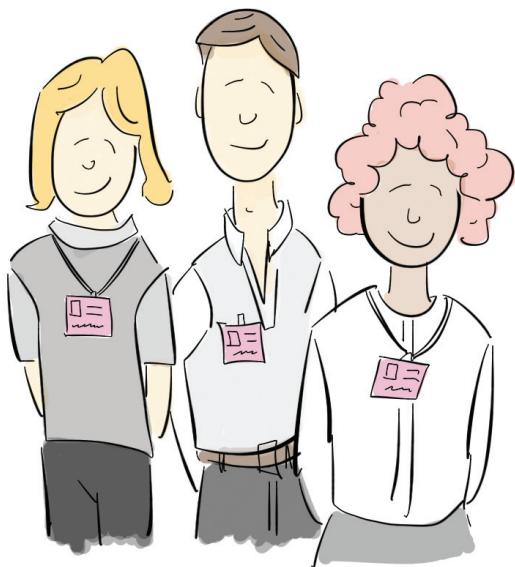
✓ **Companionship**

This might include engaging with you in hobbies or simple activities you enjoy, like board games, art and crafts or reading. It might be as simple as sitting having a conversation, watching your favourite film with you... or just being there.



We'll review your Care Plan on a regular basis to make sure that you're happy with our service and that your needs are being catered for. And if there's ever anything you need to change or discuss, we are always just a telephone call away.

Your care team



Familiar faces

We aim to build small teams of carers around each of our clients. That way, you become familiar with the same few faces and they get to know you and your needs, and understand the way you like things done.

Each of our care assistants is carefully selected for

their caring ability and their dedication to our core values of Punctuality, Courtesy, Discretion and Discipline. Naturally, all our new staff are also fully background-checked and vetted prior to starting work.

Dependable support

In addition to your care team, there's an extensive office team in the background who will make sure you're well looked after, come flood, blizzard or sunshine! If ever you need anything, they are there to help.



Don't take our word for it. Here's what our clients say about us...

"We have found the Doris Jones team to be reliable, friendly and professional. I have no hesitation in recommending them." MS

"...They are friendly, helpful, and efficient at all times. Nothing is too much trouble for them." DL

"...Doris Jones lives up to their reputation. Reliable, coming on time, they have a genuine interest in client's welfare... I have already recommended to other friends." RW

"...With family living far away I used to feel very isolated and worried where to get reliable help. Then Doris Jones came into our lives! ...Thank you Doris Jones for helping us to cope.." LC

"The carers and the management team always try to find solutions to Mum's care problems and are willing to 'go the extra mile'... With Doris Jones we feel that our load is being shared and we are truly grateful."

"...My mother is much happier now... The carer is absolutely brilliant. Thank you Doris Jones." IF

We are happy for you to contact our clients directly for a personal reference if you wish. Just let us know and we will arrange it.

Contact details

Telephone: **01702 472954**

Email: enquire@dorisjones.co.uk

Website: www.dorisjones.co.uk

Address: 219 Elm Road, Leigh-on-Sea, Essex, SS9 1SA

Doris Jones Ltd is registered with the Care Quality Commission (CQC),
Cert. No. 1-29668903. Registered Manager: Caroline Southgate.

Need more information?

Please feel free to call us with any questions you have relating to your care needs.

You might also find these websites useful; they both provide valuable information and advice to people looking for care and related services:



www.homecare.co.uk



www.goodcareguide.co.uk

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