



**Healthy Care**  
homecare



# Answers

**Provider's Name:** Healthy Care Ltd  
**CQC Provider ID:** 1-4048331040  
**Legal Status:** Organisation

**Business address:** Healthy Care Ltd, Office 17,  
Pinnacle House, Newark Road, Peterborough,  
Cambridgeshire, PE1 5aYD

# The Care Workers

## 1. How do we recruit our staff, and are how are they interviewed before joining the company?

We always strive to provide excellent care and to constantly improve our services. When hiring we look for people who are loyal, honest, hard-working and are passionate about helping others. Our Care Worker's are full of empathy and genuinely like working with people. We have a thorough recruitment process that consists of telephone & face to face interviews. We are focused on getting the right Care Workers who care. Our interviews are tailored to test the interviewee's values and approach to care.

## 2. Do we check references before offering staff work?

All our candidates must document their full employment history and their locations. We have a thorough reference process from character referencing to contacting their past employers.

## 3. Do our staff undergo a criminal records check from the Disclosure and Barring Service?

At Healthy Care, all our staff have an Enhanced DBS check. An enhanced criminal record check, also known as an Enhanced DBS Check details any cautions, warnings, reprimands or convictions on an individual's criminal history and if relevant, can also check against the children and/or adults barred lists.

## 4. What training do the Care Workers have?

Our exceptional training courses are all accredited from such providers as the CPD Certification Service. This ensures our training meets or exceeds all mandatory national standards. This robust training includes practical, theory and trail shifts. All new staff members work closely with our senior members of staff to learn about the person-centred support you require as an individual.

## 5. Are the Care Workers able to deal with specialist conditions, such as dementia or mobility issues?

At Healthy Care, we have a diverse team from a wide range of experience and skills. This ensures we can provide for a wide range needs, from companionship, domestic and personal care up to more specialist care including Spinal Injury, Learning Disabilities, Mental Health, Dementia, Mobility and many more.



# My Care and Needs

## 1. Do we currently provide care for people with similar needs to you?

As a company, we offer over 35 years of combined experience. We provide care from domestic to complex needs that require more than one care worker. We work closely with social workers and the district nurse team to ensure we provide you with the right care and get you the specific help you require.

## 2. What services do we provide? Are there any specific services that we don't provide?

We have personalised care to suit your needs and schedule, these include some of the following: Day Care, Waking Nights, Sleep in Care, Lunch Calls, Domestic, Personal Care, Live-in Care, Companionship, Learning Disabilities, Physical Disabilities, Mental Health, Dementia and much more!

## 3. Will we carry out an assessment of your needs and draw up a personalised care plan?

At Healthy Care we know that everyone's case is different – different circumstances require different care plans. We approach each person individually. The bespoke care package will be prepared for you and your loved ones. We will look into your needs as well as opportunities to create a professional plan of care that will surpass your expectations. Our main goal is to keep the person we care for safe, happy and worry-free as much as possible.

## 4. How will we ensure that care workers follow my care plan?

At Healthy Care we ensure all staff members are introduced by a senior member of staff, we induct all our new Care Workers to your risk assessments and care plans. To ensure the quality of the care provided we regularly review your care needs, have regular staff supervision, staff training, spot checks and much more.

## 5. How will we match the most suitable care workers to my needs?

We have a diverse range of Care Workers from all walks of life, skills and abilities. Our robust assessments ensure you are matched with staff that are suitable for preferences and needs.

## 6. Will I have regular Care Workers?

At Healthy Care, we passionately believe that the quality of the care we provide is rooted to knowing our clients well. We strive to dedicate our staff to key clients so they can get to know you well and develop that all important rapport.

## 7. If I wished would it be possible to interview potential Care Workers in advance & if they are incompatible can I request a different person?

At Healthy Care, we believe that you should be in control of your own care. This means you can decide who supports you.

## 8. Will my Care Workers keep written records of the care that has been given to me and the time it was given?

Legally we have to keep records on the care we give. This also allows us to ensure you are being provided with the quality of care you require.

# Charges, fees and terms & conditions

## 1. Do we have a standard contract? Can I see a copy in advance?

We have a standard contract for all our service users. This outlines your rights, what we provide and how we will provide it. You can have a copy of this in advance. If you decide that Healthy Care is the provider for you, we will also place a copy of this contract in your folder that you keep at home.

## 2. Can we send you a brochure?

We have many materials to show you more information about Healthy Care including Facebook, Website, flyers and many more. We are also always more than happy to talk to you to answer any questions you may have.

## 3. What are our hourly charges & do charges depend on the level of care that is needed?

Hour rates will differ depending on your needs. However, we always ensure these are competitive, fair, clear and easy to understand.

## 4. Do prices vary depending on the time of day & are there higher charges for weekends and bank holidays?

We have simple and easy to understand rates that do not differ for bank holidays, weekends, length of care call or any additional hours required. Our rates are set out in the simple structure of waking night, standard day rate and sleep in rates.

## 5. Are there any other extra charges I need to know about – such as travel expenses or call-out fees?

Unlike some care providers Healthy Care does not charge any fees for PPE, admin, meetings or assessments. There may be a small fuel rate fee if you arrange to go out with a Care Worker using their own vehicle.

## 6. How often is payment required, and what payment methods are accepted?

We will send you a monthly invoice after the care has been provided. You can pay this by bank transfer, direct debit, through PCVS or other agreed methods. You can talk to us if you are unsure of the best way for you.

## 7. Will I have to pay a deposit or make any payments in advance?

Healthy Care does not take any deposits or require any payments in advance

## 8. When can prices be increased, and by how much?

We never increase prices unless it is unavoidable. Factors that may increase hourly prices are PPE costs, inflation and national minimum wage increases.

## 9. How much notice is required if I need to cancel or change a visit, and will there be a fee, including if I have to go to hospital?

Typically, we require two weeks' notice to cancel a regular call. However, if this is a one-off due to an appointment, emergency or other arrangements then let us know as soon as possible. We will always work with you to cancel a call without charge whenever possible.

## 10. Is it possible to try our service for a short trial, how do I terminate the service and how much notice is required?

We never lock people into contracts, this means you can trail our services at any time. Typically, we require two weeks to cancel your calls.

# Questions About the Company

## 1. How long has our company been in business?

We are a relatively new company that has been established since 2016, this means we have a modern and fresh approach to the care we provide alongside over 35 years of combined experience from the management team.

## 2. Are we registered with the Care Quality Commission and what is our inspection score?

We are regulated by the CQC and have a rating of a good service provider. In addition, we are a member of the Association of Healthcare Trainers to ensure we provide you will Care Workers who have industry leading training.

## 3. How do I complain if I'm not happy?

We would love for you to give us feedback directly. We take a proactive approach to dealing with feedback and strongly believe in providing all our clients with the resources and information they need to make a complaint.

## Can you get hold of us any time of day if necessary?

You can contact us any time on:



01733 857740



[healthy-care@outlook.com](mailto:healthy-care@outlook.com)



<https://healthy-care.co.uk/>

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