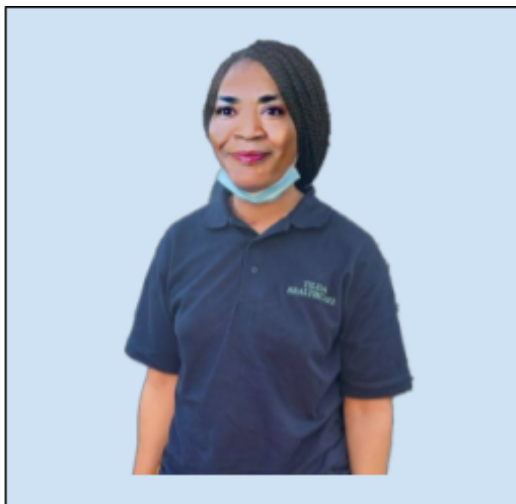




# BROCHURE



# TILDA HEALTHCARE

There comes a time in each of our lives when we or our loved ones need medical assistance. If you or your loved ones are facing health problems, be they temporary or chronic, it may be time to reach out for help. TILDA HEALTHCARE is your number one source for home caregiving services. Contact us today and see how we can be of assistance.

We are a privately owned professional and reliable domiciliary and social care agency that provides the highest level of bespoke quality home and social care services including supported living.

Providing a wide range of supported, home, and community services, Tilda health care offers a specialized and comprehensive personal care and support service. Our clients are provided with the choice and opportunity to live dignified and independent lives within the comfort and security of their own homes or in our facility reducing the challenges they face due to physical, emotional, or cognitive issues.

Tilda Healthcare employs the best staff who are carefully vetted and selected for their compassion and for their care experience. Our fully trained and resolute staff work in close partnership with our clients, families, and stakeholders to design and deliver care plans tailor-made for you.

With a commitment to promoting general health and wellbeing, Tilda Healthcare delivers person-centered care, personal/practical care, support, domestic tasks, respite care, holiday care, live-in care, companionship, and management of medication, amongst other care duties.

We also have supported living facilities and staff support for nursing and care homes.

Our Home from Hospital support can assess care needs while patients are still in the hospital, ensuring all essential needs are in place for safe discharge and transfer of care to start providing the care package from the day of discharge.

We have the ability to start a new care package within 24 hours of receiving an enquiry and can provide information & advice on customers' entitlement to NHS, CCG, and Local Authority-funded care as well as advice on other benefits.

Tilda healthcare has established strong partnerships with local and national organisations and can refer its clients to these organisations if required to fully meet their needs.

## OUR SERVICES

When it comes to deciding your care needs, we understand the pressures and questions that you might have. Whether looking for care for yourself or for a relative, we will collaborate closely with you to help you make the right decision and provide a service tailored to your individual needs. Tilda Healthcare offers practical and personal help bespoke to your individual requirements. Our services are available short or long-term, from a 30-minute call to overnight care.

Whether you are from the local authority, partner organisation, self-funding your care, or in receipt of direct payments, our range of care at home services provides a budget for all circumstances.

### DOMICILIARY OR HOME CARE:

Instead of going to a residential home, our home care services provide you with the care and support you need to continue living independently at home. Therefore, your care plans take this into consideration and are designed to support you with day-to-day personal and domestic tasks so that you can live as independently as possible in your own home.

According to your needs, we can provide a tailored package of care for you which includes the following:

- Help you with personal hygiene tasks, personal care, continence, catheter care, and assistance with dressing
- Support your mobility needs both in and out of the house.
- Prepare meals and help you to meet dietary requirements.
- Arranging your shopping needs, and if necessary, supporting the shopping.
- Arranging social events in your life and helping you to attend them, escorts to medical appointments.
- Prescription collection, ensuring you are supported to take any medication prescribed for you.

Our home care services range from companionship visits to complex care needs and these include:

- **Personal support**

If your needs are slightly more, then our personal care will be more appropriate as it includes personal care/hygiene, washing and light domestics, assistance with medication, and getting up and going to bed. This package is flexible and tailored to suit anyone's needs.

- **Breaks for Carers**

Whatever the reason, our break for carers provides respite for those caring for someone. Respite can be anything from a couple of hours to weeks, away from caring to give you time to recuperate. Our break the desired support you need helps you stay well and feel better able to cope with caring.

- **Home from Hospital**

Our dependable, caring, and professional care workers are on hand to provide you with the right support you need to leave the hospital sooner and facilitate the transition of being back to your home.

- **Live-in-Care**

There is no place like home, often an alternative to a care home or nursing home, a live-in care service, designed to meet clients' needs in your home. Receiving care in your home, in an environment familiar to you gives you greater control and independence.

Our Live-in Care provides a cost-effective and flexible alternative to residential care. It provides you or your loved ones the right support and cares you need to continue to enjoy life and independence in your own home.

**Day and night sit, sleep in.:** tailored to individual needs and can range from 2-4 hours per day to 24 hours.

## OUR COMMITMENT TO QUALITY

We believe care provision is an opportunity to do for others what they cannot do for themselves otherwise. This goes beyond being a job providing the caregiver a sense of fulfillment and those receiving care a sense of choice over their life and wellbeing. Therefore, we are committed to providing outstanding quality supported living and home care, tailored completely to you for your independent living

## OUR STAFF

We ensure that every applicant wishing to join our team has gone through a rigorous recruitment and vetting process. We ensure training records of prospective staff are verified and are up to date with mandatory training.

Our staff is required always to always promote the dignity and respect of individuals, and keep clients, their families, and management informed about care decisions.

Staff performance is continuously monitored through regular reviews of feedback from those we care for. We strive to ensure our team is compassionate and committed to their work.

### We offer our staff:

- Full induction
- Competitive rates of pay and benefits
- Regular work and consistent work
- Ongoing training
- Weekly pay
- Holiday pay, incentive schemes
- Opportunities for promotion and career progression

*Tilda HealthCare Care recognise and actively promote the benefits of a diverse workforce and are committed to treating all employees with dignity and respect regardless of race, gender, disability, age, marital or civil partnership status or transgender status, sexual orientation, religion, or belief.*

*We, therefore, welcome applications from all sections of the community.*

Beyond recruitment, we assume responsibilities of our staff, and this includes regular supervision and annual appraisals. we also monitor and support care workers in ensuring they are compliant with their training.

**Tilda Healthcare**  
**Brunel Way Dartford, Kent. DA1 5GA**  
**Phone: 01322474971**

**Website:** [www.tildahealth.org](http://www.tildahealth.org)

**Email:** [contact@tildahealth.org](mailto:contact@tildahealth.org)