

“Your staff always showed incredible kindness, care and support to both my mother and myself.”

MRS A, FROME



“Your carers support both of us with their calming and happy attitudes and you have completely changed our lives.”

MR AND MRS B, NUNNEY

Your service truly does provide a lifeline to help families cope. MRS Y, STREET

## Professional, family-run company

Lifeline Homecare aim to offer a user centred, flexible, high quality personal and practical service designed to support individual people living in their own home and to assist and improve the quality of their lives.

The company was started by Peggy and Emma Gifford-Pike in 2003. We now serve clients with a range of needs across Wiltshire, Somerset and Bath and North East Somerset (B&NES) and are accredited with social services across all three counties.

We are also accredited with the **COMMISSION FOR SOCIAL CARE INSPECTION** (now the **CARE QUALITY COMMISSION**) and are also members of the **UNITED KINGDOM HOMECARE ASSOCIATION (UKHCA)**.

## Investors in People

Lifeline's care staff possess a range of experience in providing homecare to all our services user groups.

Irrespective of experience, all staff undergo a six week induction program including a range of classroom teaching, shadowing in the field and supervisions with team leaders.

After induction and a probationary period, staff undertake a training needs analysis, which is incorporated into their training and development plan.

A number of staff already have NVQ2/3 in care, and all staff are encouraged to start NVQ 2 in care within six months of starting with us. All staff have an annual appraisal of their overall standard of performance, training and development needs.

## Area's covered

We have offices in Westbury, Wiltshire to cover our Frome and West Wiltshire clients, and offices in Glastonbury to cover our other Somerset and Bath and North East Somerset clients. If you have any questions regarding the information in this leaflet or would like more information about how the services we offer could benefit you, a member of your family or a friend please contact your local branch.

### Our offices are open Mon-Fri 9am-5pm:

#### Westbury Office:

Courtleigh, Westbury Leigh  
Westbury, Wiltshire  
BA13 3TA

**T** 0845 00 93 123

**F** 0845 00 93 124

#### Glastonbury Office:

65 High Street  
Glastonbury  
Somerset BA6 9DS

**T** 01458 832 692

**F** 01458 837 829

Alternatively you can contact us via our e-mail or website:

**E** [enquiries@lifelinehomecare.co.uk](mailto:enquiries@lifelinehomecare.co.uk)

**W** [www.lifelinehomecare.co.uk](http://www.lifelinehomecare.co.uk)

Outside of office hours we have an emergency line:

**\* 07813 048681**



[ just a call away ]

- ~ Family-run company
- ~ Experienced in running quality, 24/7 homecare services
- ~ Personalised homecare solutions

## What services can we provide?

At Lifeline we believe that for anyone who needs care, their strongest desire is to stay in their own home and maintain their independence.

Our homecare services are designed for anyone who needs that little extra help around the house. We can help with anything from cooking meals, cleaning and help with bathing and dressing to night care and sitting services.

Our care packages are designed to meet your individual needs. We cater for a broad mix of clients with a range of ages, illnesses and disabilities. Clients can be funded privately, through direct payments or personalised budgets, or by social services.

## We can provide care for any of the following groups of people:

- Older people
- People with physical disabilities
- People with mental health problems
- People with dementia
- People with learning disabilities
- People with sensory loss
- People with Palliative care needs
- People with HIV and AIDS
- Children and Families



## Assisting with Social Needs

- **Sitting Service,**
- **Accompanying to Appointments,**
- **Accompanying to Day Care,**
- **Accompanying on day's out or other social activities.**

## What to do next...

If you would be interested in using any of our services please contact your local branch. They will be happy to arrange for someone to come and visit to carry out a **FREE INITIAL ASSESSMENT.**

We will help you put together a **CARE PLAN** to meet your needs and then select appropriately **TRAINED CARE STAFF** to carry out your care needs.

If you are a social services client you may be eligible for a **DIRECT PAYMENT** or **PERSONAL BUDGET.**

If you would like further information on this please feel free to speak to anyone in our office or your social worker.

## What do our clients say:

**"Thanks to you all for the way you have all helped in looking after my mum."** MRS D, WELLS

**"We would have no hesitation in recommending you to others in similar situations."** MR & MRS W, RADSTOCK

**"Your cheerful visits were always so welcome."**  
MRS D, WELLS

**"I was impressed by the professional, efficient manner in which the carers conducted their duties and the kindness and care shown to my Mum and myself."** MRS A, FROME

**"Thank you for your kindness in looking after my dad. He was very happy with the care delivered and you fulfilled his wishes. He wanted to spend the last days of his life at his own home."** MR R.M'S DAUGHTER GLASTONBURY

**"Thank you all so much for your kindness and wonderful care of my husband, he was fond of you all."**  
MRS G, BRADFORD ON AVON

**"As district nurses, we would like to express our gratitude at the commitment, support and friendship shown by all your carers."** DISTRICT NURSE TEAM, BRADFORD ON AVON