

## Get in touch

Should you have any further questions relating to our services, funding a potential package or advice and guidance relating to your care and support in general, please contact one of our friendly customer service staff at our office on 0191 556 1024. They will be happy to have a chat with you.



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## Why Choose North Haven Care and Support?

Your independence matters - we will help you stay in control. Our services are tailor made to suit you and our staff are chosen because they really do care and love what they do.

We can inform, support and talk through your options in relation to your personal budget and direct payments and we will ensure that you will feel supported, informed and most of all as independent as possible in your own home.

## Our Mission Statement

*"Exceptional homecare and support delivered through kindness, care and compassion, promoting your independence is our goal."*

## When Living at Home Becomes a Challenge



*Your Independence Matters*

## Personalised Home Care Support

When living at home independently presents its challenges. North Haven care and support will help you to stay in control and make your own choices through our flexible and responsive options.

## Our Services

We offer a wide range of services to adults who require support with day to day living. Our fully trained care and support staff are dedicated to helping you remain as independent as possible, your way.

- ✓ Domestic support
- ✓ Live-in care
- ✓ Hourly care
- ✓ Night care

Our services are designed to be as you need them, support can be flexible as we understand your needs can change:

- ✓ Short term support
- ✓ Complete packages from 30mins to 24/7 with sleep in support or waking night
- ✓ As part of a wider package
- ✓ Support with arranging or going on holiday

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## We are here to listen

When living at home independently presents its challenges. North Haven care and support will help you to stay in control and make your own choices through our flexible and responsive options.

## What makes us different

We believe all barriers to independent living can be overcome with the correct support. We will listen, plan and work with you to achieve the goals you have set with us.

## We will provide:

Services provided at a time you want and a premium standard of care and support by trained and dedicated staff. Tailor-made care packages designed with you.

## Investing in our staff

Our staff love what they do and want to be the best at what they do. They are committed to ongoing professional development and receive all the specialist training required to expertly support clients.

Care and Support is available in the following specialist areas :

- ✓ Mental Health
- ✓ Physical or Sensory Impairment
- ✓ Alzheimers
- ✓ Dementia
- ✓ Motor Neurone
- ✓ Palliative Care

All Care Staff will be appropriately qualified to deliver the highest standards of care. A continuous staff-training programme is implemented to ensure that these high standards are maintained in line with the latest developments in Care Practices.

## Your Independence Matters

With the right knowledge, care and support it may be possible to make positive steps towards greater independence. It is our goal to support you to take back as much control as possible, this will hopefully result in you needing less support in the future.

## Our Pricing

Our pricing structure is clear and simple, we will not charge you any extra for running over your scheduled visit time. If needed, we can review your package at any point to ensure it's right for you.

We can inform, support and talk through your options in relation to your personal budget and direct payments and we will ensure that you will feel supported, informed and most of all as independent as possible in your own home.

## Eligibility

Are you eligible for social care? You may be eligible for support through social care if you meet certain conditions. Whatever your circumstances, we can create the right package for you.

Get in touch and we'll talk you through the options.

