

Eniola Care

Philippians 2:4

Excellence • Passion • Endurance

*Precious Lives In
Caring Hands*



Domiciliary and Live in Care Services

 **Care Quality
Commission**
No.1-4437759771

www.eniolacare.com



Precious lives in Caring Hands

For many of us our home is where love resides and treasured memories created. The thought of leaving a home with so many precious memories is very worrying, particularly when faced with reduced independence and the notion that the residential home is the only solution available.

Whether you just need companionship, support in everyday tasks or you have complex health care needs our 24 hour Care Service Team can provide a service tailored to your needs. Our 24 hour Care Services Team offers your loved one greater flexibility and personalization.

Our Care service is a one to one service that is provided to suit your loved one's needs. It provides a flexible care service, accommodating your routine and adapting to your changing circumstances.

Our 24 Hour Care Service Team service gives reassurance and peace of mind to family and friends knowing that they are being professionally cared for in the comfort of their own home.

About us


We are a private Christian Care Company providing Home Care Services we believe in the true meaning of the word 'caring with excellence'. We care about building relationships with our clients and their families and providing excellent care.

We care about nurturing respect between our clients and their carers. We ensure that freedom of choice, individuality and dignity remain firmly in the hands of those we care for.

For some of our clients, the Eniola Care model of care means reassurance and companionship for a few hours a day. For others, it means 24-hour live-in care, with complex lifestyle assistance and the attention of an expert team of carers, & managers.

There is no typical Eniola Care Ltd care package, as every care need and journey is bespoke.

At Eniola Care Ltd, we design our care around you.



Whether you are in need of care at short-notice, domiciliary care, respite support, post-operative care, rehabilitation, or long-term care, it's our role to connect with you and your family to create a service that truly works. The next step in this process will always be an initial meeting and assessment, to make sure we understand how we can help.

Our Services

Our service is designed to meet your needs allowing you to make the decisions on how you would like to live your life. You may need assistance with personal care morning or evening? Or 24/7 live in care?

You may need help once or twice a week with domestic chores or going for GP appointments?

Our service is individual to you and available 365 days a year, up to 24 hours a day. We provide care when you most need it and for the length of time you need. Our care services are considered as excellent and first class and we will accept providing no less.

Our General Services

Our general services include:

- Meal provision
- Cleaning
- Laundry
- Shopping
- Companionship
- Accompanying to appointments
- Pop in security visits
- Personal care- bathing, showering
- Assistance with dressing
- Medication assistance
- Sitting services
- Over night care
- 24hr care
- Dementia care
- Parkinson's care
- MS care
- Short-term Convalescent care once discharged from hospital
- Palliative care
- Dementia/Alzheimers care
- Frail care /Stroke care



Going the Xtra mile

At Eniola Care, we understand that companionship and friendship can be just as important as attending to personal hygiene and other basic tasks.

That is why we offer a number of additional services that are aimed at making the lives of our clients more rewarding and complete.

Additional Services include:

- Reading to clients
- Reading and writing letters
- Caring for pets
- Grooming /Beauty services
- Gardening
- London tours and outing services to theatres, zoo, shows, cinema etc
- Personal shopping
- International events i.e. red nose day, queens birthday, etc
- Spa days

All our services are bespoke to our clients and we do pride ourselves in providing excellence in all we do!

Registered with the Care Quality Commission, Care Inspectorate and accredited with the local authority we have experience managing specialised care.

Our care staff can provide specialist services. Our client management involves a comprehensive process of assessment, planning implementation and evaluation that works to ensure each person and their family receive the level of care that they need.

Our care case management system ensures the care received is of the excellent quality.

On-going reviews are recorded and any changes made to care support plans are implemented so as to improve our clients well being.

Quality Assurance

Eniola Care Ltd quality assurance programs ensure we perform a number of care reviews from day one.

We will stay in touch so we know you are happy with the service.

Complaints or Concerns

We operate a complaints policy. This will be further explained by our Registered Manager upon her visit.

It is designed so we always strive to maintain the best possible care service for yourself or loved one.

Cost of Service

We will provide a full written breakdown of costs. Often your care can be subsidised by the local authority and we will help explore this possibility.

Ultimately the real value of our care services is that it enables people to continue living safely and as independently as possible in their own home.



Our Care Staff

Our Care Staff are chosen following a rigorous recruitment process. All carers references and history are checked and are issued a full DBS check by the Police so that they are fully insured to be working in your home.

The carers are trained to a high standard, your carer will be consistent and will soon get used to your likes and dislikes.

Before the start of your service our manager will discuss your requirements with you and together, we will devise your bespoke care plan.

When you arrange to meet our manager she can answer all your questions and help with any concerns you may have.

You will have access to our manager whenever you require and also a on call system which is available 24/7 whenever you require. They will be your point of contact at all times and will offer support at any time.

We have experience of supporting many elderly people. You may require live in care 24/7, short term or long term assistance.

Our visits can be from half an hour to an hour duration for domiciliary care and if its live in care that is 24hr care 7 days week which we can provide.

The next step

Phone us and have a chat about what type of care you might need on
01273 616 451 / 07948 4640 77

We will arrange a convenient time and come visit you. Here we can discuss details of your individual care plan.

Your support plan can then be built including the visit times, length and roles for our care staff for domiciliary care. And for live in care we like to arrange for you to meet the carer for an introduction before care service takes place.

Once our services have started we will review your care and keep in contact with you and to ensure you are happy with our care services and staff.

Testimonials

"Eniola Care provided 24 hour care for my Mother, Ruth Maxwell, during a ten day period in July 2017, covering during the absence of another carer." This was after my Mother had been diagnosed with a terminal condition, and was effectively bed-ridden in her flat in Greyfriars Court, Lewes.

We thought Eniola Care was really excellent. There carers are well-trained, with good understanding of the medical and non-medical aspects of the job, including matters relating to her own health and safety (for example, the carer strongly advised that we should acquire a hospital bed, to protect her own back – that was absolutely the right thing to do). The carer kept all the records needed, and managed liaison with the District Nurse and the palliative care team. She dealt with a number of episodes in which Mother had severe coughing fits, and otherwise managed personal care and hygiene. Equally, they were genuinely caring and considerate, respectful of Mother's needs, but willing to offer company when needed; we came in one day and found the carer and my Mother laughing and listening to big band music together. The carer tempted Mother with little home-cooked dishes and made sure she maintained her fluid intake. At first, the carer seemed rather shy, and we worried she would not 'take control', but that worry was misplaced; she grew in confidence as she settled in.

All in all, we cannot recommend Eniola Care more highly. This experience with Mother has given us a new appreciation of how demanding the job of carer can actually be. We're grateful to Eniola Care for doing the job in such a professional and humane way."

Simon Maxwell

"I have been extremely impressed by Eniola Care throughout the process of identifying and then settling in a full time care-giver for my mother.

Trusting someone enough to have them move in with a loved-one is tough, but Eniola Care's clear commitment to those who help shines through and has provided my family and me great comfort"

Daniel

"An excellent service. My 90 year-old mum was very well looked after by Eniola Care and those they employed, and every aspect of her care was carefully considered."

Philip Carr-Gomm

"Eniola Care has provided me with first class service. The care is very motherly and they are very caring and meet all my care needs. I am very thankful to them and am not sure what I would do without them, and am very thankful to them for providing such a high standard of care. I highly recommend them."

Major Alfred Linforth Pitman



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