



**Carereach 24/7**  
healthcare services  
*Your wellbeing our priority*

# Service User Guide

**Carereach24/7  
Healthcare Services**

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**Office Number**

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07956429390

**Email Address**

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# About Us

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## 1.1

### Company Overview

At Carereach24/7, we are dedicated to delivering high-quality, person-centred domiciliary care that empowers individuals to live independently and with dignity in the comfort of their own homes. Our services are tailored to meet the unique needs of each service user, ensuring compassionate, reliable, and professional support at all times.

## 1.2

### Business Registration and Contact Details

The new domiciliary business seeking registration from the Care Quality Commission (CQC) is registered with Companies House in May 2024 as Carereach24/7 Healthcare Services Limited. The provider will, however, be referred to as Carereach24/7 throughout our operations and documentation.

## 1.3

### Company's Information

Carereach24/7 is a limited liability company with its registered address at:  
51 Sorrel Crescent, Didcot, OX11 6HQ  
Telephone: 07956429390, 07462901089  
Email: carereach247@gmail.com





# Our Aims and Objectives

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## To Provide High-Quality Care

We strive to offer exceptional care services that meet the diverse needs of our service users, ensuring their safety, comfort, and wellbeing.

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## To Ensure Dignity and Respect

We treat all our service users with the utmost respect, honouring their personal choices, privacy, and cultural preferences.

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## To Promote Independence

We encourage and support our service users to live as independently as possible, offering assistance that empowers them to maintain control over their daily lives.

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## To Foster a Supportive Environment for Staff

We aim to create a positive and nurturing work environment for our staff, providing ongoing training, support, and development opportunities to ensure the highest standards of care.

# Our Mission

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Carereach24/7 was established with the aim of providing one-stop holistic support for people within its community. We are a dedicated domiciliary care provider committed to delivering high-quality, personalized care services to individuals in their own homes. Our mission is to enhance the quality of life for those needing our support by promoting independence, dignity, and respect through compassionate and professional care.



# Our Services

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## Overview of Domiciliary Care Services

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Carereach24/7 offers a comprehensive range of domiciliary care services tailored to the individual needs of our service users. These include, but are not limited to:



### Personal Care

Assistance with daily activities such as bathing, dressing, and grooming.



### Medication Management

Support with medication reminders, administration, and monitoring.



### Meal Preparation

Planning and preparing nutritious meals according to dietary requirements and preferences.



### Specialist Care

Care for individuals with specific needs, including dementia, palliative care, mental health support, learning disabilities, sensory loss, and physical disabilities.



# Additional Support Services

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## Companionship

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Offering social interaction and emotional support to combat isolation.

## Household Tasks

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Assistance with housekeeping such as laundry, cleaning, and grocery shopping.

## Rapid Response

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Assist people leaving the hospital needing immediate support to help them return home.

## Respite Care

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Assist those caring for family members by providing short-term or temporary relief.

## Support with appointments and Social Activities

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## 24/7 on Call Support

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## Live-in support

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We provide a free, no-obligation assessment to include:

- Individual needs assessment and support
- Home risk assessment and report
- Individualized tailored support plan
- Direct line contact and support
- Carer choice
- Support Package reviews

## Geographic Coverage

All services are provided in service users' homes across the Oxfordshire area. Administrative and management tasks are conducted at our registered office.



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# Service User Profile

## Target Demographic

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Our services cater to adults aged 18 and above who require support with activities of daily living, health conditions, or general wellbeing.

## Types of Support Offered

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Support is tailored to individuals with:

- Physical disabilities
- Chronic conditions
- Age-related care needs
- Mental health challenges
- Learning and sensory impairments
- Recovery from illness and hospital discharge
- Companionship or emotional support

# Your Care Plan

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You will have a personalised care plan, written together with you (and your family if you wish). It will include:

- What support you want
- When and how you want it delivered
- Any preferences, routines, or health conditions
- Regular reviews to adapt to your changing needs.

## Your Rights and Privacy

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You have the right to:

- Be treated with dignity and respect
- Have control over your care
- Complain or raise concerns without fear
- Confidentiality and data protection (we follow GDPR rules).





# Our Commitment to Quality and Compliance

Carereach24/7 is committed to adhering to the highest standards of care and regulatory compliance. We will be registered with the Care Quality Commission (CQC) and follow all relevant guidelines to ensure the safety and well-being of our service users.

Our quality assurance processes include:

- Regular audits
- Feedback mechanisms
- Continuous improvement through training and development initiatives

We aim to bridge the gap between people's experience of care and their expectations by tailoring care packages to meet each individual's needs.



# Our Team

Our team consists of highly trained, compassionate care professionals committed to delivering exceptional care. The management team brings vast experience in various areas of care provision and regulatory compliance.

## Staff Assurance Measures:

- Comprehensive background checks
- In-depth onboarding and induction
- Ongoing professional training and development

We ensure that our team remains up to date with the latest best practices and emerging trends in care provision to deliver consistently high standards of service.

## HOW TO CONTACT THE **REGULATORY AUTHORITIES**

Oxfordshire County  
Council  
Social Care Direct: 0345  
050 7666



Telephone: 03000 616161.  
Email:  
[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk).