

**PINNACLE
CARING
SERVICES**

LIVE IN CARE

EMERGENCY LIVE IN CARE

PALLIATIVE CARE

DEMENTIA CARE

RESPIRE CARE

SOCIAL INCLUSION RESPITE CARE

[PINNACLECARING.CO.UK](https://pinnaclecaring.co.uk)

**“THERE IS NO
PLACE LIKE
HOME”**

A SERVICE BUILT AROUND YOUR NEEDS





WHO ARE WE?

Pinnacle Caring is based in Chester and provides high quality Live-in Care Services across the North West of England. The business has grown because we are committed to providing the highest quality of care in the home.

Live-in Care is a great option for those people who need help and support to maintain their independence but want to stay in their own home.

We work together with families, advocates and clinicians to create a service that will offer peace of mind and reassurance to everyone involved.

At Pinnacle we understand the importance of providing a high standard of care. Our recruitment process is robust and all staff undergoes mandatory pre employment checks before being offered a position in our organisation. All new employee goes through a rigorous induction/training program and are observed by an experienced member of staff before they are permitted to work in the community.

Our focus is to empower people to live active and healthy lives irrespective of their condition or illness. This is achieved by building a person-centered support plan that achieves each person's Health, social, emotional and personal care needs.

ITS MORE THAN JUST CARE

Many of the people we care for and their families seek guidance and advice from Pinnacle Caring because they are trying to deal with the practical and emotional impact of terminal or chronic illness or unexpected care needs brought on by accidents or life-long conditions.

COMMUNICATION IS IMPORTANT

We keep in regular contact with the people we care for and their family. Being able to have open and effective dialogue is essential for maintaining a service that is Responsive and Effective and we encourage all people that come into contact with our organisation to share their experiences with us so that we can use that to continually evaluate how we are performing.

TYPES OF CARE

A CARE SERVICE TO SUIT YOU - OUR SUPPORT IS TAILORED TO MEET A PERSONS' INDIVIDUAL NEEDS, REQUIREMENTS AND ASPIRATIONS. WE WILL LISTEN TO THEM OR THEIR FAMILY TO DEVELOP A PERSON-CENTERED SUPPORT PLAN THAT MEETS THEIR EVERY NEED.

LIVE-IN CARE

Finding Live-in care that not only has the right blend of physical and emotional support and at a cost that works can be difficult. We want to ensure that everyone in our care experiences a better quality of life that will eliminate isolation and promote inclusion and confidence. Our carers work in teams of and will provide 24-hour assistance in the comfort and security of your home.

EMERGENCY LIVE-IN CARE

Sometimes the unexpected happens and when it does, it helps to have a organisation that can respond at short notice – Our Emergency Live in Care service is just a phone call away. While many can rely on family and friends, some people do not have a network of support to help them in times of crisis. Pinnacle Caring takes away the burden of having to ask others for help. We will do everything to ensure there is a quick and safe transition into emergency Live-in care.

PALLIATIVE CARE

Whether it is 24-hour Live-in care, day care or a short-term respite service, Pinnacle Carings palliative service is here to provide compassionate care and support during such a difficult time. Our aim is always to support those at the end of life with their Physical, Social, Emotional and Spiritual needs to achieve the most dignified possible outcome. All our carers are qualified to manage and administer medications and support with many complex medical interventions.

DEMENTIA CARE

With our Dementia Live-in care support, we want to give those with dementia the opportunity to have a fulfilling and independent life as possible. There are many types and stages of dementia, our carers are trained to keep everyday routines and find the best ways to communicate effectively. Dementia can also be very challenging for family members, so offering practical advice, information and support to them is equally important following the initial diagnosis

SOCIAL INCLUSION RESPITE CARE

Social Isolation is a major contributor to loneliness and depression, which can have devastating effects on general. Our service allows people to enjoy a range of activities at home and in the community. Whether it's cooking a meal and eating together, heading out to a show or just having a chat, our carers are committed to going the extra mile. We want to ensure that people can access their local community and build relationships to improve general well being.

RESPITE CARE

Our respite service is designed to give informal and formal Carers a break. Caring can be a demanding and challenging role and its important to have some respite to recharge your batteries and enjoy some free time. Respite care can be just a few hours to several days our service can flex to your individual needs



**A SERVICE FOR YOU
WHEN YOU NEED IT**

OUR PROMISE

We are people focused. Throughout the organisation our team of dedicated care professionals are totally committed to delivering the very best levels of care and support to our clients.

We are registered with the Care Quality Commission (CQC) and will ensure that we maintain our service in accordance with the CQC's 5 key domains of – is the service:

Safe
Caring
Effective
Responsive
Well Led

We will achieve this through robust and effective Quality Management and Good Governance Systems.

We are an open and transparent organisation which promises to keep people safe and well in their own homes and always maintain a person's dignity and independence.

We promise to deliver a service that will support people to live an active, happy and healthy life. Have a well-trained and compassionate workforce.

OUR CARERS

We work hard to ensure that we provide the right type of carer for our clients.

Pinnacle Caring looks for that unique blend of compassion, care, understanding and professionalism in our carers.

We provide comprehensive training, support and welfare to all our staff because we view them as our most valuable asset. If they can perform their role safely and effectively, the people in our care will benefit the most.

Our office team monitor and coordinate our service and become the familiar voice and face of Pinnacle Caring to the person in our care and their family.

THE NEXT STEPS

READY TO PROCEED? IF YOU ARE HAPPY WITH WHAT YOU HAVE READ, YOU CAN FOLLOW THE FOLLOWING FOUR EASY STEPS TO START

CONTACT US

A member of our team will book a no obligation home visit. Please telephone **01244 457 244** or visit our website: **pinnaclecaring.co.uk**

HOME VISIT

We will arrange a home visit for a friendly chat we will listen carefully and note your wishes, preferences and needs. If there are any questions, we will be happy to answer them. The aim of this visit is to discuss care options and ascertain the level of care required. During our first visit, we are not expecting you to make any decisions or sign any paperwork.

SUPPORT PLAN

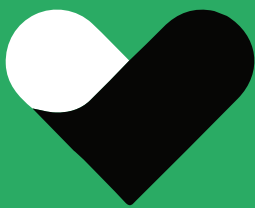
We will assess all the information gathered at this point, and work with you to design a person centred Support Plan that meets your exacting needs. When you are happy with the plan, we will prepare a full quote for the service to ensure the cost of care can be carefully considered for budgeting purposes.

START THE CARE

From the initial enquiry, we aim to have new support packages up and running in less than 7 days. Once home care begins, we will appoint a live-in Care Coordinator who will monitor the care package on an on-going basis. This person will be the main point of contact for the person being supported and the family. Our coordinator will regularly review the individuals' Support Plan ensuring that it continues to meet the requirements as care needs change.

**A COST EFFECTIVE
AND SINCERE
SOLUTION**





**PINNACLE
CARING
SERVICES**

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