



## Our Brochure

What we do - How we do it - Testimonials - Fees

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[www.edshomecare.co.uk](http://www.edshomecare.co.uk)





# Eyam Domiciliary Service (EDS)



I can't recommend EDS enough. They are looking after my mum and go in 3 times a day. Every single carer that goes in is kind, compassionate, caring and extremely professional.



## **Nurse-Led, Family Established, and Family Run Care Agency since 1999**

EDS was started by Tim & Lucy Waller in 1999. Kate, their daughter, joined the team officially in 2010 and after 10 years in post, purchased the company with her husband Jake in 2020



## **Passionate About Professional Care**

It has always been, and remains to be, incredibly important to us at EDS Homecare that the care we provide is not only to a high standard, person centred and transparent, but is in-line with, and responsive to, governmental guidelines, supporting regulations and our own policies and practices.



The family consider themselves lucky to have the support of EDS behind them in that time and made Mum's later years more comfortable and cared for.



# About Us



## **Caring for over 20 years**

Welcome to EDS Homecare (Eyam Domiciliary Service Ltd), a family run business that has been providing nurse-led, high quality, professional homecare services for people living in the Peak District, Chesterfield, Dronfield and South Yorkshire for over 20 years. Choosing EDS Homecare to support you, a parent, or a loved one at home, means you can be sure the service you receive will be expertly assessed, person-centred and provided by our caring, professional carers who are trained in-house.

By choosing EDS you benefit from over two decades of knowledge, skills and experience in the health and social care industry. This is an invaluable, and rare quality when compared to the many care agencies available in today's market.

## **Accreditations & Achievements**

We are registered with the Care Quality Commission (CQC) and have proudly held a minimum of GOOD rating since 1999. We are an Approved Quality Provider with the NHS, members of The Homecare Association, and our Directorship are members of The Leaders Council of Great Britain & Northern Ireland. Our Managing Director, who is active in the day to day running of our service, is a Registered General Nurse and oversees the leadership team, many of whom have been in senior posts at EDS for over 10 years.

We accept contracts from the NHS, self-funding persons and direct payments and spot-contracts from Derbyshire County Council. EDS Homecare meets the standards set out by our governing bodies and agencies - as well as our own high standards - through a programme of continuous staff development, quality control and in-house training. Ensuring our clients consistently receive the highest quality care.

# Everyday Care

EDS Homecare provide support to adults living at home. Our priority is a person-centred approach, and we ensure this by completing our initial care plans and assessments, followed by continuous satisfaction calls, general reviews and responsive implementation to changing needs, preferences and requirements. Call durations start from 30-minutes to as long as desired/needed. Our hours of service commence at 07:00 and conclude at 22:00

We provide support with every aspect of daily life at home. Below are some examples of what that may be but is certainly not limited to these points.

- Personal Care Packages - washing, dressing, shaving, oral care and daily presentation
- Continence & Tissue Viability Packages - toileting, pad changing, pressure relief and skin care
- Medication Management Packages - ordering, supporting independent management, prompting, complex support and acute medicine support
- Nutrition & Hydration Support Packages - shopping, meal choice & encouragement for involvement of nutrition (enhancing appetite), preparation of food, drinks, snacks; serving meals, providing companionship to support consumption and feeding
- Dementia Focused Packages - encouragement of routines, maximisation of independence, establishing safe parameters for prolonged home-living along with support provided with aspects of the above where need is present
- Pre-Care Packages - minimal support to uphold, and enhance, completion of activities of daily living and maximisation of preferences and independence

Along with Domestic Upkeep Services, Companionship Services and Overnight Care Packages; all of which are very popular



**The whole team without exception were wonderful, kind and caring and all went above and beyond to help us. My wish is we could have adopted them all.**





# Live-In Care

A great alternative to moving into a care facility, allowing you to remain living in your own home.

This service means a carer 'lives-in' your home with you. The carer is on hand to help you with your needs, such as:

- Personal Care
- Prepare and serve meals
- Transporting you to appointments
- Completing domestic tasks
- Managing medication
- Take care of your pets
- And much, much more.

As well functional benefits, a live-in care arrangement offers exceptional social benefits too. The live-in carer is your companion and can support you to join social activities which you, perhaps, wouldn't like to attend alone, or events you might struggle to access.

All live-in carers are local, experienced, trained and qualified. All live-in carers are put through a training programme providing our short-call care service for several months prior to delivering live-in care, ensuring they have the breadth of knowledge and experience, to EDS Homecare's standards, to provide this invaluable service.



# Domestic Upkeep

During our many years of providing care services at home, one of the most frequently requested services is that of domestic upkeep.

We are heavily focused on person-centred care and understand that your home, your parent's home, or the home of a loved one is their space, their haven, and maintaining the home in a state of satisfactory presentation to the person, along with ensuring it remains a safe environment to live, allows us to maximise the efficiency, and ability of it as the place the person can continue to call home.

We suggest a couple of hours for these visits, but again, they are always tailored to the person and can be for many hours at a time.

We provide support with domestic upkeep at home. The list below are some examples of that but is certainly not limited to these points.

- Daily Upkeep - daily tidying, bed making & changing
- Shopping - creating lists with the person & their families (supporting appetite stimulation), going shopping with, or on behalf of the person
- General Domestic Support - dusting, hoovering, bin emptying
- Key Area Upkeep - kitchen & bathroom cleaning including fridge cleans/maintenance
- Pet Care - feeding, walking and taking to appointments
- Linen Management - washing & drying of clothes & linens in the person's home
- Deep Cleans - a very thorough clean, undertaken by a minimum of 2 carers, to bring homes back into a healthy and happy condition

“

**The carers are very friendly and ask every morning if we are okay. When they leave everything is clean and tidy and the bed is made.**

”

# Companionship

Companionship services have always been a very popular service at EDS Homecare. This style of service is designed to bring the outside world in for the person. Of course, how this service is tailored to the person varies between everyone as the trips, activities or events enjoyed, are designed around the person's keen interests, memories or social needs.

Companionship calls are naturally longer in nature than those for 'Everyday Care' and are routinely scheduled for a minimum of once per week, however, companionship calls are available every day of the week.

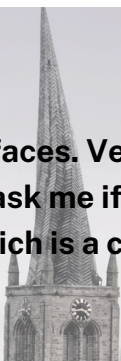
We suggest a couple of hours for these visits, but again, they are always tailored to the person and can be for many hours at a time.

We provide support with companionship at home; the list below is some examples of that but is not limited to these points.

- Shopping Trips - weekly food shopping, general house supplies, clothes shopping or even Christmas shopping
- Appointments - company/assistance of a carer, plus the transport to and from the appointment destination
- Lifestyle Commitments - attending places of worship, the hairdresser, the gym
- Activities - coffee out, cinema, swimming, football matches, garden centre and many, many more
- Scenic Drives - destinations and routes chosen by the person. Often enjoying an ice-cream or fish and chips somewhere along the way
- Home Companionship - general company and conversation at home, baking, batch cooking, knitting, gardening, singing, piano playing, art and much more



**Always a smile on their faces. Very sociable. Nothing is too much trouble. Always ask me if I am comfortable. A very professional team which is a credit to EDS Homecare.**





# Overnight Care

For many years we have offered care overnight. This service is one which offers family members, or main carers, regular respite in the week. We understand how important the family unit is in care provision, and how many relatives or friends make up a person's joined-up care.

As well as offering rest and support for family members this service can be very popular for individual people who feel more comforted with someone familiar, being in the home with them overnight.

Overnight care routinely starts at 22:00 and finishes at 07:00 when our 'Everyday Care' services commence.

We provide support with overnight care at home. The list below are some examples of that, but is certainly not limited to these points.

- **Sleeping Night** - a carer arrives at 22:00 and uses a 'waking hour' until 23:00 to support the person to ready for bed. The carer then 'sleeps' from 23:00 - 06:30 in a spare room/area in the clients home. Note, during a sleeping night a carer can be woken once during the night. If awoken more than once it automatically transfers to a 'waking night'.
- **Waking Night** - a carer arrives at 22:00 and uses the full shift duration for active care services. This can include any of our 'everyday care' or our 'domestic upkeep' services during these hours. It shall be dictated by the person if they wish our carer to simply be 'on-hand' to support actively with any needs during the night. Or, if the person wishes the carer to undertake a list of duties (quietly) during the night.



**Me and my mum are so grateful for the care you gave my dad the last 2 weeks he was on earth, he loved every member of staff. Nothing was too much trouble.**



## Our Vision & Ethos

Our vision is to provide person centred care, promoting dignity and promoting positive outcomes in a sustainable way.

Our open, and kind ethos means we deliver care with kindness, responsiveness and dedication to quality.

We work as a team, we support and respect each other and promote development, inclusivity and belonging.

## Policies & Supporting Practices

To ensure we achieve our own high standards, along with those of our regulatory bodies, we work to our policies, procedures and practices.

All our policies are available on request. We always encourage clients and their families to view as many policies as they like. Recommended as a minimum are our 'Care Planning & Person-Centred Approach', 'Complaints', 'Data Protection & Incident Reporting', 'Medication' and 'Safeguarding'. Please note all policies are available in large print.

## Continuity of Management & Service

We are incredibly proud our service has been established, active and family-run for the many years that it has. We are also very proud that we have had the same managers in positions of leadership, or in caring roles within the team, for at least 10 of our 20+ years in service.

We believe this sort of stability to a health and social care service, where our staff are working in individual's homes, is invaluable. Our combined experience, knowledge and skills as a team is second to none.

This allows us to continually respond and develop to industry requirements with ease and experience, while fully prioritising a person-centred approach and always striving for better standards in the health and social care industry.

# Team



We understand that all aspects of a person’s care are important. To be able to provide services which are safe, effective and responsive to the individual, things need to be done properly. Our team structure ensures that.

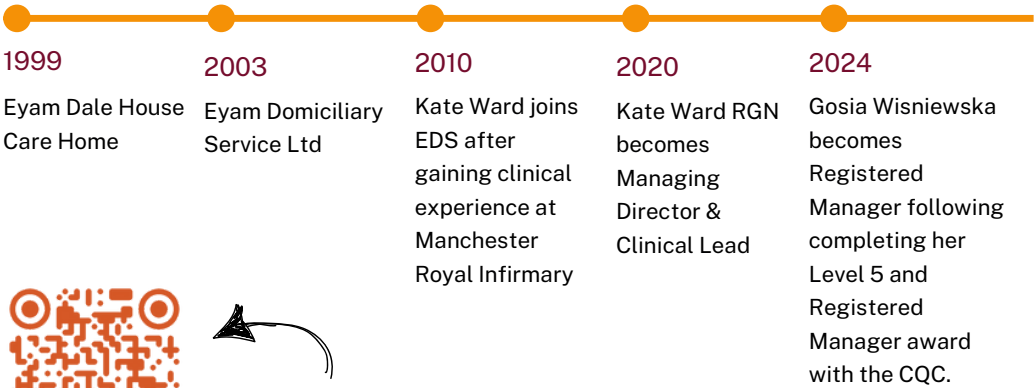
**Managing Director (RGN) - Kate Ward      Finance Director - Jake Ward**

**Registered Manager - Gosia Wisniewska**

**Lead Assistant Manager - Josie Hoyland      Compliance Manager - Vicki Hayes**

**Assistant Manager - Kirsty Brookes      Business Services Assistant- Martyna Wisniewska**

**Compliance Officer - Morgan Skelland**



**Scan the QR code to visit our website.**

# Fees

We have calculated our fees to be competitive and value for money, yet sustainable for the running of the business. Privately funded clients will pay one of two rates dependent on where they live. Our rates are all inclusive of assessments, reviews, mileage, travel etc. **EDS levy no additional charges for care.** We retain the right to assign the rate to your contract. Cancellation and notice periods apply.

## Peak District Area

Fees for care packages of 7 days per week or sitting calls of 2+ hours, twice per week

DURATION	STANDARD	BANK HOLIDAY	CHRISTMAS & NY
20 MINUTES	£18.00	£27.00	£36.00
30 MINUTES	£19.00	£28.50	£38.00
45 MINUTES	£25.00	£37.50	£50.00
60 MINUTES +	£29.50	£44.25	£59.00
SLEEPING NIGHT	£180.00	£270	£360
WAKING NIGHT	£230.00	£345.00	£460.00

Fees for care packages less than 7 days per week or sitting calls less than 2 hours, twice per week

DURATION	STANDARD	BANK HOLIDAY	CHRISTMAS & NY
20 MINUTES	£20.00	£30.00	£40.00
30 MINUTES	£21.00	£31.50	£42.00
45 MINUTES	£27.00	£40.50	£54.00
60 MINUTES +	£31.50	£47.25	£63.00
SLEEPING NIGHT	£180.00	£270.00	£360.00
WAKING NIGHT	£230.00	£345.00	£460.00

## Chesterfield, Dronfield & North Derbyshire Area

Fees for care packages of 7 days per week or sitting calls of 2+ hours, twice per week

DURATION	STANDARD	BANK HOLIDAY	CHRISTMAS & NY
20 MINUTES	£16.00	£24.00	£32.00
30 MINUTES	£17.00	£25.50	£34.00
45 MINUTES	£23.00	£34.50	£46.00
60 MINUTES +	£26.50	£39.75	£53.00
SLEEPING NIGHT	£180	£270	£360
WAKING NIGHT	£230.00	£345.00	£460.00

Fees for care packages less than 7 days per week or sitting calls less than 2 hours, twice per week

DURATION	STANDARD	BANK HOLIDAY	CHRISTMAS & NY
20 MINUTES	£18.00	£27.00	£36.00
30 MINUTES	£19.00	£28.50	£38.00
45 MINUTES	£25.00	£37.50	£50.00
60 MINUTES +	£28.50	£42.75	£57.00
SLEEPING NIGHT	£180	£270	£360
WAKING NIGHT	£230.00	£345.00	£460.00

### Local Authority Funded (Direct Payments)\*

DURATION	STANDARD	BANK HOLIDAY	CHRISTMAS & NY
PER HOUR PRO RATA	£20.12	£30.18	£40.24
SLEEPING NIGHT	£180	£270	£360
WAKING NIGHT	£225	£337.5	£450

**\*A small travel charge per visit will be charged in line with the local authority pricing model. Prices accurate up to 31/03/2025 when DCC will apply inflationary uplifts.**



# Confidentiality & Data Protection

## **Confidentiality & Information Storage**

EDS Homecare ensures that confidentiality is a vital part of the service delivery. Confidentiality is included in multiple training sessions and discussed in staff meetings, observations and appraisals.

Personal information is required to be recorded to ensure safe and effective care delivery, the management of that information is summarised below.

## **Privacy Notice**

EDS Homecare provides home care services for individuals aged over 18 with varying needs. EDS Homecare's goal is to provide a high standard of care delivery, specific to the client to promote independence, protect health and enhance their quality of life.

Personal information is provided by the client (relative or advocate) during the assessment process to create a bespoke care plan that is tailored to individual needs. At any time, a client and/or their advocate can request that certain information should not be shared with other health care professionals/other family members.

Such requests will be documented and adhered to unless the information requested to be restricted could result in a risk to life or other safeguarding concerns. A hard copy of all care plans, assessments and any other supporting information are securely filed and copies are also provided to the client for their own reference.

Carers create electronic diary entries for each visit to record daily events, completed tasks, concerns and more. This information is fed back to the offices and stored in the central management information system, Carefree, and is instantly available to the management team.

All diary entries are made available to the CQC on request and can also be viewed by a client, their relative or advocate. Our carers can access records of previous diary entries on their company issued mobile device.

Personal information may be shared with other health care professionals when necessary to promote independence, protect health and maximise quality of life.

Every piece of information relating to their clients and all communications from EDS Homecare are recorded on the company's computer system, CareFree.

**The company's Data Protection Officer is Kate Ward.**



# Caring since 1999

- Eyam
- Litton
- Stoney Middleton
- Calver
- Curbar
- Froggatt
- Grindleford
- Hathersage
- Baslow
- Pilsley
- Edensor
- Beeley
- Darely Dale
- Bakewell
- Youlgrave
- Flagg
- Ashford-in-the-Water
- Great Longstone
- Dronfield
- Holmesfield
- Coal Aston
- Apperknowle
- Eckington
- Unstone
- Barlow
- Cutthorpe
- Old Whittington
- New Whittington
- Newbold
- Calow
- Staveley
- Hasland
- Brimington
- Brampton
- Walton
- Holymoorside
- Wadshelf
- Whirlow
- Dore
- Dore Moor
- Totley
- Ecclesall
- Banner Cross



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