



One Community

Heron Care are an experienced provider of Domiciliary Care, that has been established since 2005. We work closely with several local authorities, and NHS Services. We currently provide domiciliary and supported living care to over one hundred service users throughout Merseyside.

Heron Care is dedicated to the Partnerships it has created within its communities, from local authorities, CCG, 5 borough partnership, Liverpool home care providers, Voluntary Organisations, and other agencies. We are transparent in what we do, and are always willing to share and pass on any knowledge or information for which may be relevant to third parties. We currently provide several services daily, in conjunction with other providers. We communicate and meet other local providers on regular basis, share information, ideas, and knowledge. Heron Care also offer training to other providers if required. Heron Care work closely with reablement services in Liverpool, Knowsley and St Helens, we also have a good professional working relationship with the 'Northwest Commissioning Support Unit', and receive regular requests to provide services to individuals who are being discharged from hospital. Heron Care are able to mobilise a staff team within hours, all staff are fully trained in accordance with CQC standards and regulations. They receive induction, are nominated for the Care Certificate, trained in all mandatory requirements, including understanding dementia, acquired brain injury, end of life, and pressure area care. All of our dedicated care staff are provided with shadow shifts, usually with the Key Worker to evaluate the staff's practices, and to provide guidance in regards to Care Plans and Risk Assessments.

Heron Care is committed to working within a multi disciplinary team to ensure the best possible outcomes and that a professional approach is achieved. Heron Care's care plans include full co-operation with all health professionals in order for our staff to ascertain the most comprehensive information to ensure the best possible service for clients.

Heron Care wants to give something back to the local community in which we operate." We need to work together more than ever for the wellbeing and prosperity of our communities and people of Merseyside

Heron Care work closely with all local councils and together help the people in our community to enjoy positive mental health, and support those who are experiencing difficulties. With a team of dedicated and expert staff, and working closely with our local partners in each borough, we aim to provide service users with highest quality services. The first thing we always do though is, listen. We believe in providing a better view for our service users and carers, our commissioners and partners, our employees, and our community. This means putting people first and making every effort to keep improving what we do. You will find us open and honest, knowledgeable, trustworthy and friendly.

Early identification of complex needs supports more effective care planning, reducing risk of delays in discharge the earlier complexity is identified, and the greater the opportunities to manage and plan for better outcomes.

A multi disciplinary team involved in the service users care on a short term basis including family carers, should be included in the care planning process. If complexity is identified as part of a hospital stay, we feel it is important that a Heron Care manager involved with the clients home care package are included in the care discharge planning process at the earliest opportunity.

A care plan engaging all discharge and home care teams should be put in place without delay. This will require access to and a prompt response from, appropriate members of the multidisciplinary team, and a positive approach to risk and care management.

Care manager awareness of the level of complexity will provide assurance that Heron Care focus on appropriate and timely assessments and thus prevent delays. Effective and responsive escalation processes need to be in place across home care and hospital setting to ensure appropriate response to address "sticking points", and to highlight potential risks to independence.

Heron care are committed to working together to enable people in our communities to live more independent and healthier lives by giving them greater choice and control, maximising their social support systems, assessing their care needs and strengthening support in their community, Heron care will signpost individuals to local;

- Registered Charities
- Faith Groups
- Voluntary Organisations
- Community Groups
- Community Associations
- Tenants and residents groups
- Housing Associations
- Co-operative and social enterprises
- Sports, environmental, arts and heritage organisations
- Non constituted groups of residents working
- Citizen Advice Bureau
- GP and district nurse
- Well Man and well Woman clinics
- MIND
- Age concern
- Alzheimer's Society

To help Heron care undertake holistic assessment, and regularly review, internal KPIs and QMS, allow us the opportunity to propose how we will demonstrate our achievement of the 10 specified performance outcomes. Our proposals are set out below.

- Ensuring people are able to have as much control as possible of what, how and when support is delivered to match their needs
- People are involved in the decision-making in relation to their own care and support.
- Where possible the Service Provider will delay and reduce the need for care and support, if possible.
- Signposting to prevention and early intervention services to offer alternatives to standard care and support.
- People have access to support and information to have the opportunity to have the best health and wellbeing throughout their life.
- Allow people to take risks with the best possible advice, guidance, and assessment.
- Enable the Service User to live as ordinary a life as possible.
- Provide the Service User with the assessed amount and level of care and support to enable them to function, or resume functioning, to their optimum ability;
- Minimise risk to the Service User, and to prevent deterioration in the Service Users quality of life if such services were unavailable;
- Promote and preserve the Service Users skills, independence, personal choice and control over decisions that affect them.

Service users will be encouraged to make decisions about their lifestyle in general, where necessary in consultation with the service user's advocate, family, and a wider range of support services.

Heron Care have invested in a tagtronic system and Pass and go system for which we regularly collect and review data. This helps us and local authorities monitor real time calls and calculate Heron Care's performance against agreed targets. This monitoring helps us to determine whether the actual length of call is required, if less time is required due to re-enablement, development or progress in dependency, Heron Care alert the local authority and arrange a review.

It is Heron Care's belief that we are part of a bigger picture, and the part we play is to help improve local people's lives and help grow stronger communities together, this is embedded in our belief that your community makes you, and you make your community.