



Home Care You Can Trust

4Life 
HealthCare Services
CARING IS OUR PASSION

01227 936 957

admin@4lifehealthcare.co.uk

www.4lifehealthcare.co.uk

Contents

| | |
|---------------------------------|-----|
| Who We Are..... | 3 |
| Good Quality Care..... | 5 |
| Live a Happy, Healthy Life..... | 6-7 |
| Supporting Your Needs..... | 8-9 |
| 4Life's Mission Statement..... | 10 |
| Aims and Objectives..... | 11 |
| Our Team..... | 12 |
| Why Us?..... | 13 |
| Helpful Contacts..... | 14 |
| Get in Touch..... | 15 |



Who we are

4Life Healthcare Services is a family-run home care agency, providing tailored round-the-clock care and support for people with varying levels of needs in the comfort of their own homes.

We pride ourselves on our diverse range of services, operating throughout Canterbury and the wider Kent area, with a fully dedicated and qualified team of healthcare assistants and support workers.

A SERVICE PERSONAL TO YOU

Quite simply, we are passionate about providing personalised care to exceptional standards. From the moment you pick up the phone, we will listen and offer you the support and guidance you need to take the next steps in your journey, whether that's care for a few hours a day, or 24-hour live-in care within your own home.

We don't believe in a one-size-fits-all approach, as every person we care for has their own unique requirements. This is why each and every 4Life care plan is carefully designed around our clients' needs, through a holistic, affordable and person-centred approach. Our key focus is to always build strong and trusting relationships with both our clients and their families, enabling our clients to make those all important choices and decisions about their future, whilst always holding their health, wellbeing and independence at the forefront of everything we do.

OUR STORY

4Life Healthcare Services was founded by Hannah and Caleb and was born from the humble beginnings of a small box room in the family home back in 2017. Equipped with a strong desire to give something extra back to the community, their now, modern head office in Canterbury is home to a dedicated training suite and a professional, reliable healthcare team who are at your disposal with a range of integrated care and support services. All of our visitors, whether by phone or in person, can expect to receive a very warm welcome, accompanied by our guidance and understanding on how we can best accommodate your needs.

Here at 4Life Healthcare Services, our clients are very much part of our extended family, in that we care for them the way we would care for our own loved ones; with genuine kindness, compassion and respect. As a team, we are all very driven to providing good quality, dignified care and that gives me the confidence to say, caring is our passion.

- Caleb Chikoto
Registered Owner





Good quality care

One of 4Life Healthcare's philosophies is that not only do we value a person's health and wellbeing, we ensure they are able to continue to enjoy their lives, despite any ongoing or changing health needs they may face. We fully respect our clients' values and beliefs, and our work upholds the ethical principles that provide respect, sensitivity and dignity to all our service users.

We have a robust and flexible team of highly trained carers, qualified healthcare assistants and support workers who are committed to providing the best possible care, to exceptional clinical standards.

We work in partnership with both our clients and families to build confident and secure relationships throughout our duty of care. We are always receptive to feedback and suggestions from staff or clients, to enable us to keep developing and providing the highest levels of service possible.

OUR COMMITMENT TO CARING

4Life Healthcare Services is proud to be able to provide an integrated care service that meets the needs of the community, whether within a client's home, hospital or clinical setting. We run regular comprehensive training programmes for all our carers, and ensure they are up-to-date with all polices and regulations surrounding the services we provide.

We are visited and assessed by the Care Quality Commission (CQC), the independent regulator in England, responsible for ensuring that all care providers deliver a service that is safe and effective to the needs of the client. The CQC has been impressed with the level of service 4Life Healthcare Services provides, rating us 'Good' in all assessments. We are proud to continuously build upon these levels of service, by always looking for ways to grow, change and improve in order to surpass the needs and expectations of our clients.

4Life Healthcare Services embraces the 6Cs essential to compassionate care, underpinned by NHS England, ensuring that staff deliver services with:

- Care
- Communication
- Compassion
- Courage
- Competence
- Commitment



Live a happy, healthy life

OUR CARING CAPACITY

We understand that being able to stay in your own home can make a huge difference to your mental and physical wellbeing. The aim of many of our clients is to remain at home for as long as possible, and throughout our work we have seen how maintaining freedom of choice and control in later years, is pivotal to a person's quality of life. To enable clients to live the best life they can, we listen carefully and coherently to their lifestyle preferences, always working closely with their families to provide reliable, tailored care that best meets their requirements.

Our loyal team of highly trained professionals are dedicated to providing care with compassion, dignity, integrity and respect. Whether night or day, a few hours a day, or 24-hours a day, 4Life can provide a care plan customised to you. From day one, we carry out a thorough assessment of your needs, which we'll use to design a safe and flexible care plan that is both cost effective and approved by you, enabling you to lead your life as independently as possible.

OUT OF HOURS SERVICE

Unlike other agencies that operate a regular 9-to-5 service, 4Life Healthcare Services is available 24/7 to offer that crucial care, support and guidance via our 24-hour care helpline. There is no automated messaging service - no matter what your situation, you can expect to speak with a like-minded person who can provide that peace of mind when you need it the most.

Some of the calls that we receive are from concerned family members or relatives in the middle of the night who are worried and don't know what to do. Families know they can rely on us to deliver that much needed support and reassurance, even when they don't live in the same area as their loved one. No matter what your concern, we'll always offer that lifeline to call us and be there for you, so you never feel alone.

We provide holistic care, designed to meet the personal, physical, emotional and spiritual needs of the client, whilst ensuring our clients receive the essential support they need to live a happy, healthy and fulfilled life, irrespective of age, disability or health.

Our live-in care services (also known as domiciliary home care) provide a much more suitable alternative to residential care, removing the anxiety and stress that could come with leaving a place of profound comfort and memories, to new and unfamiliar surroundings. With professional, hands-on support provided to clients in their own home, family and friends can be confident that help will always be there.

Our supported living services encourage the maximising of our clients' independence by engaging in activities they enjoy, whether in the home or out in the community. Whatever your needs, we'll support you to achieving your goals in an environment where you can flourish, no matter what your level of dependency.

From short visits, to full time care, here is just a selection of the personal care and services we can provide:

- Washing, bathing, dressing and grooming
- Hoisting and mobility needs
- Toileting and continence assistance
- Preparing meals, liquids and feeding
- Prompting and administering medication
- Shopping assistance
- Liaising with healthcare professionals
- Arranging/accompanying medical appointments/home visits
- Assistance with domestic tasks e.g. cleaning, cooking etc
- Companionship
- Socialising and community outings as agreed in care package
- 'Sitting in' services and overnight care
- Reading and writing assistance
- Support with tradesmen/deliveries etc



ELDERLY CARE

We can assist with a multitude of tasks, from routine personal care, such as cooking and ironing, to coordinating with GPs and pharmacies to administer medical needs. Ultimately, we aim to provide the best care possible to enable our clients to stay at home for as long as they may wish.

COMPLEX CARE

For patients with significant, chronic long-term healthcare conditions, such as epilepsy, learning disabilities, brain damage, multiple sclerosis and many more, we can tailor a complex care plan that will provide the utmost dignity and respect through careful liaison with local authorities, GPs, hospitals and other related healthcare professionals on the individual's behalf.

RESPIRE CARE

We appreciate that families may wish to take a holiday or short break from time to time to rest and recharge. We offer domiciliary respite care within the home, providing temporary relief to anyone caring for a loved one, safe in the knowledge that they will receive the best possible care, in accordance with their dedicated care plan.

DISABILITY CARE

Our trained carers have experience working with people with a range of disabilities, from spinal and brain injuries to learning disabilities and sensory impairment. We will carry out an initial thorough assessment to determine what level of support is needed, which can be adapted at any time, according to the needs and wishes of the client and/or their family.

DEMENTIA CARE

We understand the worry and stress a family member experiences when they are faced with a loved one living with dementia. We provide specialised, flexible care plans in unison with a well-matched carer who will provide a personalised, compassionate approach that families can rely on - whether through weekly visits to the home or 24-hour live-in care.

END OF LIFE CARE

Our belief in caring for someone with a life-limiting illness is to strive to maintain their quality of life, be that through emotional and psychological support or personal care on a daily basis. Our carers will help your loved one live as comfortably as is possible in the time they have left, as well as providing support to families throughout this difficult time.

MENTAL HEALTH

Mental health comes in many forms. By providing a person-centred approach, we can cater to each individual's specific requirements, enabling them to continue living in their home confidently, with all the necessary social, emotional and medical support they need to continue engaging in activities they enjoy.

CHALLENGING BEHAVIOUR

Our carers can identify and manage common triggers by applying specific techniques and strategies to help eliminate individuals from becoming challenging at any given time. We will support the individual with accessing and participating in communal activities to further improve and encourage social skills, whilst providing practical and emotional support to both the individual and their families.

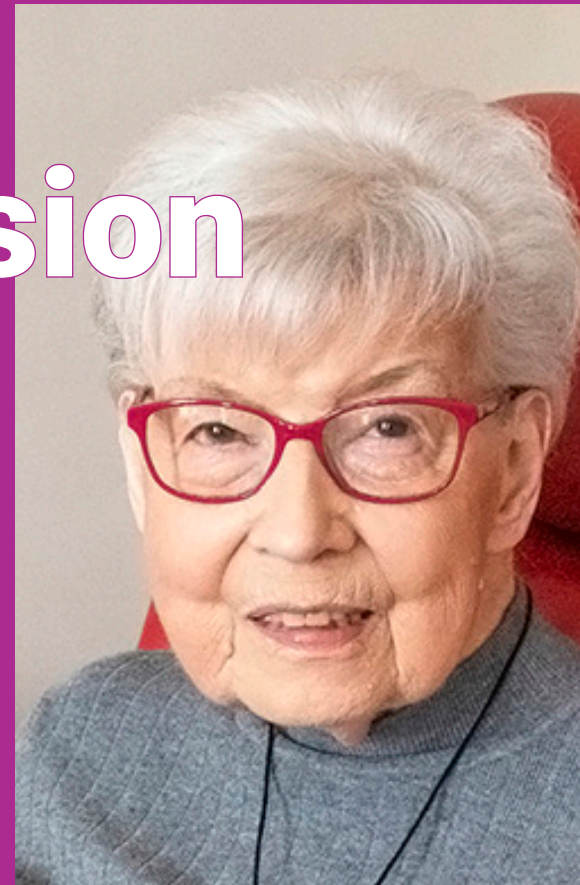


**Supporting
your needs**

4Life's mission statement

As a team, 4Life Healthcare is committed to providing unrivalled levels of service in a positive environment that offers clients freedom of choice and lifestyle.

We hereby state our core mission to the community, which governs the standards by which we operate as a service provider.



To provide outstanding, personalised care and support through our teams' shared vision to enhance the wellbeing and quality of life for all our clients within the community.



WHAT YOU CAN EXPECT FROM OUR TEAM

- Experience and, professionally trained
- Dedicated and friendly
- Punctual and reliable
- Respect for your privacy and confidentiality
- Patient and sincere
- Positive approach
- Good communication with you and your family
- Supportive and encouraging of independence

Aims and objectives

Every 4Life client is unique - that's why we're driven to going above and beyond the level of care expected of us, to help our clients truly thrive in an environment suited to them.

To provide good quality, person-centred care and support in a client's home, hospital or clinic setting by well trained staff, ensuring the service delivery has positive outcomes for all clients, regardless of their level of care.

To provide a range of services that are safe, caring, effective, flexible and responsive to the needs of the client, adapting accordingly to the changing needs and/or circumstances of the client, their family and other agencies supporting them.

To ensure clients are healthy, happy and have everything they need to achieve their full potential, whilst promoting their independence irrespective of age, changing needs or disability.

To work in partnership with service users, offering fairness and transparency, informed choice, and inclusivity in decision making, enhancing quality, and maximizing client satisfaction.

To prioritise the safeguarding the lives of vulnerable adults and young people, ensuring patient safety is of paramount importance, and always protecting service users from abuse and harm.

To always uphold ethical considerations and value of client privacy, confidentiality, autonomy, dignity, respect for their values and beliefs, with recognition and support of client individuality and diversity.

Our team

We always look for that special quality in a person that tells us this is not just a job, but a vocation. Whilst knowledge and expertise is crucial to each and every member of the 4Life team, genuine compassion and kindness are the essential ingredients needed to meet 4Life's core aims and objectives.

THE RECRUITMENT PROCESS

We understand that a stranger coming to live in or visit your home regularly, can be daunting. Rest assured that we adopt strict and thorough procedures to ensure each of our care workers is adequately trained and equipped with the necessary skills to carry out their role.

Our rigorous recruitment and vetting procedures encompass DBS checks prior to recruiting all staff, as well as the relevant references and documentation required to become a carer.

During face-to-face interviews, we assess candidate suitability for the role and get to know them on a personal level, so we can match our clients with like-minded carers.

TRAINING & REGULATIONS

We provide fully comprehensive induction and training programmes for all our staff to ensure they meet the standards required to fulfil their duties safely, professionally and efficiently. This includes training them to the 4Life philosophy of care and culture.

We comply and remain up-to-date with all current healthcare industry standards and regulations, paired with ongoing Quality Assurance procedures to maintain high standards throughout.

CARING FOR OUR TEAM

We are proud to be able to provide a team of dedicated healthcare professionals, who are friendly, reliable and respectful.

Much like in the ways we interact with our clients, we have a duty of care to our team. We conduct regular one-to-ones, providing staff with opportunities to raise any questions, concerns, thoughts or aspirations about their clients, or their future within the 4Life family. Routine supervision, training and annual appraisals also take place to make sure staff are safe, happy and confident in their abilities.

We have an 'open door' policy which encourages and welcomes staff feedback, suggestions or ideas, to help identify any potential areas for improvement, to further enhance our service delivery.



Why us?

As a small family-run home care agency, one of the ways in which our services are unique is our accessibility. There is no third party involved, we are available 24/7 - it's as simple as that.

COMMUNICATION IS KEY

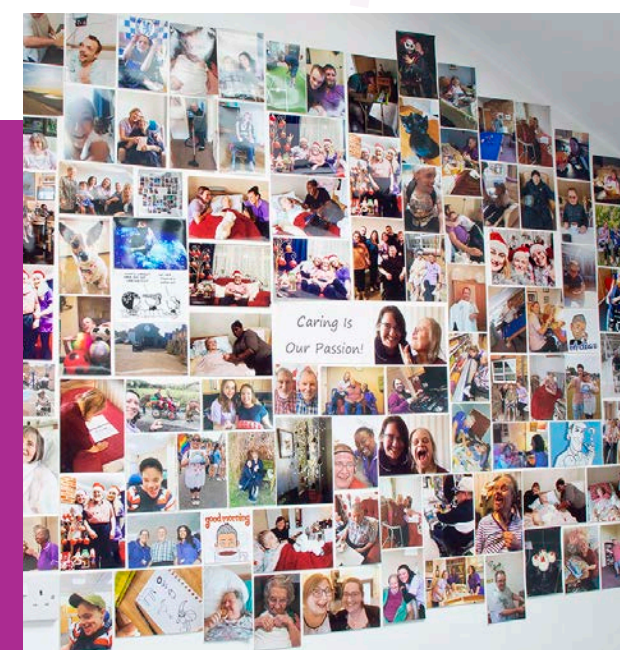
Unlike other agencies who are more task-orientated, we are constantly communicating with our clients and their families, both between visits and during 24-hour care, to update and consult with them on the care being provided. We also take the stress and worry off their hands by contacting the relevant practices on the client's or families' behalf - night or day, be that GPs, district nurses or hospitals. We are determined to do the right thing by our clients - just another way of showing our commitment to providing consistently high levels of service and care.

We also operate very differently to many agencies in that our team of carers are very much part of the wider family ethos. We are united in our mission to not only fulfil our professional duties, both as a service provider and as colleagues, but to offer diversity in the way we care for each client.

By adopting this approach, we are able to form strong, trusting relationships with our clients, and we truly appreciate the benefits this has upon families, safe in the knowledge that we will treat their loved one with the care and respect they deserve, as if they were a member of our own family.

IT'S PERSONAL

The time we spend with our clients is not simply perceived as a 'rota' of duties. We value opportunities to spend genuine quality time with each client, whether assisting with personal care (however big or small) engaging in activities they enjoy, nurturing their development or simply just by making their lives more comfortable in the best ways we know how. We continually strive to make a real, lasting difference in their life, and when we leave a client for the day, we want them to be smiling and looking forward to when we next meet again.



Join us

Are you a selfless individual who puts others before yourself? Do you find looking after others fulfilling and inspiring? If so we'd love to hear from you.

We're always on the lookout for individuals aspiring to give that something special back to the community, whilst being able to develop their career in a safe, friendly and supportive environment.

If this sounds like you and you want to be part of a rewarding team who really cares for its staff, please call us today on 01227 936 957 or email admin@4lifehealthcare.co.uk for more information.

Helpful contacts

We're available 24/7, however if you have any specific questions or queries, here are some other useful services, whom can assist you.

CARE QUALITY COMMISSION

The independent regulator of health and adult social care in England

Parkway 3, Princess Parkway Business Centre, Manchester, Greater Manchester M14 7LU

Tel: 03000 616 161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

KENT COUNTY COUNCIL (Maidstone)

Social care and health information

Maidstone House, Top of The Mall, Kings Street, Maidstone ME15 6AT

Tel: 03000 416 161

Web: www.kent.gov.uk/social-care-and-health

KENT ADVOCACY

Independent organisations offering qualified advocacy support

P.O. Box 375, Hastings, TN34 9HU

Tel: 0330 440 9000

Email: info@theadvocacypeople.org.uk

Web: www.sites.google.com/prod/seap.org.uk/kent-advocacy

AGE UK (Canterbury)

Registered charity for older people

The Centre, Castle Row, Canterbury, CT1 2QY

Tel: 01227 462 368

Email: info@ageukcanterbury.org.uk

Web: www.ageuk.org.uk

MIND (East Kent)

Advice and support for mental health

34 King Street, Ramsgate, CT11 8NT

Tel: 01843 319 193

Email: info@mind.org.uk

Web: info@eastkentmind.org.uk

ALZHEIMERS SOCIETY

UKs care and research charity for people living with dementia and their carers

Scott Lodge, Scott Road, Plymouth, PL2 3DU

Tel: 0333 150 3456

Email: enquiries@alzheimers.org.uk

Web: www.alzheimers.org.uk

Get in touch

For further advice regarding your next steps, or for an informal chat, pop in or pick up the phone today to see how we help.

We deliver 24-hour Live-in Care throughout Kent, and home visits within the CT2/CT2 Canterbury and Faversham central areas. If you are outside of these areas, please contact us for further guidance..

DIRECTIONS

We are situated, just off of Wincheap Road in Canterbury, in Tudor Road (opposite the Kwik Fit garage), with free on-site parking by our offices in the courtyard.

CALL US

We are open 9-5pm, Monday to Friday. Call **01227 936 957** or **07532 720 891**. For out of hours or emergencies, please call **07532 720 891**.

4Life Healthcare Services, 15 Tudor Rd, Canterbury CT1 3SY



EMAIL US

If you would prefer to drop us an email, please contact admin@4lifehealthcare.co.uk

VISIT US

For more information on our services, please visit www.4lifehealthcare.co.uk

“ What the 4Life family say... ”

We can never thank you enough for the wonderful and exceptional care you gave to our Father. This made our days stress-free, thanks to being in such skilled hands.
- The Bishop Family

The 4Life team were totally proactive in identifying patient needs and their support to us was outstanding. Their presence and professional advice was of the highest calibre throughout.
- Ken, Family Member

Their staff went above and beyond to make sure my husband was well cared for. They afforded him the dignity he deserved and they became more like "friends" than just care givers.
- Alison, Family Member



CARING IS OUR PASSION

4Life Healthcare Services

15 Tudor Road, Canterbury,
Kent CT1 3SY

Call us: 01227 936 957 / 07532 720 891

Email us: admin@4lifehealthcare.co.uk

Visit us: www.4lifehealthcare.co.uk



Domiciliary care

Domiciliary respite care

Live-in care

Complex care

Mental Health

Disability care

Elderly care

Dementia care

End of life care

Companionship