



Westcountry & Alexandras

Our Team Is Your Team



*Delivering high-standard, holistic,
person-centred care to all of our customers.*

**Speak to us to claim
your free visit**

Introduction

Westcountry Home Care and their sister company Alexandras Community Care are an established CQC-regulated care provider that have been providing reliable and safe care to the community since 1996.

We believe that care is a 24-hour responsibility and have 6 branches in Cornwall. The care remains person-centred and localised, and we believe that working in partnership with individuals, their families, friends, and professionals is essential to ensuring that care is discreet, compliant and holistic.

Each branch has a management team that can advise on all aspects of any care requirements that you may need.

Our Values

We strive to provide care of the highest quality. In pursuit of this mission we will be guided by the following values:

- We will put services users first
- We will involve, develop and support our staff
- We promote innovation and improvement
- We respect others and treat everyone as equals
- We work closely with all other healthcare professionals to improve the standard of care provided in the community

We take pride in the quality of care we deliver. We realise care is complex and that we have to adapt and improve continuously to meet our own standards.

Our Services



Home Care



24-hour Care



Dementia Care



Palliative Care



Specialist Care



Social & Domestic Support

Our Team

We value the power of teams and ability for individuals to deliver more as part of a group. We are committed to making our teams stronger and increasing their knowledge.

All of our caregivers have successfully passed extensive background checks (DBS) and are trained in courses such as Moving & Handling, First Aid, Safeguarding, Health & Safety and much more.



"We appreciate the high standard of care my mum receives. In particular, the continuity of care with the same carers on a regular basis. This is important for someone with dementia. My mum might not remember her carer's names but she quite obviously feels safe and enjoys the contact and care with them. Her face 'lights up' when she sees them arrive"

- **Elizabeth**

Regulated by



We are committed to meeting and exceeding the standards of Care Quality Commission (CQC). This in turn means that we will be Safe, Caring, Responsive, Effective and Well-led.

What we can do for you



Supporting you in your home

Westcountry Home Care can support you with personal care such as washing, bathing, food preparation, medication support and much more, allowing you to maintain your independence all in the comfort of your own home.

Rest assured, we have locally trained members of the team who pride themselves on providing safe, reliable, personalised care to suit you.

Championing specialist care

Managing complex and rare conditions can be challenging and require specialist skill sets and knowledge.

We have an expert team on hand to support people with conditions such as epilepsy, Motor Neurone Disease, Parkinson's, and MS to name a few.

24-hour care - So you never have to be alone

Choosing 24-hour care means you will have expert support on hand every hour of the day. The care package is tailored individually to meet your needs, allowing you remain in a place you call home.

Supporting you or your loved ones with dementia

We work to understand the exact needs of each individual to provide a bespoke and person-centred care plan to ensure the support is right for them. Within our highly-trained team we have a number of Dementia Champions who have a depth of knowledge of how to support a person living with dementia.

Specialist approach to end-of-life care

We use the approach of holistic care by caring for the whole person and not just the condition. Palliative care is not only for the individual who is unwell but also to support their close families involved in their care.

Social & Domestic Support

Sometimes carrying out household tasks may not be possible for everyone. We can support with shopping, laundry, hoovering, meal preparation and much more.

We can also help you remain part of your community, helping you to get out and about, attending social events and appointments.



Choosing a Care Service

How It Works...



1

Call us to describe your needs



2

Free at-home assessment



3

Best care team matched



4

Start your care plan

What are the ongoing communication processes and is there out-of-hours support?

Westcountry Home Care carry out regular 3-monthly reviews of your care package with you or your nominated person to ensure our service continues to meet your needs.

We also ensure that there is a member of the on-call team available to speak to in case of any changes or queries that arise outside of regular office hours.

Is there effective staff recruitment and training, including for specialist conditions such as dementia?

Yes. We have our own in-house accredited training manager who trains all of our staff within our own offices as well as sourcing some training courses from outside providers.

What costs are involved?

The fees charged are dependent on the type of care package and needs of the individual client. Depending on your personal financial situation, you can either pay the fees privately, receive benefits arranged by social services, or have your care paid by the NHS.

Your local council's social work team are obliged to perform an assessment of your care needs if you request it. If they agree that you need care, they will then undertake a financial assessment.

Kevin's Story

Kevin has been a client of Alexandra's Community Care since September 2014. Kevin regularly works for radio station Source FM, the flexibility of our care means we can help him with this.

"Alexandras are the best company I have had and have come to feel more like family. They give me my independence and allow me to live my life how I want to."

The carers I have always go above and beyond the call of duty and they always put me at ease if I have a problem and leave me with a smile on my face.

If I ever had a problem I know I could speak to anyone and they would help me anytime. I really appreciate Alexandras and all that they do."



What CQC say about us



Westcountry Home Care
Launceston
Liskeard

Alexandras Community Care
Redruth
Falmouth
Penzance
Truro

View our latest CQC reports at:
www.cqc.org.uk

(Information correct April 2019)

'People were supported and treated with dignity and respect; and involved as partners in their care.' – **Alexandras Redruth, 2019**

'...we saw that staff were friendly, polite and kind. Staff acted to ensure the person's privacy was respected and it was clear that the person was in charge of how support was provided.' – **WHC Liskeard, 2018**

'Staff were sufficiently skilled to meet people's needs and there were systems in place to ensure all staff received regular training updates.' – **Alexandras Penzance, 2018**

'People and their relatives consistently reported that they were pleased with the level of care and support provided by the service. Comments received included "You could not wish for a better team than they have got there."' – **WHC Launceston, 2017**



Contact your local branch today...

Westcountry Home Care

Launceston (Head Office)

01566 775960

Liskeard

01579 342256

Alexandras Community Care

Redruth

01209 610878

Truro

01726 883763

Penzance

01736 368699

Falmouth

01326 314642

Visit us online!

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