



**Harmony
Healthcare**

Always by your side

www.harmonyhealthcare.co.uk

info@harmonyhealthcare.co.uk

0800 292 2331



Complex Care

The highest quality of care for those that need a helping hand
at home, ensuring reliability and consistency

Always by your side

Welcome



Harmony Healthcare provides high-quality Complex Care in the home to clients with a wide range of complex healthcare needs.

We provide a fully managed clinical service that is regulated by the Care Quality Commission.

We take pride in offering a truly personalised care and support service developed to enrich people's lives, enabling them to lead the most independent and fulfilling life they can.

Through our nurse-led tailored approach, our Complex Care Lead Nurses are

experienced in creating person-centred care plans and will work closely with you and your family to ensure you receive the best standard of care.

Whether you need support to live in your own home, or assistance in your daily life, we are here for you around the clock. Every care package we provide is unique, which is why we ensure our highly skilled Nurses, Healthcare Assistants and Support Workers are trained to meet your individual needs. Please contact our team and we can discuss your needs, how we can support you and start building a package of care that's right for you.



Contact us today on

0800 292 2331

or visit our website

[harmonyhealthcare.co.uk](https://www.harmonyhealthcare.co.uk)



Homecare

We believe that every individual has the right to live as independently as possible. Through our specialised homecare services, we ensure individual's get the care they need, in the comfort of their own home.



Our reputation for providing exceptional complex care at home gives families the reassurance that their loved one is taken care of – something we know is vital when using a homecare service. We love what we do and that is to care and ensure all the individuals we work with experience as much joy from life, as anyone else.

From paediatric care for children, spinal injury to brain injury, degenerative and congenital conditions, the nurse-led and tailored approach we provide supports our client's need to manage their condition and enhance the lifestyle they choose.

As you will discover, we have unrivalled experience in delivering expert care for a wide range of clients living with complex needs. Together with our experienced and highly skilled teams, we will ensure that your care plan and the quality care you receive is as individual as you are.

Every care package we provide is unique, which is why we ensure our highly skilled Nurses and Healthcare Assistants are trained to meet your individual needs. Our Clinical Team are experienced in

creating person-centred care plans and will work closely with you to ensure you receive the best standard of care.

Exceptional care and clinical excellence sit right at the heart of the way we work.

Harmony Healthcare provides a fully managed clinical service that is regulated by the **Care Quality Commission**.

At Harmony Healthcare our highly qualified and carefully vetted Nurses and Healthcare Assistants are here to help whenever you need us, day or night. Our homecare services are fully flexible and can be arranged at short notice.

Clinically led care

Our nurse led team comprises of highly qualified and experienced members who are committed to ensuring that our service users are provided with bespoke and personalised care.



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Nurse-Led Care

Consistency is key for us at Harmony Healthcare.

One of the core pillars of our brand ethos is built around our dedicated and passionate nature, a key trait we look for in all our clinical leads.



At Harmony Healthcare we don't just do what's required; we make sure we go that extra mile to give our clients, and more importantly the service user, the best experience possible. Harmony Healthcare is clinically led which is at the heart of our business. Our aim is to offer transparency and support to the end user to facilitate a simplified transition from hospital to home. A transitioning process can be quite scary and we understand this, our Clinical Team will ensure that all our customers are supported throughout the entire process. A Case Manager will be assigned to all our customers to ensure that we uphold our quality-of-care policies.

Understanding each client's needs to provide the best quality of care is a lengthy process - finding staff to deliver that care can be just as difficult! At Harmony Healthcare we have found a way to get it right the first time round. Our recruitment process is uniquely equipped to ensure that we source the best candidates that are right for our clients.

Our nurse-led team will conduct a detailed interview, assessing clinical competency prior to any candidate being able to work

with Harmony Healthcare. All potential candidates for our nursing and care teams are assessed on a skill checklist and a drug calculation test to ensure our clients have access to quality care.

As part of this process, our clinical leads will ensure a portfolio which will evidence the training they have completed for their Continuous Professional Development. All the training we provide is CPD accredited to ensure they are fully compliant to provide safe and effective care to all service users. All mandatory training and medication administration training is updated prior to commencing work with Harmony Healthcare, plus any client-specific training courses that may be requested. There is a wide range of training available for our qualified nursing staff so they can maintain the knowledge and skills needed for safe and effective practice.



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Services

We manage a range of complex care needs for children, young people and adults who require care in:

- Spinal Injury
- Airway Management including Tracheostomy
- Neuro-degenerative Conditions
- Arthritis
- Dementia
- Parkinson's Disease
- Bariatric
- Cancer including Chemotherapy Management
- Spina Bifida
- Cerebral Palsy
- Renal care
- Stroke
- Muscular Dystrophy
- Learning Disability
- End of Life care
- Live in care



Complex Care Needs We Support

We support a wide range of complex care needs.
We do this through nurse-led care at home and
industry-leading clinical approaches.



Our expert care staff complete a comprehensive training model that ensures they have the specialist skills required to support our service users complex care needs.

Conditions we support

- > Autism
- > Brain injury non-rehabilitation
- > Cerebral palsy
- > Down's syndrome
- > Epilepsy
- > Global developmental delay
- > Hypoxic ischaemic encephalopathy (H.I.E)
- > Learning disabilities
- > Physical & sensory disabilities
- > Tracheostomy care
- > Ventilation needs

Areas of expertise

- > Airway clearance
- > Bowel management
- > Catheterisation
- > Diabetes management
- > Epilepsy & seizure management
- > Nutrition & hydration
- > Oscillated chest physiotherapy
- > Oxygen therapy

- > Palliative/End of life care
- > Respiratory management
- > Specialist behavioural support
- > Transition support
- > Quality and clinical governance

We pride ourselves on quality of care and the unique clinical governance we offer. Every package is allocated a dedicated Clinical Nurse Manager that's there for you no matter what. Their role as experienced nurses is to support you with every aspect of your journey



We create bespoke care plans and support you with meetings, ensuring the complex care received is responsive, safe and effective. To find out more contact

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Children's Complex Care

Finding a care provider that understands your child's needs is vital. Harmony Healthcare's specialist Children's Complex Care Team can help



We're experts in providing nurse-led, personalised care at home. We deliver care for children and young people aged 0-25, with complex care needs.

Our care means your child or young person has the choice to live within your family home and in their local communities – where they belong.

How we help

The children and young people we support are at the heart of everything we do.

Through a combination of personalised, high-quality care and clinical governance we help children, young people and their families manage complex care needs in the comfort of their homes.

We work closely with families, schools, funding bodies and other healthcare professionals involved in complex care provision for children and young adults. This holistic approach means our care is consistent and can adapt as your child grows and develops.

Our main priority is keeping children and young adults with complex care needs safe and healthy.

Truly personalised complex care

We understand every child is different, so we tailor our care packages to meet individual needs. This includes more than just support to manage complex care needs.

Our person-centred approach takes interests, goals and family dynamics into consideration too when delivering care.

This includes involving children and young people where appropriate, working with their families and collaborating with their healthcare professionals to provide truly personalised complex care.



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How We Serve You

Client

- > Bespoke care at home, including nursing and complex care services – our clients are at the heart of everything we do, enabling us to tailor our services to each client’s personal needs and lifestyle.
- > Our highly professional team can support complex requirements as part of a comprehensive rehabilitation service.
- > Person-centred: Complex Care begins with the individual, their strengths, their goals, their relationships and natural daily structures to nurture and sustain them. We take great care to make sure each of our clients receive the kind of care that works for them.
- > Our service is outcome based, supporting service users to live with as much comfort as possible and empowering them to have choice and control over their care. We adopt a partnership approach, working closely with the family and their loved one. We ensure that our healthcare professionals are always consistent in the approach of care which they deliver.
- > We ensure that your loved one is treated with the utmost respect and dignity whilst providing the highest standards of care.
- > Whether you require personal care support or an alternative to residential admission, we will work with you and your family to create a personalised support plan to provide suitably skilled Nurses or Healthcare Assistants for your care package.

We offer

- > A free no-obligation assessment
- > A bespoke care plan
- > Well-trained and highly skilled staff
- > Ongoing care requirement management
- > Regular and clear communication

Clinical Commissioning Groups (CCGs), Local authorities, Private and NHS

- > We work alongside CCGs and local authorities to provide quality-focused and patient-centred care services for people with complex care needs who are also eligible for the NHS Continuing Healthcare funding.
- > We make it our duty at Harmony Healthcare to work together with the care teams and commissioners from various organisations to develop a partnership that provides consistent care for services users with complex needs. With a flexible and person-centred approach, we work together with families, carers, and healthcare professionals to ensure excellent care, with no gaps or fragmentation of the care that we provide.



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Our Wonderful Team

Harmony Healthcare staff are fully vetted and compliant. With well-established recruitment and induction procedures, we aim to ensure that only the most compassionate, caring and experienced individuals are recruited to work with you.



Training

We deliver a range of comprehensive training courses for our Nurses and Healthcare Assistants. Our training covers a variety of skill sets including:

- > Venepuncture
- > Wound care
- > PEG & pump
- > Basic life support
- > Dementia awareness
- > End of life care
- > Medication Safety
- > Adult Tracheostomy
- > Paediatric Tracheostomy
- > CPAP & BIPAP
- > Epilepsy Awareness & Buccal Training
- > Stoma Management

We ensure that our employees have the right skills and are correctly trained to the highest standard to meet your needs.

Staff Recruitment & Development

Harmony Healthcare recognise the importance of investing in staff recruitment and skill development as part of our care provision. Staff are recruited using a vigorous recruitment process that use competency assessments, interviews, DBS and reference checking to ensure that the best health care professionals join our team.

We believe it is essential that our carers receive full training to help them cope with every eventuality. This is why at Harmony Healthcare we enrol all our staff on a comprehensive Training and Development programme that ensures staff have the right knowledge, skills and behaviours to meet all client's needs.

Before our care professionals start work, we provide "shadowing" where they will be observed and monitored by more experienced carers. This provides our staff with the opportunity to watch, listen and learn as well as put into practice some of the skills they have learned already, to ensure our staff continue to develop in their role.



Pass "A platform for everyone"

We have a robust digital platform which is a personalised service, enabling our service users to access their care information in a timely manner. This also allows our care staff to access care plans and document the care delivered, giving us the ability to review the care as it is delivered.



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Our Quality of Care

At Harmony Healthcare we take our compliance obligations very seriously.



We are registered with the CQC in England. The high quality of the services we provide is at the heart of Harmony Healthcare. Our Clinical Governance team ensures quality and compliance by supporting regular audit processes to make sure we apply our rigorous recruitment procedures, management controls and highest delivery of care to each and every client.

Our IT systems automatically notify managers of staff appraisals and training updates and service users receive an appropriate, timely response from a senior manager to resolve

any issues or concerns raised.

We are committed to ensuring that effective clinical governance takes place. This means our clients can have peace of mind in our commitment to quality, learning and continually improving our services.

But of course, it's about more than that. Our belief and fundamental conviction in high-quality care ensures that at Harmony Healthcare, we are not satisfied simply with compliance. We strive to exceed all expectations, providing our service users a uniquely professional and personalised care package that will enrich and support their lives.

The Choice is Yours!



We are Harmony Healthcare, we admire healthcare staff who are willing to learn and have a can-do attitude to their role.

We understand that it can be a daunting task having a new person entering your home so we have the option for families to choose their own care team, and if they pass our screening process, we will train them on your behalf.

With our clinically-led staffing team, we ensure you receive quality care, whilst having a familiar face you recognise.



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Harmony Care Pathway

1

Assessment



A full individual and holistic assessment of needs led by the client is completed in conjunction with the family, the lead nurse and relevant health professionals. All clinical needs, staffing preferences and training requirements are identified. A comprehensive care plan will enable the individual to maximise their potential and lead the life they want.

2

Recruitment plan



Staff with appropriate qualifications, skills and experience are identified and profiles are provided to the service user and/or family. Face-to-face meetings are arranged from the shortlisted staff profiles to meet not only their care needs, but to ensure their social needs are met and their mental wellbeing looked after.

3

Ongoing staff screening



A future-proof, ongoing staff allocation plan is put in place to support any potential staff absences from the regular care team. Any new team members are introduced to the client and family prior to joining the care team.

4

Training



All staff members are inducted in line with an identified set of standards that health and social care workers adhere to in their daily working life.

Harmony Care Pathway

5

Specialist practical training



Following an in-depth clinical assessment of needs, training requirements will be identified to ensure staff are confident and competent to undertake clinical procedures, and have a comprehensive understanding of the client's condition. Conditions may include: Motor Neurone Disease Awareness, Ventilation Support, Tracheostomy, Epilepsy, Percutaneous Endoscopic Gastrostomy (PEGs) and enteral feeding and Medication Administration.

6

Supervision and integration



Complex Care staff have ongoing supervision to ensure they are fully supported, can share good practice and maintain competency levels. These take the form of competency reassessments, planned visits and spot checks with the help of our clients.

7

Clinical support 24/7



We have a skilled team of nurse advisors providing clinical advice and support 24/7

8

Care commences



You can expect a full care plan review every 12 weeks, or sooner if there are any changes. We will continually evaluate the service provided to ensure a care plan that adapts to your needs and evolves with you.

Flexibility for Our Clients at Any Age



At Harmony Healthcare, we always take the time to understand the needs of our clients and it goes much further than just their medical needs.

Each individual is different and our plans are tailored to suit them. We understand the importance of retaining independence and not feeling like someone is watching you, even if you do need 24 hour care. We want to ensure that our clients feel able to open up to us, and that includes telling us their desires in terms of their space and independence.

How we encourage independent living and why this is important

Understanding the care services we offer and how these ensure you can live independently.

Our priority with all the care services we provide is that we ensure these still allow you to live independently, regardless of your age or your condition. We are strong advocates for providing care while also keeping independence at the forefront of our mind. Taking away your independence is the last thing we want to do, and our support

often gives our client's a new lease of life, allowing them to feel more fulfilled than ever before.

The importance of living an independent life

It might seem contradictory to be offering care services whilst also advocating for independence, but the two can work well together. Living with a condition can be difficult, stressful, upsetting and even depressing. The last thing you want to feel is that you are only seen as someone with a condition, not an individual. Our healthcare staff treat each of our clients as individuals, they care for you and want you to do well.

Our focus is to offer the care services you need, but without doing every task for you. We feel that this is counterproductive in improving your life and your condition.

We will develop a tailored approach for you, which involves looking at the help you need and which areas we can develop your independence.

How we encourage independent living

While providing our care services, we will continually review the care you need and

"Our focus is to offer the care services you need, but without doing every task for you. We feel that this is counterproductive in improving your life, and your condition. We will develop a tailored approach for you"

what we can adjust to give you greater independence. For example:

- > Ensuring you take care of your own personal hygiene, where possible.
- > Only ever doing the tasks you require.
- > We will encourage you to take up activities that strengthen your body and possibly improve your condition. We will actively encourage you to keep working if you can do so.
- > While we may advise you on your diet to help strengthen your body and keep you

healthy, we will not tell you what to eat.

- > For conditions such as diabetes, we will give you advice and support on monitoring your blood sugar levels, and we will assist you where necessary.
- > We will advise against living with family if you are capable of living on your own.
- > We will not advise against physical activities unless it may be detrimental to your condition.

The above is completely dependent on the severity of your condition. If you are not capable of doing something, we will not try to encourage or force you. Our carers are trained and experienced and through our nurse-led assessments, we will ensure that we understand your capabilities.



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Homecare Services vs Residential Care

Homecare is when you receive care support in the comfort of your own home. This may include personal care, help with shopping and meal preparation, as well as emotional support.



It can be delivered at times to suit, for instance short-term care when an illness is particularly bad, or after an operation or injury. Residential care, on the other hand, is delivered in a care home, which means the patient has to leave their own home.

Why should you choose homecare services instead of residential care?

Familiar surroundings

> Homecare is based in familiar surroundings, with all your prized possessions around you, and without the worry of being around people you don't know. If you have a partner, it also means that you can stay with them, as opposed to being in a care home where your partner will probably be unable to stay overnight with you. You can also keep your beloved pets at your side, which might not be the case in a residential care home.

Set your own routine

> In a care home, you are severely restricted with the activities you can and can't do, and when you can do them. For instance, you will have specific times for watching TV and even eating your own meals. With homecare, you set your own routine, and you don't need to divert from your regular routine to receive your care.

Tailored care

> When you receive care in a homecare setting, you receive a tailored care plan and a dedicated carer who is only focused on you. In a residential care home, the carers are looking after multiple clients, so they are unable to offer you the same one-to-one care as you would receive with Harmony Healthcare.

Flexibility with care plan

> With residential care, you can't really set your own care plan, but with homecare, it is a lot more flexible. For instance, you can receive round-the-clock care, or care on a short term basis. The level of flexibility we provide allows us to meet



"In a care home, you are severely restricted with the activities you can and can't do, and when you can do them. For instance, you will have specific times for watching TV and even eating your own meals. With homecare, you set your own routine and you don't need to divert from your regular routine to receive your care

your every need. For instance, if your illness gets particularly bad and you need emergency care, or if you require respite care to give your family member a bit of a break.

Companionship

> With homecare, the carers can also provide companionship as well as delivering the care services.

Companionship can go a long way for helping support the emotional needs of the individual.

Retain your home

> If you decide on residential care, you may need to completely give up your home, and your possessions. You may not want to do this and this is, unfortunately, one of the main downsides of residential care. With homecare, this is not the case, as you can retain your home.



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Dementia Care

Many elderly people living with Dementia or Alzheimer’s Disease would prefer to stay in the familiarity and comfort of their own homes, and our Dementia homecare services enable them to do exactly that.



We understand that caring for someone with Dementia at home can be difficult, which is why we pride ourselves on helping you to find a specialist Dementia Carer of the highest quality.

Get 24 hour Dementia care at home

When you or a loved one is diagnosed with Dementia it can be a shock and something you struggle to cope with. Even if you have been half expecting a Dementia diagnosis, having to adjust to living with Dementia at home is a worrying and upsetting time. It can be particularly hard for those close to you, especially when it comes to finding the right Dementia experienced live-in carer to support your loved one. This is where our 24 hour Dementia care at home introduction service can help.

How can our Dementia homecare services help?

Seeking help by employing specialist carers means you’ll find flexible, accommodating and professional Dementia care at home. We can aid you by providing a number of Dementia live-in care professionals, which can help to improve your quality of life in the comfort of your own home. Caring for someone with Dementia at home can be a

challenging time, but help from a Dementia homecare service agency can make life easier for you and your loved one.

Live in care for those who need Dementia Care will enable you or a loved one to remain in the comfort of their own home, both in the early and late stages of the condition – even when they may require palliative care. Your Dementia Carer should focus on promoting wellbeing, ensure needs are met and to help your loved one feel valued and included.

Need Dementia live-in care?

You’ll receive support to find the right person. With the support of your live-in Dementia Carer, you can control the focus of private Dementia Care entirely around the needs of the individual by a trusted healthcare professional.

Receiving Dementia Care at home means that you or your loved one can continue to make independent lifestyle choices, whilst remaining in the comfort of familiar surroundings.



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Mental Health Care

Being diagnosed with a mental illness can be life changing, but doesn't necessarily mean a loss of independence.



We understand mental illness can affect people in different ways, each bringing their own unique challenges, but with a fully trained and dedicated Carer, Harmony Healthcare make it possible for you or your loved one to live as independently as possible.

We take the emotional well-being and dignity of the people we care for extremely seriously. By supporting people to live in their own home, we often see a positive impact on self-confidence.

Adults living with mental health issues are all too often a forgotten part of our society. Without the right help, these individuals can live a lonely life surrounded by a stigma that is perpetuated by a deep misunderstanding of the challenges faced by those who suffer from poor mental health.

Mental health problems can be triggered by events, lifestyles and even genetics.

Sometimes it becomes abundantly clear that the person you love is suffering. But in other cases, poor mental health can sneak up on an individual over a number of months or years.

Perhaps someone you know is battling chronic anxiety or depression? Or perhaps a loved one needs mental health support at home to help with a bipolar disorder? If so, we can offer Mental Health Carers or Carers on either a respite or longer term basis for anyone living with mental health struggles, including:

- > Schizophrenia
- > ADHD
- > OCD

Particular phobias

Regardless of the diagnosis your loved one has been given, the varying symptoms and effects of mental health issues can make it extremely difficult to live a normal life without specialist support and unwavering compassion – two things which can be provided by our experienced live-in care services and Mental Health Carers. Your carers should be professionally trained to deliver high-quality mental health support at home, ensuring that those they care for can continue living independently in the familiarity of their own surroundings.

Access mental health homecare

Mental Health can affect people in various ways. The sheer complexity of mental disorders makes helping those in need especially challenging, but our professional Mental Health Carers can go some way to ensuring that

your loved one is safe, secure and fully supported through the good days and the bad days.

As a Mental Health Care provider our staff have a great deal of experience in providing carers for those living with mental illness. Our experienced team of mental health approved carers are on hand to help out with all of the daily tasks that may have become difficult for your loved one, including:

- > Meal preparation
- > Domestic tasks, such as cleaning
- > Medication management
- > Personal care
- > Assistance with bill paying and paperwork
- > Providing companionship

Whether you're looking for mental health respite services or support on a longer term basis, we know that mental health homecare is about more than the practical side of things. In fact, the emotional support provided by your live-in Carer is, without doubt, of most value to the customers who receive mental health homecare.

Those who find it difficult to engage in day-to-day activities and, in some cases, who struggle to simply get out of bed in the morning will benefit from the emotional encouragement and companionship that is provided by your Mental Health Carer. A live-in carer will not fill the role of a professional psychologist, but they will be able to talk through your loved one's difficulties and provide them with a sympathetic ear, often when they need it the most.

If you are currently caring for someone with mental illness, we can provide short-term respite, live-in care while you take some time out for yourself.

Our approach to mental health care

Mental health illnesses are extremely challenging and we recognise the difficulty of entrusting a stranger to care and support you and your loved one. However our carers provide guidance, support and round the clock care, giving you peace of mind.

Unique carer matching

We always take the time to get to know you as an individual before assigning a private Carer. We don't just look at a carer's experience and knowledge, we carefully hand-pick your Carer to ensure there are mutual interests, hobbies, likes and dislikes alongside a similar sense of humour.



We understand how important it is to keep your freedom, that's why our carers fit around your routine and choices and deliver support that's unique to each of their patients. Whatever your preference, our homecare options are completely flexible.

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Funding

If you need care services, you may have the option to receive funding as part of a Personal Health Budget (PHB).



What is a Personal Health Budget?

PHB's were introduced in 2014 for adults and children receiving continuing healthcare. A PHB is an amount of money granted to an individual to support their healthcare and wellbeing needs. They are arranged through local NHS teams and local authorities.

How does it work?

A PHB is based around a care and support plan, which identifies health and wellbeing goals. This plan will be developed by the individual receiving funding, in collaboration with the local NHS team or local authority team to set out how the budget will be spent to fulfil these goals. The budget can be managed in several ways:

- > To provide them with the highest standards of care
- > To enhance their quality of life and maximise their potential

Where can I find out more information?

If you would like further information about PHB's, it is best to contact your local NHS team who help you most often with your care, e.g. your GP or Care Manager.

"This plan will be developed by the individual receiving funding, in collaboration with the local NHS team or local authority team to set out how the budget will be spent to fulfil these goals."

How can Harmony Healthcare help?

Whether your care is paid for by private funding or public funds either commissioned on your behalf or directly by you, we will deliver a high-quality care package, tailored to your individual needs that will enrich and support daily living.



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Recruitment Process

At Harmony Healthcare we have a comprehensive 6 step recruitment process to ensure we only recruit the best quality Registered Nurses and Homecare Assistants that are most suitable to our clients' needs.

1. About You and Us
2. Application and Compliance
3. Interview and Outcome
4. Induction Training
5. Practical and Shadow Training
6. Ready to Work

We understand you may be eager to start work, but we must be confident that every potential candidate holds the right values to ensure we deliver outstanding care to our clients within their homes.

You will be providing care to vulnerable children and adults, therefore it is essential that you complete the process as set out before commencing work.

The recruitment process can take up to 4 weeks depending on the compliance checks we carry out.

1. About You and Us

Upon expressing interest in joining Harmony Healthcare, a member of the team will contact you to have a friendly chat at your convenience. At this point we will enquire about your experience and qualifications, as well as your preference in availability, hours

and location of work. In turn, we will answer any questions you may have to ensure that both yourself and Harmony Healthcare are happy to progress on to the next stage in joining our ever-growing team.

2. Application and Compliance

A member of the team will provide you with an application form and two competency assessments to complete online.

To prevent delay in your application and ensure we can get you working as soon as possible, we will require you to return your application pack together with your compliance documents (proof of identity and eligibility to work). References will be applied for once your application has been successfully vetted and evaluated.

3. Interview and Outcome

An interview will be scheduled at your convenience and will take approximately 30 – 45 minutes. This will be held either at our local branch or via a video call. Your application will be reviewed and you will be asked a series of questions aimed to ensure that you understand Complex Homecare and if the role is suitable for you.



You will be notified the same day if your interview was successful and a provisional job offer will be made. Our dedicated team will be on hand to support you through our onboarding process, whilst we apply for your references, DBS check and assign you to our online mandatory training.

4. Induction Training

To ensure that you feel confident in providing quality care to our clients, we will support you with relevant training for your role. Our induction training will take place over three days, providing you with the knowledge and practical skills such as basic life support, handling medication and manual handling required to carry out Complex Homecare.

5. Practical and Shadow Training

Initially you will be shadowed by an experienced member of staff during your first

home visit. The member of staff will support and assess you to ensure you are competent to continue to provide good quality care in a safe and confident manner.

6. Ready to Work

Congratulations - you are now a competent member of our dedicated team! We will be in regular communication and on hand to support you by scheduling your workload and addressing any concerns. You will also be supported to achieve the Care Certificate within the first 12 weeks of your employment.



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Testimonials

We simply cannot thank you enough for your understanding, professionalism, and compassion. When we phoned you at the beginning of the month, we were dealing with an acute crisis of care for our mother. She had just been released from hospital, and mum was very disoriented, depressed, and not getting out of bed. They could not transfer her to assisted living for days. From the moment your associate answered our call on her mobile and pulled over in the car to speak with us, to our conversations with you... to the amazing care and professionalism of your care staff, we knew mum was being cared for by the best. –

I Fowler

Just wanted to give you some feedback that I received from mum last week when I visited her on the ward. It happens that one of your nurses was also present (Doyin), when I asked mum how things were going in relation to the package, she shared the following. Harmony Healthcare is good, the service she has received so far has been impressive. She said right from the first contact to where she is now, everything has been brilliant. She explained that you in particular have been professional and knowledgeable with all the questions that she has asked. That it has been great having you on board as it's brought down her anxiety level. She also said that the staff members that she has met from the agency have all been good and

knowledgeable and is looking forward to working with them all.

AO- Team Leader – Children's Continuing Care

My experience of having to navigate through the care system has been a truly horrendous experience. For over 4 years, I've had limited support to help me get the best help my son needs. I've met with many professionals, experts and social care staff and I can count only a very small number of these who were able to propel me in the right direction. My immense gratitude goes to one particular carer, who listened, supported us in many ways and was instrumental in referring me to Harmony Healthcare. From the moment I met the clinical team, they have been absolutely excellent at addressing all my son's needs and those of our family. I now feel my son and family are in a better position to move on from the damaging impact of our past experience. The care we receive now is focussed on what's best for my son and I no longer have to deal with the drama caused by staff who do not report issues I've brought to their attention or managers who do not listen or take this seriously. Harmony Healthcare listen and they act – they go beyond what is expected and as a result our home is no longer filled with drama. We have created a peaceful environment where everyone feels respected and my son is now on track - we no longer feel marginalised and forgotten. The issues we had were quickly sorted out very early on when

Testimonials

Harmony Healthcare took on the package, which proves that other people's negative input was solely to coerce me into accepting a situation that went against my son and family's human rights. The clinical team spent hours getting to know us and stood beside us when many would have given up, under the same circumstances. I'm glad that I have met them and we now have these thoroughly decent, professional people, caring for my son. They are the best and I have no hesitancy in recommending them to anyone. Regards

BC

Our Care Home has a very long and positive history of working with Harmony Healthcare. The management have always been very quick to assist us in finding the right care team to join us in emergencies and on planned cover requested. Their staff are professional, reliable, well trained and have always shown empathy and care towards our residents. Your team has always looked into our resident's best interests and tried as much as possible to make available for us the same staff in order to have continuity of care and for our residents to feel comfortable and always looked after. We are very selective about the agencies that we work with and this branch has always been very supportive on short notices and always tried to accommodate all requests. They have always listened to what our requests were, worked with us towards the best interest of the residents and were very

adaptable each time our needs changed. Due to the great service and the standards of the staff they have provided over the past few years Harmony Healthcare is always our preferred go to agency to cover any shortage of staff we might have. We simply know we are going to receive a professional, quick, and reliable service!

SE Care Home General Manager

Harmony Healthcare came through again! We are pleased to have been introduced to Harmony Healthcare homecare. Their team of carers have been an excellent in stabilising a care package we have been struggling to staff for months. Temi was excellent in training the other carers in ventilations, allowing for Mum and Dad to rest assuredly.

Commissioning Manager



0800 292 2331
info@harmonyhealthcare.co.uk
www.harmonyhealthcare.co.uk

Next Steps

We believe that everything should begin with a face-to-face meeting at a time that's suitable for you, so that we can fully appreciate all the requirements you have. It's important to us that we not only meet your needs, but exceed your expectations; an upfront, no obligation discussion that helps us understand more about you and how you would like to work is very helpful.

How it works

Once we've assessed your needs, we will go through all the options available to you and show you a little about how we work so that you can understand how our leading-edge technology and local branch teams will support your care.

Once your care plan is agreed, we'll arrange regular reviews with you to ensure that your needs continue to be met and address any changes in your requirements or preferences.

We never close – our phones are answered 24-hours a day, seven days a week by our dedicated out-of-hours team, so if you ever have an urgent requirement that's outside normal working hours, we're here to help. Our unwavering commitment to providing the highest quality of care means you can rely on Harmony Healthcare for exceptional staff members who are well trained for the

role and are fully supported by our highly evolving technology and a dedicated Clinical Team.



Contact us today on

0800 292 2331

or visit our website

harmonyhealthcare.co.uk

Contact

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