

ENQUIRY FORM

If you would like further information, please take a few minutes to complete and return this simple form.

Name: _____

Address: _____

Post code: _____

Telephone: _____

MENU OF SERVICES

Please tick which services you may be interested in:

- HOUSEWORK
- IRONING
- SHOPPING
- GARDENING
- HELP WITH PETS
- OUTINGS/SOCIAL
- GETTING TO TOILET
- BATHING/WASHING
- DRESSING/UNDRESSING
- MEAL PREPARATION
- ADMINISTRATION
- GETTING UP/ GOING TO BED

This is not an extensive list. Contact us to find out if we can offer the help you require to support you either through:

- DIRECT PAYMENTS
- PRIVATE FUNDING
- SOCIAL SERVICES ASSISTANCE

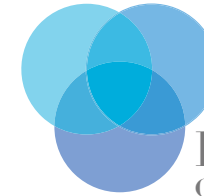


Head Office
Wansbeck House
88 Cockton Hill Road
Bishop Auckland
DL14 6BE

Tel: 01388 458 991

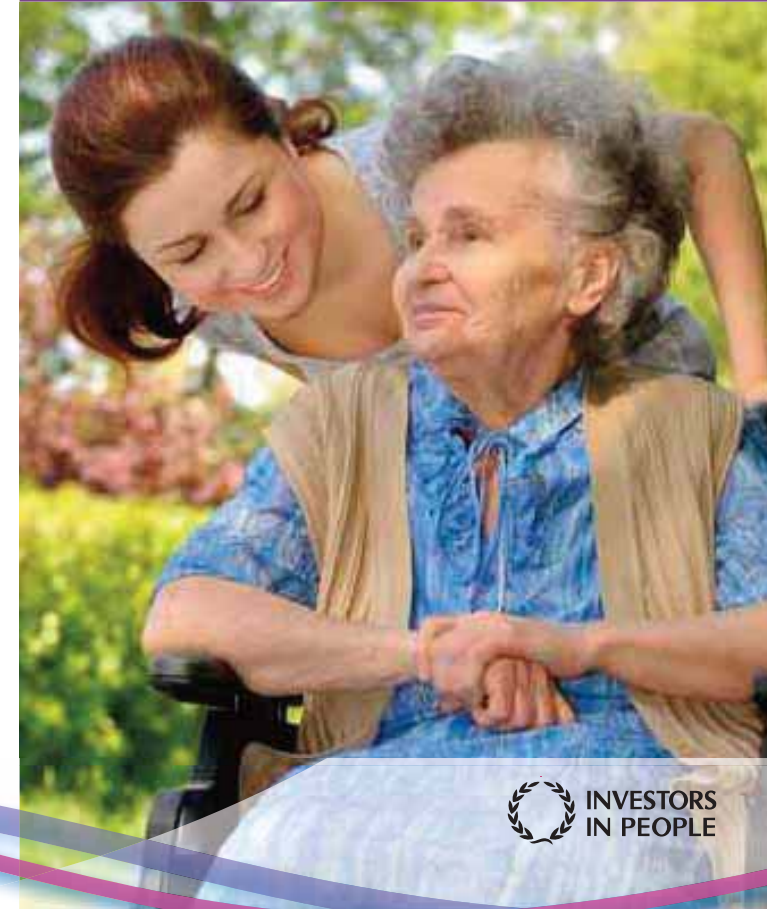
Fax: 01388 458 440

Please contact Emma Wade for further information



Premier
Community Care Ltd.

"Helping you at home, whatever your needs."



 INVESTORS
IN PEOPLE

Registered with the Care Quality Commission

www.premiercommunitycare.com

*"...always punctual, cheerful and efficient, a great help"
(Mr N. Bishop Auckland)*

MENU OF SERVICES ● ● ●

Owned and operated by qualified nurses, we have been providing care and support at home since 1994. Having achieved high quality standards we are an approved provider of home care in South Durham, Darlington, Redcar and Cleveland. We offer a range of flexible services:

Specialist Personal Care

An NVQ trained carer is carefully chosen to meet your needs; services range from meal preparation, personal hygiene, medication, through to night sitting and end of life care.

Social Care

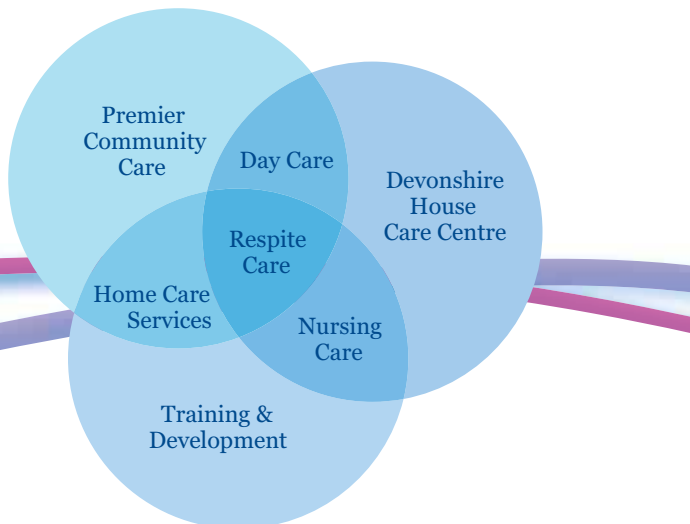
Supporting your health, welfare and wellbeing, we help you deal with potentially difficult situations such as: paying bills, making phone calls, escorting you to appointments and outings and helping with pets.

Practical Support

Help with things that make your life a little easier, for example: cleaning, housework, shopping, and gardening. Support is provided by CRB checked personal assistants.

Day Care and Respite Care

Provided by our sister company, Devonshire House Care Centre. For further information, please visit our website: www.premiercommunitycare.co.uk



HOW DO WE WORK? ● ● ●

A care co-ordinator is responsible for ensuring appropriate members of our care team are selected to meet your individual needs.

Our home care worker's attendance is monitored closely by our excellent head office staff, so you and your family can enjoy peace of mind.

The care you receive is reviewed by senior staff who will visit you at home to ask you how things are going.

For your safety and security all of our staff wear a uniform, carry identity badges and must show you them before they come into your home.

If you have any queries or concerns, we have a team of experienced management and administration staff available to receive your call.

Tel: 01388 458991



OUR STAFF ● ● ●

We employ over 150 care workers who are local to where you live, each having completed a rigorous recruitment and selection procedure. All staff are CRB checked to ensure they have no relevant convictions.

All of our care workers must complete our in-house training programme which includes understanding the principles of care, specialised procedures in moving and handling, health and safety, medication, dementia care, terminal care and first aid.

All our staff work towards achieving NVQs in Care, with over 50% already qualified to level 2 or level 3 standard.

As experts in our field, we also deliver training to other care providers in the area.



DIRECTORS ● ● ●

Graham Harker
Managing Director

Colin Ward

RGN, ENB 941, Cert Ed., Diploma in Nursing, MA/Post Grad, Cert. Health & Nursing Studies

Alison Ward

RGN, ENB 941, Cert Ed., C&G 7307