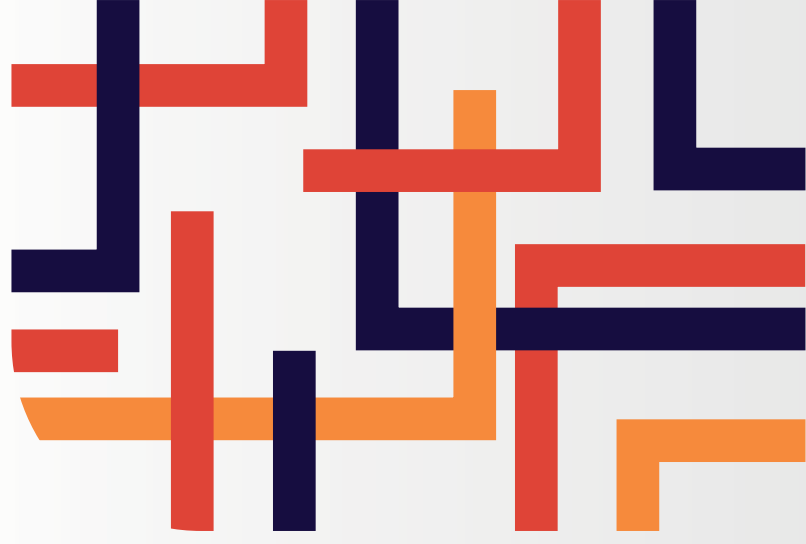




ZoeLife  
C A R E



*Domiciliary Care*  
**BROCHURE**



## WELCOME TO ZOE LIFE CARE

At Zoe Life Care, we provide compassionate, personalised homecare services designed to enhance the quality of life for our clients. Our dedicated team supports you and your loved ones with the highest standard of care, tailored to meet your individual needs.

## ABOUT US

From your initial enquiry to the delivery of care, our dedicated team is with you every step of the way. We provide advice, organise care packages, and customise our services to suit your specific needs. Our team respects your independence and cultural preferences, ensuring all services are appropriate and tailored to your requirements. We also encourage the involvement of your loved ones in your care without compromising quality.



## OUR CARE SERVICES INCLUDE

- Personal Care**  
Assistance with daily activities to ensure comfort and dignity.
- Palliative Care**  
Providing compassionate care for serious life-limiting illnesses.
- Cancer Care**  
Specialised support for individuals battling cancer.
- Live-in Care**  
Round-the-clock support from our dedicated carers.
- 24-Hour Care**  
Continuous care and support available day and night.
- Alzheimer's and Dementia Care**  
Expert care for memory-related conditions.
- Complex Care**  
Managing intricate health needs with professional care.
- Specialist Care**  
Tailored support for specific medical conditions.
- Shopping Assistance**  
Helping with errands and grocery shopping.
- Mobility Support**  
Assisting with safe movement and transportation.
- Housekeeping**  
Keeping your home clean and organised.
- Companionship**  
Providing social interaction and emotional support.
- Leisure Activities**  
Engaging in enjoyable and meaningful activities..

## OUR CORE PRINCIPLES AT ZOE LIFE CARE

At Zoe Life Care, our mission is driven by a set of core principles that ensure the highest quality of care:

**Upholding Civil and Human Rights:** We are committed to protecting your rights and treating you with the utmost respect.

**Collaborative Care:** We work closely with you to find innovative solutions to any challenges, ensuring your needs are met.

**Non-Prejudicial Approach:** We celebrate individual differences and apply unbiased methods in our care delivery.

**Regularly Reviewed Care Plans:** We provide detailed care plans that are continuously reviewed and updated to meet your evolving needs.

**Promoting Independence:** Through reasonable risk-taking and support, we encourage your independence.

**High Standards in Recruitment:** We ensure the highest standards in staff recruitment and selection.

**Continuous Staff Training:** Our team benefits from ongoing training and development.

**Mutual Respect:** We create an environment of mutual respect between you and our staff, upholding your dignity at all times.

## WHAT YOU WILL RECEIVE

At Zoe Life Care, we tailor our services to your individual situation, preferences, and requirements. Our services include:

**Personalised Services:** Domiciliary care specified to your needs.

**Comprehensive Information:** Up-to-date details about our services, coverage, and costs.

**Respecting Your Home:** Ensuring our workers fully acknowledge your privacy.

**Local Know-How:** Our carers are familiar with the area and local facilities.

**24-Hour Support:** Around-the-clock assistance.

**No-Obligation Assessment:** A staff member will visit to understand your needs.

**Daily Visits:** From one hour to a full day (minimum visit length varies by location).

**Night Support:** Available for complex care or reduced assistance, either Sleeping or Waking Night.



## WHICH SERVICE IS RIGHT FOR YOU?

Choosing the right care service can be daunting. Here's a breakdown to help you decide:

**Personal Care:** Ideal for daily activities such as bathing, dressing, and meal preparation.

**Companionship:** For those who need social interaction and help with household chores.

**Night Care:** Ensures comfort and support during the night, offering peace of mind.

**Live-in Care:** For those who require round-the-clock assistance while maintaining independence at home.

**Respite Care:** Temporary relief for primary caregivers, ensuring seamless care continues.

**Complex Care:** Specialised care for intricate health needs managed by trained professionals.

**Hospital to Home:** Smooth transition support from hospital to home, aiding recovery.

**Palliative Care:** Compassionate support for individuals with life-threatening conditions, focusing on comfort and quality of life.

**End of Life Care:** Dignified support ensuring comfort during the final stages of life.

## SAFEGUARDING OUR CLIENTS

Safeguarding the welfare of our clients is paramount at Zoe Life Care. We are dedicated to creating a safe environment that promotes health, well-being, and dignity. Our safeguarding policies include:

**Collaborative Approach:** Working with local authorities and organisations to ensure up-to-date safeguarding practices.

**Transparent Reporting:** Immediate and effective addressing of any concerns without fear of reprisal.

**Client Empowerment:** Educating clients on their rights and providing support for informed care decisions.

**Rigorous Recruitment:** Thorough background checks and DBS screenings ensure only trustworthy individuals join our team.

**Regular Training:** Ongoing safeguarding training for our staff to maintain vigilance and knowledge in protecting vulnerable individuals.



## FUNDING YOUR CARE

Various finance options are available to ensure you or your loved one can remain in the comfort of home. These include:

**Personal Budget:** A lump sum to cover healthcare requirements.

**Personal Health Budget:** An allowance for those with recognised health concerns.

**Individual Budgets:** A flexible option involving multiple support sources.

**Direct Budget:** Complete control over your care package and provider.



## QUALITY ASSURANCE AND RECRUITMENT STANDARDS

We pride ourselves on our rigorous internal quality assurance and recruitment systems. Our staff undergo comprehensive training, including manual handling, disease control, basic life support, fire safety, and medication management. We monitor performance through shadowing, annual audits, random checks, and regular supervision.



## FAQs

### **Are you registered with appropriate governing bodies?**

Yes, we are registered with the Regulation and Quality Improvement Authority (RQIA), ensuring the highest quality of care.

### **Will someone visit my home before starting the service?**

Yes, a complete Care Assessment is conducted to ensure the package suits your needs.

**Will I always receive care from the same carer?** We strive to provide consistent care, introducing more than one carer in advance if necessary.

**How will my care be managed?** Our Registered Manager oversees all care packages, ensuring regular reviews and effective management.

**What makes Zoe Life Care stand out?** Our experience, flexible and dependable services, and a strong network of contacts ensure exceptional care.

## OUR PROCESS FOR DELIVERING TAILORED CARE

**Initial Enquiry:** We receive your enquiry and discuss your requirements.

**Assessment:** A Zoe Life Care assessor visits to conduct a care and risk assessment.

**Care Plan:** We present and finalise a care plan with you and your family.

**Staff Selection:** We select suitable staff members and arrange a meeting if needed.

**Care Begins:** Your tailored care service starts, ensuring immediate support if required.



## ZOE LIFE CARE AND PERSONALISATION

We adhere to the 'Putting People First' agenda, promoting independence and offering choices. Our services go beyond personal care, including domestic help, day trips, and more. We consult with you throughout your care delivery to achieve the best outcomes, whether funded by the council, independently, or by personal budget holders.

## EMERGENCY CARE SERVICES

In urgent situations, we can condense our process to begin immediate assessment and care.

### CONTACT US TODAY

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Get in touch with us today for a no-obligation assessment and discover how Zoe Life Care can support you or your loved one with our compassionate domiciliary care services. Experience the difference in the comfort of your home.