



# *A Guide to Our Home Care Services*

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**SweetTree**  
Home Care Services

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# Welcome to SweetTree

As the founder of SweetTree Home Care Services, it is my great pleasure to thank you for considering SweetTree to be your provider of home care and support. Whether the services being provided by SweetTree are for you, a loved one, or for someone you are assisting in a more professional capacity, please be assured that we always do our very best to ensure that the assistance we provide is delivered to the highest standard at all times.

At SweetTree, our prime objective is to assist those we look after to remain in their own home for as long as they wish, with dignity, independence and control over their lives. We have formalised the commitment that we make to our clients in the SweetTree Charter, which forms the cornerstone of everything we do. A copy of this is included in the pages that follow.

The SweetTree team believe in adopting a person-centred approach to delivering the support we provide. You can expect our team and the care plans we create to focus as much on a client's interests and preferred lifestyle as they do on the personal care and support required. We want our clients to have fun - regardless of whether this involves a day out shopping, a trip out to meet friends or relatives, or something less active like listening to music or being read to.

Like all at SweetTree I am committed to making sure that we provide our clients and their families with the highest quality home care and support possible. If at any time you would like to discuss the services SweetTree could provide for you, please do not hesitate to let me know.

Thank you again for considering SweetTree, the team and I very much look forward to being of assistance.



**Barry Sweetbaum, Founder and Managing**

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## *The services SweetTree provides*

SweetTree Home Care Services was established in 2002 to provide clients with the highest quality home care and support possible to facilitate people living in their own homes with dignity, independence and control over how they live their lives. To achieve this we offer clients a range of services designed to meet both general and specialist care and support needs.

### *Home Care service*

For some people, the reassurance and companionship gained from having one of our care team members visit for a few hours a day to assist around the house will be enough. For others, more intensive 24-hour care will be required on either a live-in or live-out basis. Regardless of the level of need required, the SweetTree team will work with you to design a service package that will help you or your loved one to live life, at home, to the full.

#### **Hourly care:**

To ensure continuity and the building of genuine relationships, our provision of care comes at a minimum of 2 consecutive hours. This, and additional hourly support, can be arranged for any time you need it – including waking nights or sleep-ins, weekends, and holidays.

#### **Live-in care:**

For clients requiring full-time care, a live-in care arrangement can sometimes be the best option. Live-in care offers the reassurance of full-time support and companionship in the comfort of your own home.

#### **Respite and adhoc care:**

We understand the value of short breaks, holidays and respite for both people receiving care and their families. Our respite care service provides temporary relief to anyone caring for a loved one. We can also provide hospital to home support or as short as one home visit.

### *How our Support Workers can assist the client*

- Companionship and socialising
- Support with medication
- Washing, showering, bathing and dressing
- Assistance with toileting needs
- Prepare and lay fresh bedding
- Prepare meals with, or for clients
- Light household work
- Laundry or ironing
- Shop with or on their behalf of clients
- Collect medications and prescriptions

### *Activities*

- Visits to the cinema and theatre
- Social events and get-togethers
- Concerts and the arts
- Educational lectures
- Visits to the library
- Eating at restaurants
- Walks in the park
- Networking in the local area
- Shopping trips

### *Palliative Care Service*

At SweetTree, we offer people approaching the end of their life the support of specialist care team members, who have the training and experience necessary to help them and their family through this difficult time.

The Gold Standard Framework Palliative and End of Life care programme that SweetTree applies offers people nearing the end of their life to remain at home.

Read more [www.goldstandardsframework.org.uk](http://www.goldstandardsframework.org.uk).

- Support from 2 to 24-hour care
- Freedom of choice and flexibility
- Culturally focus care and training
- Partnership working with palliative care specialists and other multidisciplinary teams
- Over a decade of experience in palliative care
- Advance care planning to allow people to be heard, have full control and remain involved for as long as they want, or are able to do so

### *Dementia Service*

We understand the challenges that face families following a diagnosis of dementia, we also recognise that with professional support and the right care you can remain fully supported in your own home.

From experts in mental health to holistic therapists the common characteristics that unite the specialist dementia team is their passion for finding creative, holistic innovative ways to help client's and families live with dementia.

- Live-in or live-out care options
- A specialist dementia care team
- Advanced dementia training for all dementia service care team members
- Admiral Nursing Service - a specialist dementia nurse who provides expert practical, clinical and emotional support to families living with dementia
- Care coordinators on hand 24 hours a day 365 days a year
- Cognitive Stimulation Therapy (CST) - a 14 session psychosocial treatment amalgamating many of the researched therapeutic approaches in structured therapy sessions



## *Outstanding rating by CQC*

We were delighted to receive a rating of Outstanding from our most recent CQC inspection (October, 2017). Everyone at SweetTree is so passionate and dedicated to their role that it means the world to us to have an outside body officially recognise this. With only 1% of care agencies receiving this prestigious rating, we are thrilled to know just how high our level of service is to clients and their loved ones.

Debbie Ivanova, CQC's Deputy Chief Inspector of Adult Social Care, said:

*"It is always good to see a well- run care agency such as SweetTree Home Care Services. SweetTree's hard working staff and management thoroughly deserve the Outstanding rating."*

*"What has made this agency outstanding has been the well thought out management arrangements. There is an Advisory Board, a multi-disciplinary team of service directors and managers, a charter and newsletter and investment in staff with an awards scheme and staff support. People using the service are involved in agreeing their care arrangements and they told us how much they appreciated the service. This is a fine example of quality care"*

## *The care and support needs SweetTree is able to meet*

- Care and support for people over the age of 18
- Care and support visits from 2 to 24 hours
- A variety of care at home needs
- Palliative care
- Dementia care
- Companionship
- Complex needs: PEG feeds, stoma and catheter care, oxygen therapy, nebulisers, care of a tracheotomy, Non-Invasive Positive Ventilation (NIPPV)

## *The care and support needs SweetTree is unable to meet*

- Child or adolescent support
- Care and support under 2 hours
- Registered nursing duties
- Hourly care/support for people residing outside the M25 (Live-in care is provided nationally)

# SweetTree's Charter and Mission Statement

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## *The SweetTree Charter*

At the heart of everything we do at SweetTree is a dedication to improving the quality of life of our clients, our team members, and the wider community.

We strive to:

- **Provide the highest quality care and support possible**
- **Treat people with respect**
- **Encourage independence and self-fulfilment**
- **Embrace individuality**
- **Enhance self-esteem**
- **Preserve dignity**
- **Support self-expression**
- **Recognise the right to take risks**
- **Promote freedom of choice**
- **Continually evolve and improve what we do**

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## *The SweetTree Mission Statement*

The SweetTree Mission Statement is where we state what our objectives are as a care provider. All members of the SweetTree team contributed to the development of this statement and it is against this that we judge the quality and success of everything we do.

*'To assist our clients, team members and the wider community to achieve the highest quality of life possible through the provision of exceptional care and support; enhancing the wellbeing, growth and development of the individual and SweetTree as a service provider'*

## *SweetTree's aims and objectives*

Here we set out clear objectives for the services we deliver, to ensure that they are in line with the expectations of both our clients and their representatives.

- **To provide the highest quality care and support possible, delivered by friendly, well trained team members.**
- **To offer a broad and flexible range of services that reflect and adapt to the changing needs and circumstances of our clients, their family, friends and other agencies supporting them.**
- **To communicate openly and accurately in a manner that can be clearly understood.**
- **To manage our commercial affairs in a highly professional way that is demonstrably fair and transparent for our clients, team members and business associates.**
- **To continually evolve and improve what we do by remaining open to constructive feedback and suggestions.**
- **To respect, appreciate and fairly reward our team members for the work that they carry out on behalf of SweetTree and our clients.**
- **To make a valuable contribution to the wider community and society by always being respectful and helpful, and by contributing to the cumulative knowledge base of those who support the needs of frail and disabled individuals that are living in the community.**
- **To support regulatory bodies and relevant trade associations in their pursuit of maintaining quality and standards within the home care sector at large.**
- **To honour the standards and objectives set out in the SweetTree Charter.**

## *How we respond to new service referrals and support requests*

Our care and service managers take overall responsibility for coordinating support requests and new service referrals. They are responsible for organising care packages, communicating with other healthcare professionals, and keeping abreast of legislative changes in the sector.

### *How is a new care package assessed?*

- A care or service manager will arrange a convenient time to visit a client in their home for an initial care assessment, free of charge.
- This assessment normally takes around 1 hour and includes a full risk assessment to ensure the safety and wellbeing of both the client and the team member.
- For clients returning home after a hospital discharge a manager can visit both the hospital ward and the clients home.

### *What happens when care begins?*

- Once the initial care assessment is completed, a care plan will be created that is entirely unique to the client's needs, preferences and culture to ensure the service provided is holistic and person-centred.
- SweetTree's team of care coordinators will then identify the care team member/s with relevant skills, training, availability and of course, personality.
- If preferred, the selected care team member/s will be introduced to the client prior to any care or support taking place.
- When the client is happy with the care team member/s selected, support will begin. Our clients should then expect to receive a call within 24 hours to check how the first shift went.
- Thereafter, regular calls or visits will take place depending on a client's level of needs, to monitor the early stages of support.

### *How is care monitored, reassessed and reviewed?*

- On-going care is overseen by a dedicated manager.
- A full service review will take place at least annually, however, if a client's needs change frequently, a full review of their care will take place sooner.
- In the event that a client or their representative has any problems or concerns with the service being provided, a complaints procedure has been designed to assist in communicating this to a senior member of the team. In the first instance however, discussing any issues that arise with the manager responsible for their care may well enable a speedy resolution.
- On-going care is monitored by a team of care coordinators and care supervisors via People Planner, a care management IT system that allows team members and on-call team to quickly and easily communicate with clients.

## *How does SweetTree work with other professionals?*

- Many clients will have other clinicians and professionals working with them to help support their medical, social and psychological care needs. During assessments and reviews we will document if any other professionals are working with the client, and write to their GP to make he/she aware of the care we are providing.
- We ask our clients to give us consent to discuss their needs where necessary so that comprehensive support can be given.
- Appropriate members of the multi-disciplinary team (MDT) will be asked to attend client reviews and care managers will also attend MDT meetings as requested. Working in this collaborative way allows us to ensure that all care needs are met and there is effective cross-team working in health and social care.
- It may often be the situation that our managers and care team identify that a client would benefit from specialist support i.e. from physiotherapy or occupational therapy. In this instance the manager would advise you and support you to make the referral where necessary.

## *How to make changes to your care*

Cancelling your care visit at short notice

If you wish to cancel your care visit/s please call the office team within 48 hours to avoid any service charges taking place.

Changing your care team member

Our care packages are designed to be flexible to accommodate changing care needs. Should you wish to make changes to your care package or a request a different care team member for any reason, please call the office team so we can action your request.

Cancelling SweetTree's services

Clients are free to change or end their care and support with SweetTree at no cost with 7 days notice.

## *SweetTree's hours of operation*

*24 hour/7 days a week/365 days a year service*

Our clients can be confident that there will always be a senior team member available to help, should the need arise. Our head office in Swiss Cottage, central London is open between 8am and 8pm Monday to Friday and between 9am and 8pm Saturday and Sunday.

### *Outside of office hours*

An on-call service is provided by senior members of the office outside of office hours and phones are always diverted to an answering service in case lines are busy. This answering service will immediately contact the on-call manager who will then respond as appropriate.

If, for whatever reason, it is not possible to contact the on-call manager there is an agreed escalation procedure with the answering service to ensure that out-of-hours calls are always responded to. N.B Please do not leave detailed messages and confidential information with this answering service, please wait for a SweetTree team member to ensure that no miscommunication takes place.

## *SweetTree's Company Insurance*

SweetTree maintains comprehensive insurance cover to protect our team, our clients and third parties in the event that an untoward incident occurs. A copy of our insurance certificate can be obtained by contacting SweetTree's offices.

AXA Insurance UK plc

Policy Number: LCBDX6709060/15258142

C/O Bluefin, 1st Floor, 3150 Century Way, Thorpe Park, Leeds LS15 8ZB

0113 284 074040

## *Overview of Fees*

All fees detailed below are inclusive of VAT and administration costs. There is no charge for the initial care assessment, on-going care reviews and cancellations if care is cancelled within 48 hours of your scheduled visit time.

Please note that bank holidays are charged at double rate, and our support workers receive double pay when working bank holiday shifts.

***BAND 1*** Starting from £ 19.71

***BAND 2*** Starting from £21.45

***BAND 3*** Starting from £22.34

***BAND 4*** Starting from £22.96

PLEASE NOTE: Bands are given as an indication of costs only, and are per hour. The bands are indicative of the level of care required; i.e. the higher the band the more complex the care. As all of our packages are bespoke to each individual client, an assessment will need to be made before an accurate cost can be given.

## *Additional Services*

***Admiral Nurse Support*** Free for all SweetTree clients and families using our services, otherwise, a flat rate of £75 per hour.

***Handy-Man Services*** Small home repairs, door/window security installation - starting from £20 per hour.

Driver for appointments/errands - hourly rate plus £1 per mile.



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