



Platinum Plus Healthcare Ltd

The Mission

The aim of Platinum Plus Healthcare Limited is to provide a high quality health and social care service aimed at promoting and maintaining independence, dignity and happiness through evidence based care strategies. We adopt a joined up approach to health and social care management, working closely with the wider multi-disciplinary team to ensure each person is dealt with based on their individual circumstances, needs and wants.

The mission statement is at the core of the company ethos and provides an underpinning principle for the care and service you can expect at all times.

Platinum Plus Healthcare Limited is a domiciliary care provider established to meet a growing need and desire for people to receive care in their own homes. As a family business, we understand the need for people to remain in their own surroundings, close to their families but with the support of an independent help to relieve the strains that this situation can have. We are motivated to support people in their own homes as long as is medically advisable.

Platinum Plus Healthcare Limited has specialist skills from a number of different healthcare specialities. We are able to provide care for any adult with a wide range of needs from the routine to more advanced clinical needs. This includes those patients who require end of life support, rehabilitation support and assistance with the management of long and short term medical conditions. We are also skilled and able to provide care for adults with psychiatric needs and learning disabilities.

With this goal in mind, Platinum Plus Healthcare Limited has staff skilled in a wide variety of areas and with spe-

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CQC Registered Service - Your guarantee for us meeting the standards

Our Aims

Platinum Plus Healthcare Ltd. aims to ensure that all service users receive the care they require, when it's needed and inline with best practice methods. To do this we will:

- Promote the rehabilitation and independence of all people.
- Develop the knowledge and competence of health care workers, through supporting NVQ and additional vocational qualification programmes, enabling them to provide effective and efficient care.
- Develop a reputation for outstanding care delivery through consistent, effective and efficient dealings with our service users.

The Service

Each individual will have their own needs assessment and based on this appropriate care services commenced. You may not require or be eligible for all of the following services. Your care needs assessment will be made available to you with a complete care plan detailing the agreed provision at each assessment. The following list identifies the typical services we provide:

- Personal care (hygiene assistance, showering/bathing, dressing and similar)
- Mobility support
- Nutritional support (preparing meals, assisting with eating and drinking activities)
- Enteral feeding
- Medication administration (in conjunction with appropriate medical prescription) including invasive medication administration.
- Wound management
- End of life support within the home (including support of family members)
- Cleaning (when in conjunction with other care needs)
- Emotional and psychological support (counselling or psychiatry services are not available)
- Supporting social activity (shopping, attending appointments with the service user, for example hairdresser, doctor)
- Blood sampling (as requested by appropriate professionals)
- Catheterisation
- Rehabilitation support (e.g. prescribed physiotherapy routines)
- Post-surgical care (wound monitoring, suture removal, extended post-surgical monitoring – hospital at home)
- Management of acute exacerbations of existing illnesses (where this is advised by a medical officer / appropriate nurse practitioner).

Additional specialist services may be available on request.

A typical cost for a package which contains elements of the above would be £14.50 per hour per member of staff required to fulfil the assessed needs. Costs will be higher if your care needs to be managed by a registered nurse. Prior to signing the service agreement you will be advised of the cost and this will never be changed without notification and for good cause.

From the point of referral, whether that is self referral or through a third party such as social services, you will be treated with respect and dignity. Services will only commence after the full assessment has taken place and the appropriate care plans, risk assessments and contract arrangements are in place.

Please see the Service Process diagram on page 4 for an indication of the normal process we follow, please bear in mind that timescales may change due to unforeseen circumstances.



Alison Manning - Manager / Director

Working in the care industry for a total of 8 years, Alison has gradually worked through a vocational training programme, achieving NVQ's 2, 3 and Registered Managers Award. She now works as a manager and clinical assessor for vocational training programmes.

Working in a range of settings including domiciliary care, nursing and residential homes, a hos-

pice and psychiatric hospital, Alison has been exposed to a wide range of experiences from the core health and social care team. With prior experience ranging from an entry level worker through to senior management, Alison is extremely well qualified to not only co-ordinate care but also deliver high quality personal care.

She will always strive to meet your needs and will

work tirelessly to ensure that your experience of domiciliary care, whether for short or long term purposes is a positive one.



Where care is about you

Mike Ellis - Manager / Director

Starting out a career in the care industry, Mike worked as a care assistant in a nursing home deciding to join the Royal Navy to undertake registered nurse training at the age of 18. Working in a variety of clinical specialties including trauma orthopaedic surgery, acute medicine and emergency care as well as continuous work in

long term care settings, Mike has a wide range of different care experiences. On leaving the Royal Navy he took a post as lecturer and clinical assessor in Health and Social Care, working with people from the age of 16 upwards, to develop skills and knowledge in health and social care settings. Now qualified as a teacher in the

post-compulsory education sector he is committed to ensuring that staff have the right skills and knowledge for the job they are doing. Mike remains a hands-on practitioner who is driven to practice according to current best-practice techniques and will lead others by example.

The Team

Platinum Plus Healthcare employs an extremely hard working group of individuals with a wide range of experience. We are committed to ensuring that the people who provide your care are highly trained, with the knowledge and skills they need to support you.

As a company, we are committed to exceed the governments targets for the number of qualified staff providing

care. All of our staff will either be working towards or have achieved an NVQ level 2 or above in Health and Social Care or its equivalent. As a company committed to this level of training you may at times be cared for by someone who hasn't yet achieved a formal qualification. Even in these cases you should be assured that they are competent to perform their duties and would not be working as an individ-

ual unless they have been deemed competent by a member of the senior staff.

In addition to NVQ training we are also committed to ensuring that our staff continually update knowledge and undertake additional specialist training. We aim to ensure that all staff have specialist training in a relevant field within 2 years of employment.

“As a company, we are committed to exceed the governments targets for the number of qualified staff providing care”

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Torbay Innovation Centre
South Devon College
Long Road
Paignton
Devon

Phone: 01803 540687
Mobile: 07830 292701
E-mail: info@platinumplushealthcare.co.uk
Web: www.platinumplushealthcare.co.uk

If you need any further information regarding our services, please use any of the contacts to the left to get in touch. Please note that the mobile number is for the duty manager and should be contacted only outside the hours of 0830-1630 Monday - Friday



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