



## Statement of Purpose & Service User's Guide



01792 921 951  
[www.angelcare.wales](http://www.angelcare.wales)

making your home feel like home again

# Welcome to Angelcare

At Angelcare we provide quality, person-centered care, making your home feel like home again. This guide will provide you with information about the services and support Angelcare offers.

Operating throughout the City and County of Swansea under the direction of the West Glamorgan Partnership Board, Angelcare is a specialist support service providing homecare for elderly adults living in their own home.

We support clients with varying degrees of needs allowing you to remain in your own home comfortably. Our clients may have cognitive, sensory, social, emotional or physical needs or simply be facing the challenges commonly associated with aging.

We are one of the largest and most reputable care provider's operating throughout Swansea. We have a well-established team of experienced Carers who are skilled, kind and compassionate.

Our professionally trained team excel in delivering care that prioritises clients' voices, independence, dignity, respect, and freedom of choice.

At Angelcare, we know how vital it is to be able to remain in your own home safely and comfortably as you grow older. We understand how important the familiar surroundings of your home and neighbourhood are. Angelcare allows you to maintain close relationships with family, friends and neighbours as well as familiar activities that can allow you to remain content and happy at home.





## What we do

Our aim is to deliver high-quality, person-centred home care that promotes happiness, independence and well-being.

### We do this by:

- Developing strong bonds with our clients so you are content and happy.
- Supporting individuals to live safely and comfortably in your own homes.
- Respecting cultural, linguistic, and personal preferences.

## How our Service Works

### Needs

The first step in working with Angelcare is to understand what your needs are. You may have been referred to us by the Local Authority (Subsidised Care) or by way of a referral or private enquiry (Private Care).

Whichever way you have been introduced, we will work with you, your family and Social Worker (if applicable) to define exactly what help is needed.

Perhaps you simply need a little more help around the house than before or you might just need a few hours of companionship per week. Sometimes help can be more significant, for example acknowledging that you need help showering or dressing.

### Assessment

We always meet with potential clients and families face to face for an initial assessment. This is where you are given the opportunity to explain what you want and how you want this delivered. It is also important for us to determine how we will deliver such as times or days, what is requested and to identify any risks involved such as access, family members or pets.

### Care Plan

Following assessment, each client receives an individualised care plan that has been specifically designed in accordance with your wishes. The care plan articulates your own preferences, needs and aspirations and is available for you to read and change at all times.

### Rota & Visits

Once the care plan has been written and visit times agreed, a rota is developed through our online system One Touch. One Touch allows clients to see which Carer is visiting each day as well as notes and updates recorded against each visit, allowing you or your family to view daily.

### Commencement

A start date is agreed upon and our care starts being delivered. During your first visit a Team Leader will always accompany Carers to ensure everything runs smoothly from the get go.

## Subsidised Care

Some clients may be entitled to subsidised care through the Swansea Local Authority. You can determine if this is the case for yourself by contacting Swansea Council directly by emailing CAP@swansea.gov.uk

We are one of a small number of providers who are commissioned by the council to provide subsidised care to those who are entitled to it.

Through the Local Authority we provide the following services;

- Personal care
- Medication support and administration.
- Meal preparation and light cooking
- Assistance to eat and drink
- Moving and positioning
- Specialist care plan tasks

It is important that the services a Carer is providing to a client are clearly set out in the clients care plan. Services beyond what is written down, need to be requested by the client or social worker so it can be determined if these needs can be met through the subsidised care arrangement or, more often, through additional private services being provided.

Whilst we will always endeavour to arrive to visits at the exact time specified in the agreed rota, the Local Authorities requirement is that Carer's arrive within a thirty minute window of the allocated timeslot.

We understand that having familiarity and compatibility with individual Carers can be incredibly important. We always strive to deliver continuity of Carers wherever possible however it is important to understand that, with subsidised care as opposed to private care, it is not always possible to provide specific Carers. Although continuity of specific Carers is desirable, it is not an essential requirement supported by the local authority.

## Private Care

At Angelcare, we appreciate that some clients may have specific needs that go above and beyond what subsidised care is able to provide. You may have preferences that are deemed desirable but not essential by the local authority however these may feel essential to you.

This could be as simple as a precise timeslot you prefer to have dinner or a specific Carer. Although we are not always able to provide these through subsidised care, we can offer them privately.

In addition to the services provided above, we are also able to provide the following services to all clients privately, as follows:

**Social Activities** - assistance with taking you for a coffee or to visit a day centre.

**Companionship** - chatting with clients, reading to you, or simply watching your favourite programme together.

**Kitchen help** - aid around the kitchen, assistance with cooking your meals.

**Shopping** - daily or weekly shopping trips, this can be with you or on behalf of you.

**Live-in Care** - overnight stays and around the clock care or weekend stays.

**Respite** - for families who also need a break, want to go away or just need a rest.

**Housework** - help around the house, ironing, laundry and light cleaning.

**Mobility** - Aid with physical tasks, exercise, aid with walks to the park or beach.

**Transportation** - support with visits to and from hospital appointments.

**Hairdressing** - support with accessing professional hair dressing services.

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feel like home again**



## What we expect from our Carers

- They will fulfil all tasks outlined in your personalised and bespoke care plan.
- They will possess the knowledge, and skills to effectively support you.
- They will Safeguard the confidentiality of your personal information.
- They will respect your rights, dignity, and always promote your independence.
- They will honour your home, belongings, and personal preferences.

## What we expect from our Clients

It is important to remember that providing care entails an extremely intimate service, and that the bond between Carer and Client is paramount. This is a two-way relationship and must always be respectful. Compassion and kindness must always be mutually provided and received by both Carer and Client. This also extends to the family and friends of the Client.

We operate a zero tolerance policy to any disrespect shown either way and we expect all of our staff to treat our Clients with dignity and respect. In return, we kindly ask that you reciprocate in order to ensure a smooth, professional relationship.

This is inclusive of but not limited to:  
Bullying or harassment of any kind, racism, discrimination, sexual advances, abusive behaviour, violence and aggression, demands outside of the care plan or any other forms of negative behaviour that causes stress or anxiety.

In addition, Carers are strictly prohibited to give clients or their family their personal phone numbers. Should you need to contact a Carer directly, please contact the office and they will deal with your query directly.

We know how important being on time is, but we also kindly ask that where possible, clients and families understand that delays may infrequently occur due to emergencies, traffic and weather.

Carers are strictly prohibited to undertake private work for our Clients. We request that you refrain from asking Carers to provide care services or companionship directly. Please contact the office if you wish for additional services.

And finally, we ask that Clients and families access their personalised care system One Plan regularly (see below for further details) in order to review care plans, read daily visit notes and stay up to date with the care being provided.

## Carers

All care staff who work for us are recruited following a robust process. All new staff shadow experienced Carers before they begin providing care themselves.

- All staff are vetted regularly via criminal recorded checks.
- All staff have or are, working towards relevant care qualifications.
- All staff are registered with Social Care Wales, the governing Care body.
- All staff are provided with ongoing training in safeguarding, medication, moving & handling and dementia amongst other topics.
- All staff are reviewed regularly to ensure quality of care is the highest standard.

## What our carers cannot do

- Undertake tasks that are not outlined in the agreed care plan.
- Hold door keys to your property without written consent.
- Move you or your position without a Moving & Handling assessment or equipment.
- Physically lift you from a position unaided, even with assistance from another person.
- Assist you with the use of money, accessing your bank card or cash.

## Carer Safety

**Pets** - Due to concerns about potential risks, where clients have a pet, they must be able to be placed in an alternative room whilst care is taking place for the safety of both Client and Carer.

**Smoking** - we require that clients do not smoke whilst Carers are in your home.

**Gifting** - Carers are strictly prohibited to accept money from Clients or families. We understand that some Clients and their families wish to gift our Carers from time to time. Carers are therefore able to accept a small gift of up to £10 from Clients providing this is declared by both Client and Carer.

## Communication

We comply with Welsh Language Standards and offer services in Welsh wherever requested.

Your Care Plan is accessible digitally via our One Plan system. One Plan is Angelcare's online digital system where all recorded documentation is kept. The system can be easily accessed by the Client and family using your unique logins.

Your One Plan login will be provided to you when your care package begins. Should you need them again please contact the office directly.





## **Cancelling Calls**

For subsidised care, we are able to accept notice of cancellations on the day itself and do not request prior notice to be given. For private care we kindly ask where possible that 4 days notice is given to avoid full charges.

## **Termination of Services**

Either party are entitled to terminate the contract at any given point with 28 days notice. The service will continue for the duration of the notice period.

## **Home Security**

If it is necessary for Angelcare to access your home, we will advise you to have a key-safe installed on the exterior of your property that is accessible with your key or fob placed inside. It is our policy that no employee accepts or carries keys on their person for a client's property.

## **Complaints**

We always prioritise meeting our clients' needs. If you have any concerns, please reach out to the office initially for prompt resolution. If you are not satisfied with we have resolved your concern, please ask for a copy of our Complaints Policy which details how your concern can be escalate further.

## **Equal Opportunities**

Angelcare is dedicated to equal opportunities for all staff and clients irrespective of their gender, race, age, sexual orientation, marital status, physical or mental disability, religious beliefs or political opinions.

## **Advocacy**

Angelcare believes our clients have the right to have a voice. Should you require an impartial individual to act solely on your behalf, this is your legal right. To find out more about advocacy, you can contact your local Age Cymru representative.

## **Safeguarding**

We take our responsibility to safeguard your safety and well-being very seriously. Our safeguarding policy is in line with current legislation, local authority guidance and best practice. You can request a copy of our safeguarding policy at any time.

## **Governance & Quality Assurance**

We monitor service quality through audits, spot checks, feedback, and annual reviews. Client involvement in decision-making is highly encouraged with regular reviews conducted.

## **Legal & Regulatory Compliance**

We comply with the Regulation and Inspection of Social Care (Wales) Act 2016.



## Contact Details

**01792 921 951**

Our service hours are 6am - 11pm Daily

**info@angelcare.wales**

Angelcarewales Ltd  
7 St James Crescent,  
Uplands, Swansea, SA1 6DZ

**Managing Director** | Lois Walters  
**Responsible Individual** | Piers Tumeth

### Review and Availability

This Statement of Purpose will be reviewed annually or when significant changes occur. Copies are available upon request.

### Care Inspectorate Wales (CIW)

Government Buildings, Picton Terrace, Carmarthen, SA31 3BT  
0300 7900 126

### Swansea Adult Safeguarding Team

City & County of Swansea County Council,  
Civic Centre, Oystermouth Road, Swansea, SA1 3SN  
01792 636 000

## Partnerships

Angelcarewales Ltd are listed as a reputable and well-established home care provider service in Swansea, working in partnership with Swansea City Council, the Care Inspectorate of Wales, and registered with the Homecare Association.



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