

Anna is new Operations Director



Employing the right people has always been vitally important at Elite HomeCarers and we were delighted to appoint Anna Maher as our new Operations Director.

Anna has a Bachelor of Nursing Degree and is a First Level Registered Nurse with the Nursing and Midwifery Council. In addition to her clinical experience, Anna was also responsible for managing departments, supervising staff, the planning and implementation of care programmes and the setting of care standards while with Fife Acute Hospitals Trust.

Her excellent credentials are certain to ensure that Elite maintains its efficient and friendly service.

"Our aim is to enhance both the lives of clients and their loved ones" says Anna. "Dignity, respect, privacy and security are key priorities for us at all times, combined with a positive attitude and commitment from every one of our fully trained and experienced staff."

Elite HomeCarers employs over 50 trained staff in Scotland providing tailored programmes of care into people's homes. An emergency 24 hour on-call service also ensures peace of mind, reassurance and back-up around the clock, thanks to investment in the latest networked communications technology.

"Good personal care means that people can fulfill their right to stay at home, away from hospitals or nursing homes. Our main aim is to enable our clients to have quality time with loved ones, not task-oriented time. At Elite HomeCarers the client always comes first."

"The philosophy at Elite HomeCarers is very straightforward: to provide the best possible service and quality of care into people's homes, tailor-made to meet their individual needs and backed-up by the latest in technology and communications."

OUR SERVICES

Elite HomeCarers employs fully trained staff and provides flexible, tailor-made programmes of care.

- **Home Care**
General home assistance including housework, shopping and cooking
- **Personal Care**
Personal hygiene, bathing and catheter care
- **Overnight Care**
24-hour client care
- **Companion**
Shopping escort, tea and chat
- **Palliative Care**
Care of the terminally ill
- **Hospital Discharge Care Assistance**
Assistance on return from hospital
- **Carer Respite**
Providing rest for family and friends
- **Hospital Escorts**
Assistance and company for hospital visits

OUR AIMS

- To meet and exceed the requirements of our clients
- To provide highly trained, skilled and caring staff to deliver a quality and cost-effective service
- To meet, or where possible exceed, relevant statutory legislation and sector guidelines
- To be a caring employer which invests in its staff through training and new equipment
- To be a responsible business that takes into account the impact its services may have on the environment and society in general

STAFF PROFILE

Barbra McEwan – Training and Senior Home Care Co-Ordinator

Training and Senior Home Care Co-ordinator – and juggler – just about sums up Barbra McEwan's job description. The first point of contact for both clients and staff, Barbra's job is to constantly juggle staff rotas, house calls, sickness cover, last minute emergencies and phone enquiries on a daily basis.

"Basically, I need to know where everybody is and what they're doing at any point in the day," says Barbra, who joined Elite last July. "With our care staff working with clients all over Scotland for up to 7,000 hours per month, that's quite a challenge! And it can get more hectic if the weather is bad and staff are delayed getting to clients. But it's a very close and supportive team, so they're always happy to step in at the last minute to cover for a colleague if required."

Formerly a senior rehabilitation support officer and training co-ordinator with the Leonard Cheshire Foundation, Barbra also worked for 16 years with the geriatric, young disabled and rehabilitation sectors for Lothian Health Board.

Fortunately, Elite's investment in technology means that Barbra can find out exactly what she needs instantly with a click of the mouse, while efficiently managing her other key responsibility of ensuring that staff training needs are constantly up to speed.

"I'm currently compiling a training database so that we can monitor staff training needs and assess what they need to meet both their individual needs and the changing demands of the market place. There's never a dull moment!"

Staff Training Suite

As part of its expansion, Elite HomeCarers is soon to open a custom-built training suite. "This will be a quiet area where care staff can study at their own pace, knowing that the help and support they need is close by," says Barbra.

"We're currently developing a Training Needs Analysis which will help us identify the training needs for each member of staff. Some courses such as First Aid, Moving and Handling and Food Hygiene are obviously mandatory, but we also have three members of staff training to become SVQ assessors.



The SVQ in Care is based on national standards and has a practical and theoretical element which underpins and formalises carers' existing knowledge. Much of the training is 'on-the-job' with attendance at college once a month and regular assessments by external organisations.

"When our SVQ assessors are qualified they can assist other staff to attain their SVQs as part of their individual training programmes. Training is a key priority at Elite and the new facilities will help us manage our training programme efficiently and timeously. We also buy in specialised training services as required."

On-Call Staff are available 24 hours a day for all emergencies, and with access to two emergency vehicles, one of which is a 4 x 4, even breakdowns or bad weather won't stop us reaching you. We have invested heavily in the best communications technology so that we can be contacted remotely through one networked system, any time, anywhere.

Talk to us.....

At Elite HomeCarers we like to know what our clients think – and that includes complaints as well as compliments!

Our aim is to resolve any complaints quickly and efficiently, but to do so we rely on you to let us know as soon as possible if there is a problem. It's easier for us to resolve an issue if we know about it early, so don't delay in letting us know if there is something you're not happy about.



**Emergency 24 Hour On-Call:
0797 457 6441**

If you would like to find out more about Elite HomeCarers, please contact Anna Maher at:

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