



**SUPPORTED
LIVING
SERVICES**



ABOUT COMPANY

Empathy Care24 co-founders Nyarai and Munya Reuben were inspired by a desire to help people live their best lives. Both had a history in healthcare, having worked as professional carers, and recognised a market vacuum for a caring and dependable service that actually prioritised the needs of clients.

Their journey started when they realised that many individuals had health conditions and were finding it impossible to live freely. They saw a need for a service that offered high-quality, person-centred care that was courteous, dignified, and empowering.

MISSION

Our mission is to deliver outstanding home care and supported living services that enable you to live with dignity, respect, and independence. We are dedicated to providing great care regardless of age, disability, race, or colour, ensuring that everyone's rights are respected and that you have the flexibility to make decisions that improve your quality of life.

VALUES

1. High-Quality Care: We deliver high-quality care that is customised to each individual's personal requirements.
2. Dignity and Respect: We treat everyone with the dignity and respect they deserve, providing a caring and sensitive workplace.
3. Independence: We urge our clients to live independently, giving them control over their lives and the ability to make their own choices.
4. Choice: We make certain that our customers have the ability to choose the care and assistance that best suit their requirements and preferences.

PERSON CENTRED CARE

Our care services are tailored to your specific requirements, preferences, and choices. We believe in person-centred care, which means that we collaborate with you to develop a care plan that is tailored to your individual requirements. We communicate to keep you informed and active in all aspects of your care.

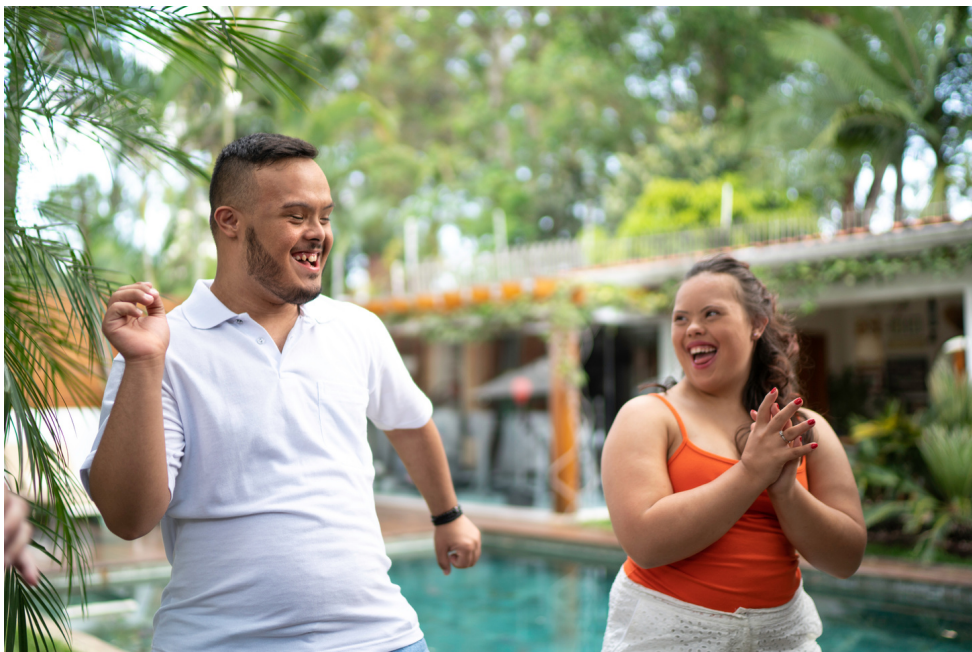


SAFEGUARDING

Your safety and well-being are our top priorities at Empathy Care24. We have strong protocols in place to guarantee that all of our carers have been thoroughly verified, trained, and monitored.

WHAT EXACTLY IS SUPPORTED LIVING?

Supported Living entails providing a safe and supportive living environment in which people get help with daily living responsibilities. Our Supported Living services are intended to assist persons in living independently while providing them with the support they need to stay comfortable and safe in their own homes.



WHO IS SUITABLE FOR SUPPORTED LIVING SERVICES?

Our Supported Living Services are appropriate for those who need help with daily living duties due to ageing, sickness, or disability. We cater to the following conditions:

Learning disability

Autism

Physical disability

Mental health needs

WHAT DOES SUPPORTED LIVING INVOLVE?



Empathy Care24's Supported Living Services encompass a variety of services tailored to each individual's requirements. Here are some of the services that are included with our support:

1. Personal care: Our carers help with personal hygiene tasks including bathing, grooming, clothing, and toileting.
2. Meal preparation: Our carers may help with meal planning and preparation, ensuring that our clients enjoy balanced and healthy meals.
3. Medication management: We support our clients with medication management, ensuring that their drugs are taken on time and in the proper amount.
4. Housekeeping: Our carers help with housekeeping duties including cleaning, washing, and organisation.
5. Companionship: We attempt to develop meaningful connections with our clients and to give companionship in order to alleviate loneliness and social isolation.
6. Transportation: We offer transportation for our clients, allowing them to attend appointments, social events, and other activities.
7. Medical support: We collaborate closely with healthcare professionals to ensure that our clients get the necessary medical care.
8. Emergency support: If necessary, our carers are ready to offer emergency assistance.

AUTISM:

Our carers have considerable expertise in assisting individuals with Autism. We recognise that each person with Autism Spectrum Disorder is unique, and our carers excel at delivering tailored support. Our goal is to provide a safe and pleasant atmosphere that encourages personal growth, independence, and self-confidence.



LEARNING DISABILITY:

Our services are intended particularly to support individuals with learning disabilities. Our carers offer support that is customised to the intellectual and developmental needs of each individual. We provide our clients with the opportunity to improve their abilities, socialise with others, and participate in meaningful activities that improve their quality of life.

PHYSICAL DISABILITY:

Our carers have been educated to assist individuals with Physical Disabilities with personalised support. We assist clients in preserving their mobility, freedom, and dignity. We support everyday life chores, including clothing, bathing, and grooming. Our goal is to improve their quality of life, lower their risk of falling, and promote their overall well-being.



MENTAL HEALTH NEEDS:

Empathy Care24 offers support and care to individuals with mental health needs. Our carers provide empathetic support while addressing each client's specific mental health needs. We help with medication management, counselling sessions, and other mental health activities. Our mission is to provide a safe, comfortable, and supportive atmosphere in which our clients may accomplish their objectives.

OUR REFERRAL PROCESS

1. Referral submission process:

Our team receives referrals from healthcare experts, social workers, and care coordinators to maintain a hassle-free experience for our clients.

2. Eligibility evaluation:

Our team will evaluate the client's eligibility for the transition to our supported living services. We will evaluate the client's support needs, current level of independence, objectives, and challenges to ensure that we provide the best services possible.

3. Intake interview:

Once our team has assessed the client's eligibility, we schedule intake interviews with our team. The goal of this interview is to gather valuable information about the client's needs, preferences, and goals, helping us to create an individualised care plan that best suits their needs.

4. Care plan development:

We will create a unique client-centred care plan. This plan includes specific objectives, interventions, and tactics to help our clients achieve their independence goals.

5. Implementation of support services:

We will begin with the provision of various support services, including therapy, life skills training, counselling sessions, and community integration, to fully support the client's independence journey.

7. Regular monitoring and review:

We offer continuous evaluations and improvements to all the support services we offer our clients at Empathy Care24.



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