



# HOME CARE SERVICES

# ABOUT

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**WE'RE A PASSIONATE  
COMPANY FILLED WITH  
PASSIONATE INDIVIDUALS**



Medcom Personnel Limited is revolutionising healthcare provision in the UK, emerging as a premier agency specialising in the placement of healthcare professionals across both the private and public sectors. Regulated by the Regulation and Quality Improvement Authority (RQIA) in Northern Ireland and the Care Quality Commission (CQC) in England, we uphold the highest standards of quality and safety in all our services.

## **Our Mission:**

At Medcom Personnel Limited, our mission is to redefine healthcare provision by delivering unparalleled services that prioritise safety, quality, and compassion. We are committed to connecting individuals with skilled carers who provide personalised support, fostering independence and well-being within communities.

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# OUR HOME CARE SERVICES

At Medcom Personnel, we understand the importance of providing compassionate and reliable home care services to individuals and families in need. Our dedicated team of carers is committed to enhancing the quality of life for our clients, allowing them to maintain independence and dignity in the comfort of their own homes.

## OUR SERVICES INCLUDE

- Domiciliary care: Home-based personal assistance.
- Live-in care: 24/7 support at home.
- Dementia care: Specialised memory support.
- End of life: Compassionate terminal care.
- Night care: Overnight assistance services.
- Respite care: Temporary caregiver relief.
- Disability care: Tailored support for special needs.

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# DOMICILIARY CARE

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## PERSONALISED SUPPORT IN THE COMFORT OF HOME

### What is Domiciliary care?

Domiciliary care, also known as home care, is a type of support service provided to individuals who need assistance with activities of daily living but prefer to remain in the comfort and familiarity of their own homes.

It encompasses a wide range of services aimed at promoting independence, dignity, and quality of life for individuals who may be elderly, disabled, convalescing, or living with chronic conditions.

### Domiciliary care is ideal for individuals who:

- Prefer to receive care in the comfort and familiarity of their own home.
- Require assistance with activities of daily living.
- Desire personalised care tailored to their individual needs and preferences.
- Seek companionship and social interaction to reduce loneliness and isolation.
- Wish to maintain independence and autonomy in their daily lives.
- Have family carers who need respite or additional support.



Whether you need short-term assistance during recovery from surgery, long-term support to manage a chronic condition, or simply companionship and assistance with daily tasks, domiciliary care can provide the personalised support you need to live comfortably and safely at home.

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# LIVE-IN CARE

## 24/7 SUPPORT AND COMPANIONSHIP IN THE COMFORT OF HOME

### What is live-in care?

Live-in care is a type of home care service where a carer resides in the client's home, providing continuous support and assistance with activities of daily living. This option is ideal for individuals who require a higher level of care and supervision but prefer to remain in their familiar home environment.

### Continuous Support and Supervision Around the Clock:

Our carers are available 24 hours a day, seven days a week, ensuring that you have unwavering support and supervision whenever you need it, whether it's during the day, in the middle of the night, or on weekends and holidays. This constant availability provides reassurance and peace of mind, knowing that a trained professional is there to assist you at any time, day or night.

### Live-In Carer Accommodation in the Client's Home:

With our live-in care services, our carers become an integral part of your household, residing in your home to provide companionship, assistance, and peace of mind around the clock. Their presence ensures that you always have someone nearby to provide support, companionship, and assistance with daily tasks, fostering a sense of security and well-being for both you and your family members.

### Assistance with Activities of Daily Living Anytime Needed:

Our carers are dedicated to helping you maintain your independence and quality of life by providing assistance with a wide range of activities of daily living whenever you need it. From personal care tasks such as bathing, grooming, and dressing to household chores like cleaning, laundry, and meal preparation, our carers are here to ensure that all your daily needs are met with compassion, respect, and professionalism.



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# DISABILITY CARE SERVICES:

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## TAILORED SUPPORT FOR INDIVIDUAL NEEDS

At Medcom Personnel, we understand the unique challenges faced by individuals with disabilities and the importance of providing tailored support to meet their specific needs. Our Disability Care Services are designed to offer personalised assistance and support to individuals with disabilities, empowering them to live their lives to the fullest.

### Understanding Disability Care Services

Disability care services are aimed at providing specialised support to individuals with disabilities, ensuring they have the assistance and resources they need to live independently and participate fully in their communities. Our carers are trained to provide compassionate care and support, addressing both the physical and emotional aspects of disability to enhance quality of life.

### Personalised Care Plans to Address Unique Needs and Preferences:

We understand that every individual with a disability has unique needs and preferences. That's why we work closely



with each client and their family to develop personalised care plans that address their specific requirements, ensuring they receive the support and assistance they need to thrive.

### Assistance with Mobility, Transfers, and Ambulation:

Our carers provide assistance with mobility, transfers, and ambulation, helping individuals with disabilities navigate their environment safely and comfortably. Whether it's providing support with walking, using mobility aids, or transferring to and from chairs or beds, our carers are here to help.

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# DEMENTIA CARE SERVICES

## COMPASSIONATE SUPPORT FOR MEMORY LOSS

### **What is Dementia Care?**

Dementia is a progressive condition that affects memory, cognition, and daily functioning. Our carers are trained to provide understanding and compassionate care to individuals living with dementia, ensuring they receive the support they need to navigate the challenges of the disease with dignity and respect.

### **Understanding and Compassionate Care for Individuals with Dementia:**

Our carers are trained to provide compassionate care that is tailored to the unique needs of individuals living with dementia. They approach each client with empathy and understanding, fostering a supportive environment that promotes well-being and comfort.

### **Memory Enhancement Activities and Cognitive Stimulation:**

We offer memory enhancement activities and cognitive stimulation exercises to help individuals with dementia maintain cognitive function, stimulate memory recall, and engage in meaningful activities that promote mental stimulation and overall well-being.

### **Safe Environment and Supervision to Prevent Wandering:**

Safety is our top priority. We provide a safe and secure environment for individuals with dementia, implementing measures to prevent wandering and ensure their safety at all times. Our carers provide supervision and support to reduce the risk of accidents and ensure peace of mind for families.



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# NIGHT CARE SERVICES

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## **OVERNIGHT ASSISTANCE FOR PEACEFUL REST**

At Medcom Personnel, we understand the importance of having support and assistance during the nighttime hours. Our Night Care Services provide overnight supervision and assistance to ensure safety, security, and peace of mind for individuals and their families.

### **Overnight Supervision and Assistance for Safety and Security:**

Our carers provide overnight supervision and assistance to ensure the safety and security of individuals during the nighttime hours. They are trained to respond to emergencies and provide assistance as needed, offering peace of mind for individuals and their families.

### **Assistance with Nighttime Needs, Such as Toileting and Medications:**

Our carers offer assistance with nighttime needs such as toileting, medication reminders, and mobility assistance, ensuring that individuals have the support they need to navigate the night safely and comfortably.



### **Companionship and Emotional Support During the Night:**

Our carers provide companionship and emotional support during the night, offering a comforting presence and a listening ear for individuals who may feel lonely or anxious during nighttime hours.

### **Peaceful and Restful Sleep Environment:**

We create a peaceful and restful sleep environment for individuals, ensuring that they have a comfortable bed, appropriate lighting, and a quiet atmosphere conducive to restorative sleep.

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# PALLIATIVE CARE SERVICES

## COMPASSIONATE COMFORT AND SUPPORT

At Medcom Personnel, we understand that the end of life is a sensitive and challenging time for individuals and their families. Our end-of-life care services are designed to provide compassionate and dignified care to support individuals in their final stage of life.

### Understanding end-of-life care

End-of-life care, also known as palliative care, is focused on providing comfort, dignity, and quality of life for individuals with terminal illnesses or conditions. Our carers are trained to provide compassionate support to individuals and their families during this difficult time, ensuring that their physical, emotional, and spiritual needs are met with sensitivity and respect.



### Pain Management and Symptom Control:

We work closely with healthcare professionals to manage pain and alleviate symptoms associated with the individual's terminal illness, ensuring they are as comfortable as possible throughout the end-of-life process.

### Coordination with Hospice and Healthcare Professionals:

We work closely with hospice and healthcare professionals to ensure seamless coordination of care and support for the individual and their family. Our goal is to provide comprehensive and holistic care that addresses the individual's physical and emotional needs.

### Emotional support for the client and their family:

We offer compassionate emotional support to individuals and their families, providing a comforting presence, a listening ear, and words of encouragement during this challenging time.

### Assistance with Personal Care and Activities of Daily Living:

Our carers provide assistance with personal care tasks such as bathing, grooming, dressing, and toileting, ensuring that the individual remains comfortable and dignified throughout their end-of-life journey.

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# RESPITE CARE

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## PROVIDING RELIEF FOR CAREGIVERS

At Medcom Personnel, we understand the demanding nature of caregiving and the importance of taking breaks to recharge and prioritise self-care. Our respite care services offer temporary relief for family caregivers, providing peace of mind and support while caregivers take much-needed breaks.

### Understanding Respite Care Services

Respite care is a temporary care service designed to provide relief for family caregivers who may need time off to rest, attend to personal matters, or simply take a break from the demands of caregiving. Our respite care services offer flexible options to meet the needs of both caregivers and their loved ones, ensuring that everyone receives the support they need.

### Temporary Relief for Family Caregivers to Prevent Burnout:

Our respite care services provide temporary relief for family caregivers, helping to prevent burnout and reduce carer stress. By taking breaks and prioritising self-care, caregivers can maintain their well-being and continue providing quality care to their loved ones.



### Flexible Care Options to Provide Carers with Time for Self-Care:

We offer flexible respite care options to accommodate caregivers' schedules and preferences. Whether you need a few hours of respite during the day, overnight care, or weekend assistance, we can tailor our services to meet your needs.

### Assistance with Personal Care and Daily Activities:

Our carers provide assistance with personal care tasks and daily activities, ensuring that your loved one receives the support they need to maintain their comfort and well-being while you take a break.

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# OUR PROCESS

## **1. Initial Contact:**

Reach out to Medcom by either email or phone. Our team will gladly assist you.

## **2. Assessment and Plan:**

Meet with our team at your home to discuss your needs and create a personalised care plan.

## **3. Carer Matching:**

We carefully select a qualified carer who meets your requirements.

## **4. Service Commencement:**

Start receiving personalised care and support according to your personalised plan.

## **5. Ongoing Support:**

We regularly check in to ensure your needs are met and adjust the plan as necessary.





## GET STARTED

TAKE THE FIRST STEP TOWARDS PERSONALISED CARE AND SUPPORT. SCHEDULE A FREE CONSULTATION WITH MEDCOM PERSONNEL TODAY:

### **London Office**

24-25 The Stow, Harlow, Essex, CM20 3AN

0203 884 0409 (24/7).

330 660 0198 (24/7).

0845 299 1521

### **Northern Ireland Office**

10 Cheston Street, Carrickfergus. CO. Antrim, BT38  
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### **Hertfordshire Office**

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