



# A&A MEDICARE FIRST LIMITED

*Dedicated To Excellence*



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## Led by a former Accident and Emergency nurse

A & A Medicare First delivers fast, efficient and reliable services.

We're more than just a care service for those living at home. We would like our customers to always feel happy with our care and support that is largely based on individual assessed care needs, their dignity and individuality.

We are proud to help people within our local communities to stay at home. We do this with reliable home care services and dedicated carers who are proud of the difference they make every day.

**Warm regards,**

Irina Rosa Da Silveira  
Director

Our team are highly trained and qualified care professionals, with extensive experience and genuine passion for working in the care sector and making a real difference in people's lives.

This means that we're always working towards supporting your dedicated centred care plan and in line with regulatory requirements or legal obligations. You will meet and discuss your needs with the senior care team.



# Our Values



## 01 Built On Relationships

We understand that care is about building relationships with you. We serve you by maintaining integrity, openness and transparency. We understand that you may have specific needs and preferences and we will respect your dignity and independence.



## 02 Choice

We ensure that you live the life YOU choose. We support you to make independent choices and maintain your identity.



## 03 Identity

We are dedicated to ensuring that no client receives less favorable treatment on any grounds. Our team of experienced and skilled caregivers are trained to provide the best care to you, regardless of your background, beliefs or circumstances.



## 04 Quality Of Life

Both you and your family can expect to receive safe, caring, well-led, responsive and well-co-ordinated care, treatment and support, thus improving quality of life



## 05 Trust

We promote strong bonds, fostering a sense of security and reliability. With a commitment to open communication, we ensure that you can rely on us for compassionate and trustworthy care.



# Types of Care We Can Support With

## Hourly Visiting Care

We provide flexible hourly visiting care to assist with daily tasks and activities. Whether you need help for a few hours a day or multiple visits throughout the day, our caregivers are there to support you with personal care, meal preparation, and household chores.



## Respite Care

We understand that primary caregivers need breaks too. Our respite care service offers temporary relief to family caregivers, allowing them to take time off while ensuring their loved ones continue to receive the highest level of care.

## Live-In Care

Our live-in care service offers around-the-clock support, allowing clients to remain in the comfort of their own homes while receiving continuous care from a dedicated caregiver. This service is ideal for those who require constant assistance and companionship.

Hourly Visiting Care

# Types of Care We Can Support With



## Night Care

Our night care service ensures that clients receive the necessary support during night time hours. We offer both waking night care, where the caregiver stays awake to assist as needed, and sleeping night care, where the caregiver sleeps but is available if required.



## Dementia Care

Our specialized dementia care service is designed to support individuals living with dementia. Our caregivers are trained to manage the unique challenges associated with dementia, providing compassionate and patient-centered care that promotes safety and well-being.

## Personal Care

We assist with personal hygiene tasks such as bathing, dressing, grooming, and toileting. Our caregivers approach these tasks with sensitivity and respect, maintaining the dignity and comfort of our clients.

## Companionship

Loneliness and social isolation can have significant impacts on mental health. Our companionship service provides clients with social interaction and emotional support, helping to improve their quality of life and overall well-being.

## Cleaning/ Household support

Our caregivers help with household tasks such as cleaning, laundry, and meal preparation. This service ensures that the home environment is safe, clean, and comfortable for our clients.

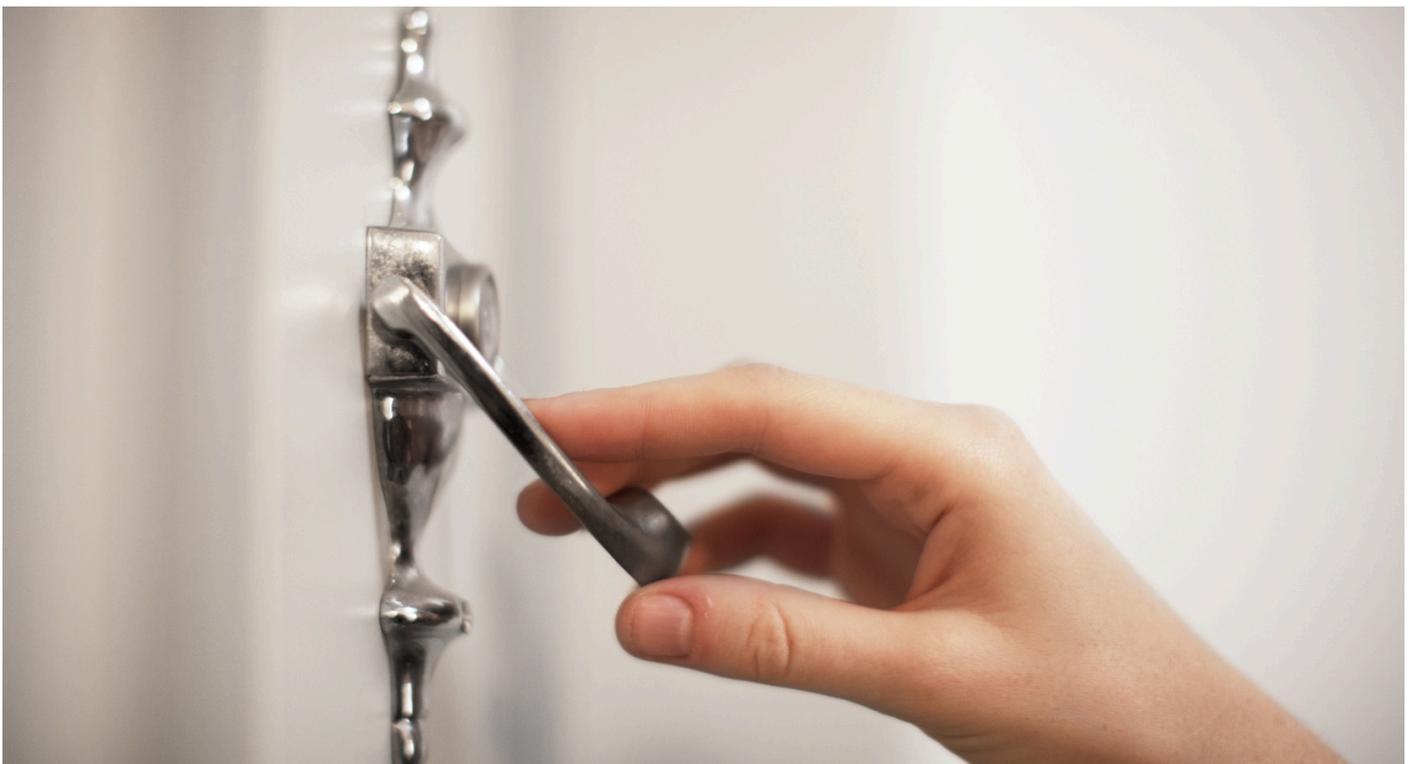


# Personalized Care Process

At A & A Medicare Limited, we recognize that each client has unique needs, and our carers are ready to cater to those needs—it's never one size fits all. To provide the right service, we start with a brief call to understand your primary needs and expectations. This helps us assess the level of care required and your current situation.

Next, we schedule a home visit to learn about your preferences and daily routines. Whether you're an early riser, enjoy park visits, or have specific hobbies, we tailor our care plan to suit you.

We then create a personalized care plan for you to review and adjust as needed. Once agreed upon, we arrange a convenient day for you to meet your caregiver and begin the service. This process ensures that all your questions are addressed, either face-to-face or via phone, making sure you are comfortable and informed every step of the way.



# How We Choose Your Care Givers

Firstly, carers are all selected for their specific skills and experience as a carer. To protect our clients from abuse or neglect, and to ensure that we adequately safeguard vulnerable adults, we make careful checks during the initial selection process and throughout their time supporting clients we introduce.

## We guarantee:

- **Verification of Identity:** The identity of all our applicants is thoroughly verified through official documents and processes.
- **Reference Checks:** We diligently verify references provided by applicants to ensure their reliability and suitability for the role.
- **Interview Process:** Each applicant undergoes a comprehensive interview to assess their competency, experience, and alignment with our values and mission.
- **Enhanced Disclosure and Barring Service (DBS) Check:** We conduct Enhanced DBS checks to identify any criminal records that could pose a risk to our clients. This is a crucial step in ensuring the safety and security of vulnerable adults under our care.
- **Training and Development:** Our carers undergo extensive training before being introduced to their clients. This training covers essential areas such as safeguarding vulnerable adults, moving and handling techniques, and basic life support. Training is conducted either through our in-house programs or by accredited external providers.



Our carers not only possess the necessary skills and qualifications but also have a deep understanding of the complexities of caring for individuals with diverse needs. Many of our carers have additional specializations, such as dementia or physical disability support, allowing them to cater to a broad range of client requirements.





## We Stay up to date

At A & A Medicare Limited, we prioritize the meticulous selection of carers to ensure the safety and well-being of our clients. We understand that our clients' circumstances may change over time, and it is crucial for us to remain informed about these changes to maintain accurate records.

Any alterations in the level of care required should be mutually agreed upon between the client or their representative and our dedicated team. We encourage open communication and ask to be promptly notified of any changes. This allows us to update our records accordingly and make the necessary adjustments to ensure the continued provision of high-quality care.

By staying informed about our clients' evolving needs, we can effectively match them with the most suitable carers in the future. At Pretty Arms Care Limited we are committed to providing personalized care that meets the unique requirements of each individual client.



## Lets Work Together

Thank you for selecting A & A Medicare Limited and for reviewing this informational booklet. We hope it has addressed all your inquiries. Whether you're ready to provide your information or seeking further clarification, our team is here, eager to assist you.

A & A Medicare Limited is committed to delivering top-tier service, tailored to your needs. Please feel free to reach out to us via phone or email. We eagerly anticipate the opportunity to connect with you and discuss how we can best support your health care needs.

## Q- Are your home care staff insured?

A- Yes, all our staff are fully insured for both personal and public liability.

## Q- What training will my home carer receive?

A- We have a thorough selection and assessment process whereby new recruits receive both theoretical and practical training to equip them in their role as carer, as well as time shadowing an existing carer on their care calls. In addition to their initial assessments, we also hold regular refresher sessions and advanced training for those who have an interest in a specific area of care and would like to develop their knowledge and skills further.

## Q- How many hours can a home carer work?

A - Our visiting care offer starts from 30 minutes per week and can go up to several hourly visits throughout the day, depending on your needs. We can also offer overnight care in addition to visits throughout the day. For live-in care, it's slightly different, our carers are required to take a mandatory break time of 2 hours per day. When they take their breaks are agreed in advance with their client. A live-in carer's breaks will either be covered by a visiting carer, a family member or not at all - it is always dependent on the client's requirements.

## Q- What do you mean by a 'tailor-made' care plan?

A- With clearly defined objectives, we devise a customised care package for each of our clients. We understand that each client is unique, and his/her needs are unique to them. Along with providing care, we place a lot of emphasis on the safety of the care provided to each of our clients.

A customised Care Plan will be developed and agreed upon to ensure that we all know what we aim to achieve. Our Care Plans are not fixed or inflexible. We develop an 'open' Care Plan which means that our clients can choose what they want to do, and how and when they want to do it.

We take on the daily responsibilities of providing care and ensuring that our clients remain safe and secure. We enable friends and families to spend quality time together enjoying the activities that they choose whilst we take care of the necessary daily duties and tasks.



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