



Voyage
Specialist Healthcare

Continuing care Supporting lives

End of life care

End of life care

When you are suffering from a life-threatening illness it can be an extremely difficult time for both you and your loved ones.

Our end of life care service will support you during your illness, making life as easy as possible for everyone involved, helping to achieve the best quality of life for you as well as your family.

We support adults and children who have been diagnosed with a life-threatening illness, whether terminal or curable, and at all possible stages of illness including pre-diagnosis, diagnosis, treatment, cure and bereavement. We can support you to remain living in the comfort of your own home, surrounded by compassionate and supportive people, affording you peace of mind knowing that you will receive high quality care.

We ensure that you are treated as an individual, with dignity and respect. We provide continuity of care by selecting only a small team of Carers to work closely with you and your loved ones.

Your Carers will get to know your personality and preferences, giving you choice and control over your care service. We will provide you with a personalised care plan that will not only take into account your physical condition, but also your social and cultural preferences.

Visit us online at www.voyageshc.co.uk or call our friendly team on 01132 180 119



Ongoing support

Caring for someone with a long-term illness can last for a short period of time or can continue for many years. In the initial stages of your diagnosis our Carers can assist you when attending hospital appointments, being there to support you when you receive good or bad news and will support you every step of the way through the stages that follow. We can help you and your loved ones to discuss your feelings about your condition and provide extra support, should your loved ones need to take a break.

We are able to provide support following treatments for your illness and can provide a wide range of services to ensure that you are comfortable and are able to remain as active as possible. This includes social companionship, personal care and complex care.

Social companionship

Your Carer can sit, chat and read with you, providing the company you need to make you feel comfortable and at ease. They can also assist you outside of your home, such as when going out to the shop to do some light grocery shopping or going on day trips to the seaside.

Personal care

Our personal care service will support you with various daily activities including bathing, dressing, continence care, medication prompts and meal preparation.

Complex care

Should you have complex care needs, such as requiring help with administering complex medication, we can provide the support of highly skilled Nurses with specific skills, tailored to meet your complex requirements.

Bereavement

We understand that family members and friends often need support to help

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them cope with the loss of a loved one. Our Carers will respond appropriately to family wishes and can help make arrangements such as:

- Staying and supporting relatives and friends for as long as it takes them to feel comfortable
- Supporting family members with honouring religious, spiritual and cultural wishes
- Helping organise transfers to the Mortuary or Funeral Director's premises

Hospital to home

We can support you during the transition of returning home after a stay in hospital. Whether you have returned home to recuperate from illness or have returned to live your final days in familiar surroundings, we can provide a sensitive bespoke service for you.

Duration of care

24 hour care

Should you need 24 hour attention and care, your Carers can provide you with round the clock one-to-one support, ensuring you are safe at all times.

Live-in care

Your Carer can move in to your home with you to provide a bespoke care service, allowing you to relax knowing that someone is there living with you that can support your needs.

Shorter visits

Your Carer will be able to come and provide your care service at times to suit your routine. Our minimum duration of visit depends on your care requirements and location. Our Care at Home Team will be able to advise exactly how we can support you.

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Quality assurance

Do I need a Nurse, Healthcare Assistant or Support Worker to support me?

We follow a stringent recruitment procedure to ensure that all of our workers are compliant with the Care Quality Commission (CQC).

We undertake rigorous compliance reviews to ensure that all of our homecare Nurses, Healthcare Assistants and Support Workers have the relevant qualifications and experience necessary for the service that they will provide. This includes Enhanced Criminal Records Bureau (CRB) checks, health declaration, working history, detailed reference checks and annual reviews with relevant registration bodies to ensure fitness to practice.

We provide regular supervision including recorded one-to-one meetings every twelve weeks, spot checks, observations and annual appraisals.

This ensures that our care staff continuously advance their skills whilst continuing to deliver an excellent standard of care.

Frequently asked questions

Do I need a Nurse, Healthcare Assistant or Support Worker to support me?

To determine whether you will require the support of a Nurse, Healthcare Assistant or Support Worker we will carry out a full care assessment, identifying exactly what your care requirements are. Carers are able to support you with everyday activities such as meal preparation and getting in and out of bed, however, a Nurse will support you with more complex requirements such as dressing wounds, administering complex medication,

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or making clinical judgements with regards to your pain relief. Should you wish to have support from a Nurse, Healthcare Assistant and Support Worker at varying times, we will be more than happy to arrange this for you.

How soon can my care service start?

Our service can often commence within 48 hours of your initial enquiry. Upon receiving your enquiry we will arrange for an Advantage Healthcare Group Assessor to visit you in your home and carry out a full assessment of your care requirements and a risk assessment to ensure your safety.

A personalised care plan will be produced for you, which we will finalise with you and your family, making sure that you are happy with every aspect. We will select Carers to provide your care based on your needs, personality and preferences.

We understand that in a crisis situation you need us to react quickly to allow a care package to start immediately. In such circumstances we will simplify our service delivery process and carry out an immediate assessment in order to facilitate a faster response.

What happens if I pass away?

Should you pass away whilst your Carer is with you, if you wish them to, they will be happy to stay with your loved ones, offering them emotional and practical support such as helping to make any necessary arrangements. Alternatively, they are able to leave your home and give your loved ones privacy.

How much does it cost?

Many individuals fear that they will not be able to afford care at home, however, our care services can be a cost-effective alternative to hospice, nursing or residential home admission. All costs are based on your individual care requirements. To receive a bespoke quote based on your care needs, please contact our Care at Home Team.

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What do you need to do next?

For further information on the services that we can provide for you, please contact us by telephone, email or by visiting our website.

Please call our friendly and supportive referral team on 01132 180 119 who will be delighted to discuss your specific needs. Our referral team are committed to delivering the following service standards:

- Confirm our ability to support the service and provide an indicative cost within one hour
- Complete a comprehensive client assessment within two working days
- Provide a fully costed service proposal and quotation within two working days

Leeds

Cubic Business Centre, 533 Stanningley Road
Leeds, LS13 4EN
☎ 01132 180 119

Hartlepool

The Innovation Centre, Venture Court
Hartlepool, TS25 5TG
☎ 01429 239 616

Alternatively, visit us online at www.voyageshc.com

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