1st Healthcare Group

1st Class Service // 1st Time // Everytime

# Service User Guide (Domiciliary Care)

Welcome to 1st Healthcare Group. We are delighted to welcome you to our service. This guide explains who we are, what you can expect from us, and how we will support you to live safely, comfortably, and independently at home.

## About Us

1st Healthcare Group is a CQC-registered domiciliary care provider. We support people in their own homes with personalised care tailored to individual needs, preferences, and goals.

Our mission is to provide safe, effective, caring, responsive, and well-led services that promote independence, dignity, and wellbeing.

## Our Philosophy of Care

- **Person-centred:** You are at the heart of your care.
- **Respect & dignity:** We value your rights and privacy.
- **Independence:** We support you to do as much for yourself as possible.
- **Safety:** We ensure your wellbeing and protect you from harm.
- **Equality & diversity:** We celebrate difference and provide inclusive care.

## Our Services

We provide a wide range of support, including but not limited to:

- Personal care (washing, dressing, grooming)
- Medication support
- Meal preparation and nutrition
- Support with mobility and equipment
- Companionship and emotional support
- Light domestic tasks
- Shopping, errands, and appointments
- End-of-life care (where appropriate)

All services are tailored following a thorough needs assessment and ongoing care planning.

## Your Care Plan

- We complete a comprehensive assessment of your needs and preferences.
- A care plan is developed with you (and your family, if you wish).
- Plans are reviewed regularly and updated when your needs change.
- You are encouraged to take an active role in all decisions about your care.

## Safeguarding & Confidentiality

- We have strict safeguarding policies to protect adults at risk of harm.
- **Noma Johwa** is our **Safeguarding Lead.**
- All staff are trained in safeguarding and understand their responsibilities.
- We treat your personal information confidentially, in line with data protection laws.
- We only share information with your consent or where legally required.

## Our Staff

- All staff are carefully recruited with enhanced DBS checks.
- Staff receive comprehensive induction and ongoing training, including safeguarding, first aid, medication, infection control, and dementia awareness.
- Staff are supervised and supported to deliver high-quality care.

## Your Rights

As a service user, you have the right to:

- Be treated with dignity, respect, and compassion.
- Be fully involved in decisions about your care.
- Receive care that meets your cultural, spiritual, and personal needs.
- Access your care records.
- Complain without fear of discrimination or reprisal.
- Have your privacy respected at all times.

## Complaints & Compliments

We value your feedback.

- If you are happy with our service, please let us know – your compliments motivate our staff.
- If you are unhappy, please speak to a member of staff, the manager, or use our complaints process.
- We take complaints seriously and aim to resolve issues quickly and fairly.

## Contacts

**Noma Johwa (Registered Manager and Safeguarding Lead)**

- Email: Contracts@1sthealthcaregroup.co.uk
- Mobile: 07447448761
- Office: 0203 633 0745 / 01487 804 051

**Sandrah Mills-Koranteng (Deputy Registered)**

- Mobile: 077466837498
- Email: Sandrah@1sthealthcaregroup.co.uk

If you are not satisfied, you can contact:

**Care Quality Commission (CQC)**

- Telephone: 03000 616161,
- Website: www.cqc.org.uk

**Local Authority Safeguarding Team (details below).**

## Safeguarding – Local Authority & Partnership Details (Cambridgeshire & Peterborough)

If you have concerns that you (or someone you know) may be at risk of abuse or neglect, you can contact the relevant local authority teams as below.

**Cambridgeshire (Adults)**

- Office Hours: 0345 045 5202 (Mon–Fri, 9am–5pm)
- Out of Hours: 01733 234 724 (Emergency Duty Team)

**Peterborough (Adults)**

- Office Hours: 01733 747 474, option 4 (Mon–Fri, 9am–5pm)
- Out of Hours: 01733 234 724 (Emergency Duty Team)

**Safeguarding Partnership/Board**

- Cambridgeshire & Peterborough Safeguarding Adults Partnership Board
- Email: safeguardingboards@cambridgeshire.gov.uk

⚠️ **In an emergency, always call 999.**

## Contact Us

1st Healthcare Group

62 High Street

Ramsey

Huntingdon

PE26 1AE

Tel: 01487 804 051

Email: info@1sthealthcaregroup.co.uk

Website: www.1sthealthcaregroup.co.uk

Registered with: Care Quality Commission (CQC)

Safeguarding Lead: Noma Johwa