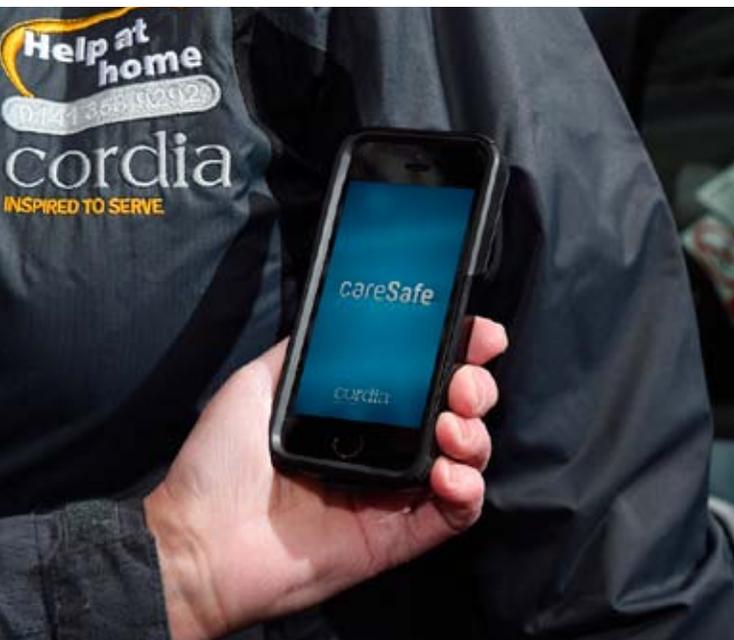


WHAT YOU CAN EXPECT FROM CORDIA?

- ✓ Dignity and respect shown at all times
- ✓ A person-centred care plan
- ✓ Fully trained staff
- ✓ Backup staff if your carer is unavailable
- ✓ Clear charging with no hidden costs
- ✓ Local staff and local management, based in seven areas around Glasgow

KEEPING YOU SAFE

All our home carers have iPhones and use our innovative careSafe app. This app allows them to check in and check out of each visit. In the unlikely event that a home carer is late service user details are alerted in our office after 30 minutes and contact will be made with the service user.



Cordia Help at Home costs £9.80 for 30 minutes or £16 per hour for services provided between 7am and 10pm

OVERNIGHT SERVICE

Services provided between 10pm and 7am are charged at a different rate – please contact us for more information.

3 EASY STEPS TO HELP AT HOME

- 1** Contact us by telephone on 0141 353 9292 or email us at contactus@cordia.co.uk
- 2** We will visit you at home to discuss your care needs. If you decide to use our service we will agree a care plan with you – you may wish to have a family member, friend or independent advocate with you
- 3** The service starts on the day and at the time that suits you
- 4** Payment can be made by direct debit.

cordia

DELIVERING FOR GLASGOW

Help at Home



*Prices correct as of April 2017

www.cordia.co.uk

WHEN YOU NEED A LITTLE HELP

There are points in people's lives when a little help is needed. It may be that someone has just come out of hospital and needs support for a short period of time, or maybe a family or friend who has caring responsibilities needs some support or indeed a break, safe in the knowledge the person they care for will still be looked after.

Cordia's Help at Home service is designed to meet a wide variety of care at home need and is suited to a wide range of situations. We pride ourselves on being able to provide a flexible and focused service for as long or as short a period as is required. And there's no long contract ties – you decide what service you need and you determine when that service will end.

All our staff are highly trained home carers with vast experience caring for people in their own homes. Indeed many of our team members have over 20 years professional home care experience working locally here in Glasgow on behalf of our local communities in the city.

Cordia understands home care and we understand home care needs. Our specialist Help at Home service is service-user focussed and service-user led. Any care services purchased are designed specifically on a case-by-case basis ensuring you or your relative or friend is being cared for in the most caring, compassionate, friendly and professional way.



WHAT OUR TEAM CAN DO TO HELP:

- ✓ Assist with personal care tasks such as washing; bathing; showering and dressing
- ✓ Prompt and administer medication
- ✓ Clean, dust and vacuum
- ✓ Do laundry and ironing
- ✓ Provide complex services such as peg feeding, catheter care and other complex care requirements
- ✓ Take service users to visit family, friends, go shopping or other social visits

YOUR SUPPORT YOUR WAY

- We provide high-end complex care services
- Our services are designed around YOUR needs
- We can do any length of visit starting at 30 minutes
- We can provide as little or as much care as YOU need
- We are flexible – we can do as many or as few visits monthly as YOU need

WHY CORDIA?

Cordia is one of Scotland's leading care at home providers. We are based in Glasgow, employ local people and currently provide services to over 6,100 service users daily.

Our staff and our vehicles are a familiar sight on the streets of Glasgow. We cover the whole city providing important care services 24/7, 365 days a year. Our aim is to assist service users to live safely and comfortably in their own homes.

We are regulated by the Care Inspectorate and deliver care services in line with national care standards, giving you peace of mind that you are in safe hands.

