

2 June 2020

Dear Valued Client/ Caregiver,

We want to take a moment to acknowledge the amazing Assured community, of which you are a vital part, and express our sincere gratitude.

We understand the last few months have been confusing and at times difficult with all the changes. Assured's Senior Management Team truly appreciates how clients, caregivers and all our employees and their families pulled together and rose to the challenge of keeping everyone safe.... thank you.

Assured continues to be committed to delivering high quality services to meet support needs, whilst maintaining safety and wellbeing for clients, families, caregivers and our staff.

Walt Disney once said, "Do what you do so well that they will want to come back and bring their friends." This is how the Assured community to continues grow.

Disability Home and Community:

- To support our Home and Community clients, Assured has created teams of workers who work in conjunction with Disability Support Partners (DSP), under the management of the Disability Community Manager.
- Regular contact to safeguard client welfare is conducted through home visits, phone calls, emails or texts by our team of DSPs and the Disability Community Manager.
- Our teams are trained in identifying and reporting any irregularities in a client's welfare.
- Workers can report 24hrs a day via a phone app or to the DSP directly by phone if there is an irregularity, and the Disability Community Manager is notified.
- Extra welfare checks are also conducted when necessary.
- We encourage feedback from our clients so we can continue to improve. This can be submitted in a variety of ways to ensure feedback is received.
- Additionally, at the time of a NDIS review, a Disability Support Partner can attend if the client requires assistance.

Supported Independent Living (SILS)

- To support our SILS clients, Assured creates teams of Support Workers who work in conjunction with Senior Support Workers (SSW), Disability Support Partners (DSP), under the management of the SILS Accommodation Manager.

- Accommodation team workers visit clients daily, where SILS clients are not involved with activities or work out of the home. Weekly calls are made to all clients from the Accommodation team, based in the office.
- SILS houses contain communication logs which are used to record all activities. Teams are trained in identifying and reporting any irregularities in a client's welfare. Logs are submitted to the office weekly for review.
- Cleaning charts are maintained for all clients in houses and food checks conducted by different members of the Accommodation team.
- SILS clients are visited by a Senior Support Worker (SSW) weekly in most cases to enable feedback on the service provided and to check on client welfare.
- SILS clients have regular visits to a GP and other allied health agencies for regular check-ups and, if medication is required, medication charts are maintained and checked by SILS workers, SSW's and independently checked by Assured nursing team.
- Assured encourages regular family visits and community participation.
- We encourage feedback from our SILS clients, their families, guardian or trustee so we can continue to improve the SILS service. This can be submitted in a variety of ways to ensure feedback is received.

Support Coordinator's/ Plan Managers

- As part of our service offering to NDIS clients, Assured also provide Support Coordination and Plan Management. Assured can provide a home visit or zoom meeting for our clients.
- Assured Support Coordinator's/ Plan managers are trained in identifying and reporting any welfare concerns of clients.

Assured will continue to strive for excellence and we always appreciate your feedback.

This can be done by:

- Ringing us:

Phone: (08) 8374 2444

Monday-Friday between 9.00am – 5.00pm

- Writing to us:

Email:

admin@assuredhomecare.com.au

Post:

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Again, thank you for being a part of the Assured community.

Regards

Senior Management Team

Assured Home Care