

Eclipse HomeCare provides a range of services to help anyone over the age of 18 who may be unwell, recovering from illness, or having physical or other difficulties. We have a passion for excellence and empathy for those whom we serve; we understand the stresses, strains and worries that many individuals and families have of providing support for loved ones, who may not be able to care for themselves.

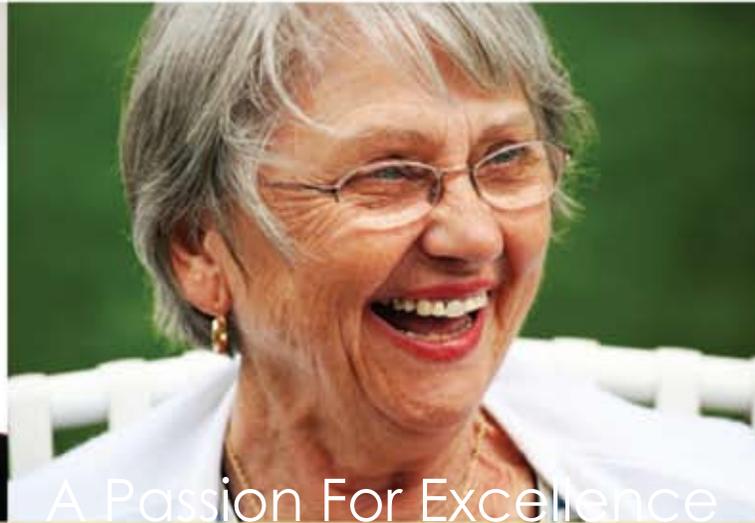


INVESTOR IN PEOPLE

Eclipse 
HomeCare
Domiciliary Care At Home



A Passion For Excellence



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We are a Worcestershire based company providing high quality personalised care, delivered in our clients' own homes. Our Carergivers maintain privacy, respect, dignity and confidentiality. All of our staff members are professional, well trained and supported in their day-to-day activities.

Eclipse HomeCare has obtained the Investor in People award and operates to quality systems in conformance with ISO 9001 and also the requirements of the Care Quality Commission who regulate home care within England.

What sets us apart is the quality of the Caregivers we choose, and the thorough training and support which we provide for them.

A copy of the full version of our service user guide is available from our offices along with our statement of purpose. All documents are available in large print versions.

Contact Details

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OUR MISSION is to improve the quality of life for those whom we serve

Eclipse HomeCare provide a comprehensive range of home care services including Personal Care, Companionship Care and Live-in Care, covering duties such as meal preparation, light housekeeping, post hospital discharge care and much more.

We cover Worcestershire and surrounding areas.

There is 'no place like home' for your loved ones (or you). We all share similar concerns about their care and support and naturally we want to enable them to remain in and enjoy their own home for as long as possible. Eclipse HomeCare services make a difference to the quality of life of those whom we serve and bring peace of mind to you and your family.

Eclipse HomeCare can provide care from as little as half an hour to around the clock care and support.

Care is provided in the comfort, privacy and security of one's own home with familiar friends, family and possessions.

OUR SERVICES

Our services are personalised to individual needs. We put you or your loved ones at the centre of the planning process and involve, where appropriate, the family and other health care professionals; a Personalised Care Plan is developed and agreed so that our Caregivers are clear about what services are required when a home care visit is being made. The Care Plan is regularly reviewed to ensure that it continues to reflect the needs of our client in the most helpful way.

COMPANIONSHIP CARE

Companionship Care provides a comprehensive service delivered flexibly so as to meet the changing day-to-day needs that you or your loved ones may have. For instance helping with social, education or recreational activities, medication reminders, meal preparations etc. Simply being there can make all the difference to the safety and security of the individual and therefore to their quality of life.

PERSONAL CARE

Our Personal Care services provide practical help with those personal care tasks such as washing, toileting, dressing and eating - all provided with sensitivity to the emotional issues so often connected with an inability to perform these essential functions. Our Clients are encouraged to do as much as they can themselves and supported to do things they have difficulty with; we work together!

LIVE-IN CARE

Live-In Care is the realistic alternative to residential care. When you or your loved ones require more constant companionship or personal care on an on-going basis then Live-In Care may be the answer for you.

Live-In Care provides the utmost flexibility and although we will agree a Care Plan with you to identify key daily and weekly tasks, no two days need be the same and you may plan with your Caregiver how each day is approached.

OUR STAFF

At Eclipse HomeCare we make sure that all of our staff are well looked after, supported and trained to the highest standards. We match our staff skills, personality and experience to the individuals' needs, preferences and requirements.

Each Caregiver is carefully selected and provided with full training, including induction and familiarisation training; we support our staff to achieve a National Vocational Training Award (NVQ) in Care. Each Caregiver receives a regular review and supervision and is of course carefully checked with both the Criminal Records Bureau and the Protection of Vulnerable Adults registers. We provide the highest quality Caregivers who have the passion, empathy and desire to provide an excellent service.

OUR QUALITY

Eclipse HomeCare is registered and regulated by the Care Quality Commission (CQC) and they inspect us on a regular basis. The latest Care Quality Commission inspection report concerning Eclipse HomeCare is available on request from our office. Our quality systems conform to international standard ISO 9001.

Eclipse HomeCare is recognised for the excellence of its staff through the Investors in People (IIP) award. We continuously seek to improve our service and we actively encourage feedback from you.

Our home care services are provided to ensure that you or your loved ones are expertly cared for in your own home, leaving you with complete peace of mind.

OUR COMMUNICATION

Communication between the Caregiver, you and the family is vitally important. We will review the care being given and ask for your opinions so we can 'fine tune' the services we provide on an on-going and regular basis. So, whether you, as family, live locally or at the other end of the country, we make sure that we keep in touch.

OUR RELATIONSHIP WITH OTHER PROFESSIONALS

Eclipse HomeCare understands the importance of working as partners with Health & Social Care Professionals. Providing high quality care requires teamwork and planning, we liaise with all those that have a professional or personal interest and have been permitted by the individual receiving care to be involved.

For more information please write, email or telephone us for an informal chat:

Tel: (01905) 641070

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