



K₂

K2 Care Limited

K2 Care Ltd is an established care agency providing quality care and support services to a wide range of people with differing support needs.



www.k2care.org.uk

We pride ourselves on being able to provide carers who will value and respect not only the physical, mental and personal requirements of people we care for but also the cultural, language and religious needs of the people and families we support.

All our services, procedures and carers as well as being managed and reviewed by the Directors and Managers of K2 Care, are also inspected and appraised by the Care Quality Commission on a regular basis.



Our aim is to offer the highest level of dedicated care delivered with compassion and understanding. All of our work is carried out with the view to encouraging independence while maintaining the highest levels of dignity and privacy.

K2 Care was started by one of the Directors who experienced the provision of care for a member of their family who became increasingly reliant on care services. Through their personal experience they felt that there was a better way to deliver care including the language, cultural and religious preferences of those in care, and so K2 Care was started.

Aims & Objectives

K2 aims to provide flexible, reliable and tailored support services to our clients and their existing support networks.

Our methods of providing this are:

- Placing, wherever possible, culturally appropriate trained and experienced carers who understand and are sympathetic to the needs of those requiring assistance to live at home.
- Identifying the needs of the proposed client, devising a care plan and reviewing the services with the client and their primary carers on a regular basis
- Ensuring our staff members are constantly aware of each client's right to choice, independence, privacy, dignity, and individual expression.
- Liaising with other professionals, relatives and others who contribute to the caring of the client
- Ensuring service users can comment on the service they receive, allowing us to make improvements within their care plan, to our policies, our procedures, or the manner and attitude of the carers, allowing us to develop and maintain our high standards of service.

K2 Care actively recruits carers from all ethnic and religious backgrounds to ensure we can meet the religious, language and ethnic requirements a service user may request.

All K2 Care staff are required to pass a strict recruitment process including a Criminal Record Bureau Check and also have to successfully complete the K2 Care comprehensive induction training.

The services offered by K2 Care fall in to the following three groups.

Personal Care

- Assistance with getting up and going to bed
- Dressing and undressing
- Eating and drinking
- Other support to enhance the service users independence
- Social / community support
- Maintaining contact with other services
- Maintaining contact with religious centres
- Counselling and confidence building

Practical support

- House cleaning and washing up
- Laundry and Ironing
- Shopping
- Pension, benefits collection
- Support with meal preparation

Other support

- Escorting to and from hospital
- Respect and provision of help for people of differing needs
- Assistance and Advice for families and friends of Service Users

At K2 Care we aim to offer a service which is sensitive to our clients, so special care is taken to ensure religious and cultural requirements are honoured, personal routines are kept and full understanding is offered.

Care plans are created ensuring all the clients' needs are met while best complementing their existing commitments and any informal care they may be receiving.

Home Care and Support Services

K2 Care believes in and actively strives to help promote full lives of our clients. Our aim is to offer the highest level of dedicated care delivered with compassion and understanding. All of our work is carried out with the view to encouraging independence while maintaining the highest levels of dignity and privacy.

The services are provided to support and/or care for the following groups of people who need support and/or care to continue to live in their own home or within the community:

- Older People
- People with learning difficulties
- People with mental health needs
- People with physical impairments
- People with sensory impairments
- People who are chronically sick
- People who are terminally ill

The provision of these services is constantly reviewed by K2 Care and its staff to ensure that:

- The service user feels wanted and valued
- The service users preferred language is used
- The service users are physically comfortable and this is maintained
- Care workers are fully aware of the religion, creed, or culture of the service users and how this impacts on their lifestyle and in them receiving the service(s) i.e. what to do if the person is taken seriously ill or in the event of death.
- Care workers are aware of the extended family and community links in times of illness or crisis.
- Care workers are aware of different shopping patterns and where to purchase grocery/ food or other personal requirements
- Care workers are aware of the community, cultural events which may be of interest of the service user or which they may wish to be a part of and how this can be achieved.



K₂ Respite Support, Short Term Care, Staff Cover, Consultation & Advice

K2 Care can provide a number of temporary and flexible services for respite care, short term convalescence and staff cover including domiciliary care. With our unique experience of providing support services to service users from a wide range of cultural and religious backgrounds we are able to provide consultation, advice and support to service users, families or service providers.

Staff Recruitment & Development

At K2 Care we know it is our staff which make the difference. A carer is a special person and we make sure we recruit only those care staff who meet our highest standards.

K2 Care has a commitment to provide the best quality of Care, Attention and Support to our service users and to achieve this we pay particular attention to our staff, their personal attributes and ongoing development.

K2 Care operates a targeted recruitment and development of staff. Due to the nature of our business all of our care providers go through stringent vetting including a Criminal Records Bureau check.

K2 Care only recruits trustworthy, competent and reliable members of staff who share our vision. All our staff have the necessary qualities required to understand and have empathy with our clients' needs and most importantly of all have the personal qualities of kindness, and compassion to enable them to relate to the service users physical and emotional needs.

Our staff are passionate about achieving high standards ensuring our service users are satisfied., We intend to maintain their enthusiasm by rewarding their commitment with a good working environment, individual career development and skills training.

K₂ Personal Development Plan

Employees will have a personal development plan designed for them. The content of the plan will be based around three core principals of, consolidation of existing skills, the development of new skills relating to their present job and the development of skills which meet their long term goals. This plan will form part of the appraisal policy and will be monitored through our quality control process.

The first stage starts with the recruitment process, we will identify the skills being bought in by the new employee. These will be assessed along the introduction reviews held at one week, three weeks, seven weeks and eleven weeks. Any area the employee seems to be lacking or any skills that want to enhance will be added to their development plan.

The second stage starts once the employee has been with the organisation for six months and starts on the proposed NVQ scheme. There will be a full review with the employment to date. We will evaluate the anticipated needs of the business and the type of work the employee wishes to take on in the near future. This will then be made available if possible.

The third stage will include the results of the annual appraisal and other reviews and lead to a long-term plan for the employee. This is where the employee will identify the area of work they hope to be in, in say five years, and we will work towards this goal, if it is in the anticipated future needs of the business.

All training is always with the view of how it could benefit our clients and the business of K2 Care in general.

K₂ Quality Assurance

The aim of K2 care is to provide effective care to our clients while maintaining the highest standards. To ensure we achieve this we operate a quality assurance process consisting of three parts.

Part one: Is focused on the actual care received by the clients. Each client has an individual care plan which can be reviewed at any time by the client or carer, but we also undertake a quarterly review with each client to ensure they are receiving the best care suited to their needs.

Part two: This part concentrates on the K2 care staff. This consists of 'on the job' reviews. The carer will be monitored with the clients and any recommendations will be considered. They will also have a personal performance review on an annual basis which is designed to complement their current skills and allow them to enhance their skills in particular areas.

Part three: This part covers all K2 Care in-house procedures. There is an annual audit carried out by a member of the K2 Care senior management team. Any feedback given from staff and clients will be used to further improve our procedures to ensure the best care is being achieved.

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