

A large, light blue, stylized letter 'R' graphic that spans across the middle of the page, serving as a background for the main title.

# GUIDE TO OUR CARE SERVICES

RANGEFORD  
VILLAGES

EXCLUSIVELY FOR THE OVER 60s



# WELCOME TO RANGEFORD CARE

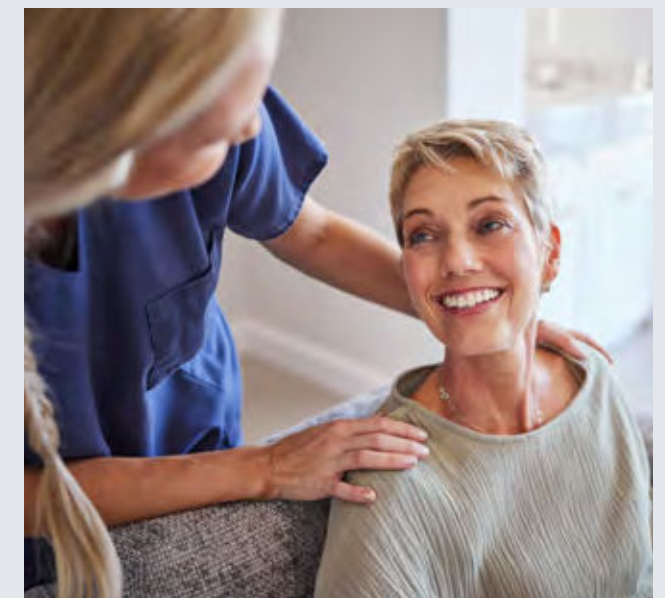
Our mission is to provide bespoke, high quality, discreet and professional services in the homes of our residents. Our professionally trained staff provide the highest quality of care and service, whilst ensuring our corporate values are met with every interaction.

**Our service excellence is underpinned by the following:**

- To be respectful and honest in all we do
- To be dependable and reliable
- To offer our services in a way which is compassionate and nurturing
- To always seek to improve

We select only those colleagues with the special skills and personal qualities needed to provide the first-class level of care that you'd expect from us. And we guarantee our service will always be consistent, professional and a rewarding experience.

Registered with the Care Quality Commission (CQC).  
Provider ID: 1-1874586747



# HERE FOR YOU, WHEN YOU NEED IT

At Rangeford Villages, our homes are much more than high quality fixtures and fittings. They are a place of your own where you can live your life knowing personal care and support is available if needed.

Wellbeing is at our core, and this extends beyond the host of resident amenities. If you need a little extra support to make the most of life, our village-based CQC registered Rangeford Care team, plus Village Services and Housekeeping support teams are available to help. Whether that's with laundry and ironing, arranging appointments and transport, or if you need support with personal care, we can tailor a plan just for you and your individual needs.

It's all part of our belief that life with Rangeford Villages should be exactly how you want it and need it to be.



## RANGE OF SERVICES

We can provide you with a range of care and support services. This can include reablement packages (for example, after a fall or a stay in hospital); assistance to remain independent in your home; and compassionate end of life care.

**Our core services are outlined below.**

### Personal care services:

- Washing
- Shaving
- Oral care
- Dressing
- Bathing, hair and skin care
- Continence care
- Medication management
- Getting up and going to bed
- Making and changing beds
- Meal preparation and advising on healthy eating
- Eating and drinking
- Therapeutic activities, e.g. swimming, gym, etc
- Companionship visits
- Pursuing personal interests, hobbies and leisure activities
- Welfare checks

### Other services available from the Village Team and Housekeeping departments:

- Shopping
- Paying service/utility bills
- Household management
- Laundry and ironing
- Cleaning and vacuuming
- Bespoke requests
- Dog walking

**Please ask for our price list.**



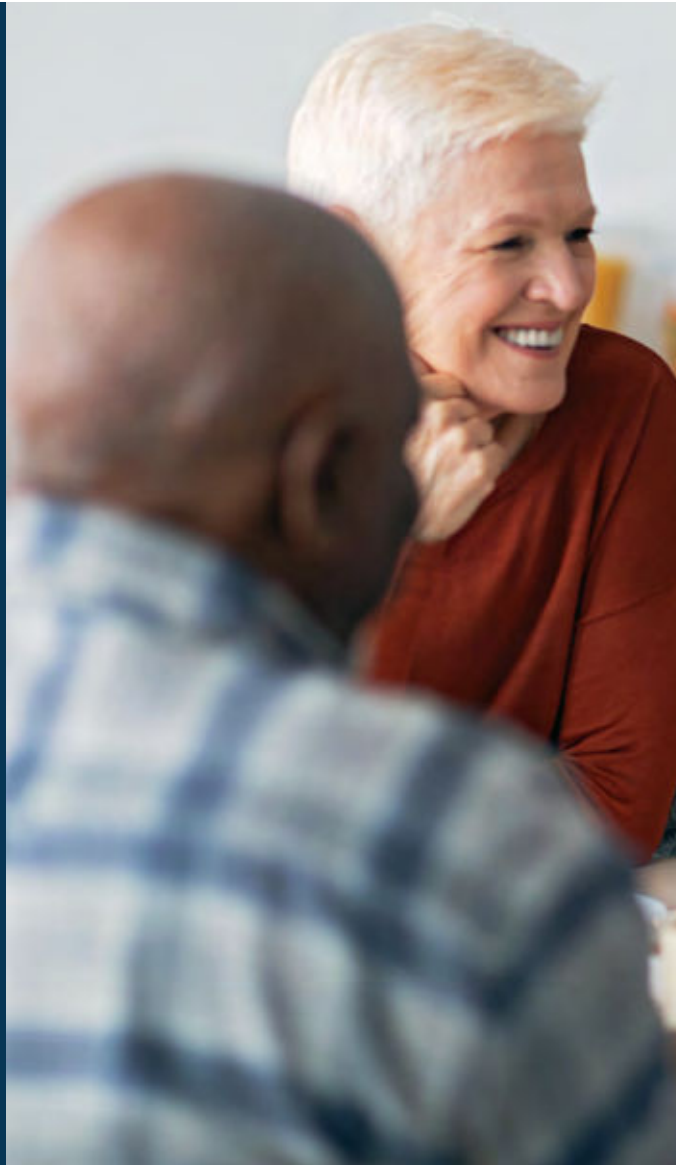
Rangeford Care provides personal (domiciliary) care. We are not registered to provide nursing care. These services should be arranged, where they can be delivered at the Village, through GPs and District Nurses.

# PRE PURCHASE MEETING

Before you decide whether to take up our services, we'll discuss your personal requirements with you. This will ensure our service is tailored exclusively for your needs.

## Our discussion will involve:

- Personal care and physical wellbeing
- Family involvement and other personal social contacts
- Sight, hearing and communication
- Continence
- Mobility, dexterity and the need for any aids/equipment
- Medication
- Personal safety and risk
- Condition-related needs and specialist input
- Dietary requirements and preferences
- Social interests
- Religious and cultural needs
- Practical household services
- Our contract and fees



# WHAT YOU CAN EXPECT FROM US



Our Care Assistants are reliable and dependable and can respond to your needs and preferences as they arise on a day-to-day basis, whilst delivering your Personal Care Plan.

- Your Care Assistant will arrive at your home and will stay for the full amount of time agreed. We'll never rush or hurry you.
- We'll aim to use the same Care Assistant to visit you whenever possible.
- Upon arrival, your Care Assistant will ask whether you have any particular or additional personal care needs or requirements on that visit.
- Care and support will be provided in the least intrusive way possible.
- We will extend an invite to yourself and/or your power of attorney to regularly review your care plan.
- You, and those close to you, will be treated with courtesy and respect.
- Care Assistants will be sensitive and respectful to your race, culture, religion, age, disability, gender and sexuality and of those close to you.

# PERSONAL CARE PLAN

Information from the assessment will be used to create your Personal Care Plan. This outlines your care needs, the outcomes you want to achieve, and takes account of your wishes and preferences in relation to the way in which care is provided and your chosen lifestyle.

Our Care Assistants will take time to understand your plan so that they can ensure the service they deliver to you is just as you need and expect.

To make sure your needs are accurately reflected in your plan, we will review your requirements every six months, or whenever there is a change in your circumstances.



# AUTONOMY & INDEPENDENCE

We'll always respect your decisions in relation to your own life and we'll provide information, assistance and support where needed to maintain your independence.

Care Assistants will carry out tasks in a way which maximises your independence. You'll be kept fully

informed about the service you receive and will be provided with information in an appropriate format. We'll never put any limitations on your lifestyle or human rights unless it's to prevent self-harm, self-neglect, abuse or harm to others and in line with our legal responsibilities.



## MEDICATION & HEALTH RELATED ACTIVITIES

Our policies and procedures on medication and health related activities aim to protect you and ensure staff are competent in their duties.

### ASSISTING WITH MEDICATION

- Care Assistants may only help you with taking medication in accordance with your Personal Care Plan and our Medication Policy, which is available on request.
- Care Assistants are trained how to prevent infection and cross-infection, which includes good hand washing techniques and the use of personal protective equipment to protect you and themselves.

### PERSONAL WELFARE

Our Care Assistants undertake Health and Safety training as part of their induction, and they attend refresher training on an annual basis.

**Among the topics covered are:**

- Moving and handling
- Basic first aid
- Food hygiene
- Infection control
- Fire safety
- Control of substances hazardous to health

Our Care Assistants are also able to deal with accidents and emergencies and know how to respond in such circumstances. They are provided with personal protective equipment to use, including gloves, aprons and hand sanitiser.

## PERSONAL RECORDS

Whenever a Care Assistant helps you in your home, they will maintain a record of key events and activities undertaken. Where assisting with medication in your home, they'll make an entry in the Medication Administration Record immediately after the medication is administered. The record will include dosage given, date and time of medication, and method of administration,

and records will be stored on our electronic platform Access Care Planning. Your Care Assistant will also record any advice given, e.g. to see or call GP or other health care professional. You and your family/representatives will have access to these records, which will be transferred to your personal file and held securely in Rangeford Care's office on a monthly basis.



## CONFIDENTIALITY

Personal information will be handled appropriately, and personal confidences will be respected.

All Rangeford Villages and Care colleagues have a duty to keep your information strictly confidential and to use it only for the proper purposes in accordance with the General Data Protection Regulation. We will only disclose information with your consent, unless we are required to do so by law.

Personal data held on computer or paper records may be reviewed as part of the inspection and regulation process, including inspectors working on behalf of the Care Quality Commission and authorised employees of statutory authorities.

All Rangeford Villages employees are given training in confidentiality and are aware of when it is appropriate to share information.



## OUR STAFF TEAM

### Recruitment and selection

At Rangeford Care we have a rigorous recruitment and selection procedure, which meets the requirements of legislation, equal opportunities and anti-discriminatory practice. In particular we look for staff with the right skills and attitude and always check qualifications, take up written references and undertake police checks.

### Requirements of the job

All Managers, Care Assistants and other staff carry out their roles in accordance with the Rangeford Care Employee Handbook. All of our staff will be smartly presented, wear a Rangeford Care uniform and a name badge.

Care assistants are aware of the activities which they should and should not undertake, and know what is required of them in their roles.

### Training and development

We have a structured induction process and training programme which is designed to develop a highly skilled team. Our induction process includes shadowing an experienced Care Assistant prior to taking responsibility themselves for the provision of personal care services and working alone in your home.

Our Care Assistants receive training on all Health and Safety requirements including manual handling. Training and development requirements are reviewed annually at each Care Assistant's appraisal.

### Qualifications

All our Care Assistants are competent to undertake the activities for which they are employed and responsible. Newly appointed Care Assistants who do not hold a relevant care qualification are required to demonstrate their competence and register for a relevant qualification in health and social care within the first six months of employment.

### Supervision

All Care Assistants receive regular supervision and have their standard of practice appraised annually.

Care Assistants meet formally with their manager to discuss their work on a regular basis. We undertake direct observations of them delivering care in the homes of those they regularly work with. We'll ask your permission beforehand if we plan to undertake an observation at your home. In addition, staff undergo a formal appraisal each year to review their performance and their on-going training and development needs.

# RANGEFORD CARE

EXCLUSIVELY FOR THE OVER 60s

0800 135 7420 | [info@rangefordcare.co.uk](mailto:info@rangefordcare.co.uk) | [www.rangefordvillages.co.uk/care](http://www.rangefordvillages.co.uk/care)

Registered Office: Rangeford Holdings Limited, 6th Floor, 33 Holborn, London EC1N 2HT  
Registered in England: 08495794

SEPTEMBER 2025

