

Quality of our Service:

- a) Because Social Care work can be emotionally draining, our Staff Supervisions offer a safe space and support of the care workers' mental wellbeing. Supervisions also offer a forum to promote reflective practice and promote Safeguarding by challenging observations, interactions, and patterns of behaviour. Supervisions ensure commitment to positive outcomes, promote team spirit, monitor individual performance and service quality.
- b) Feedback: As part of our commitment to providing high quality services, we aim to constantly monitor, maintain and improve the service we provide to you. In order to do this and to ensure our services reach the highest possible standards, we periodically touch base with you so that we may receive your views about the services we provide and what is working or not working.

We seek to deliver a world class service through a system of continuous learning and development by highly trained staff who deliver a service that is reliable, dependable, and consistent.

Complaints Policy

If you believe that things have 'gone wrong' or not been handled correctly, we want you to tell us.

We can resolve your complaint and try and ensure that it does not happen again.

We take any complaints and suggestions very seriously.

We are also keen to hear when things have gone well or when our employees have exceeded your expectation

Get in touch with us and we would be sure to assist

Tel: 01482 963150 Office

24 hour On-call Mobile: 07868226497

Email: info@caritascareolutions.uk



Children Services

The parental/caring role can be demanding and challenging for anyone, more so if the child or young person has Special Needs, and unfortunately not everyone is lucky to have family support around them.

It is very important for parent/carers to occasionally just take time out and have a break and then come back refreshed. The child does not have to have special needs for us to deliver a service as all arrangements are highly customised and personalised. It might just be a Child or Baby Minding Service you need. Give us a call today to explore options.



Services on offer:

- Our job is to support children/young people to access their local communities in and around the East Riding of Yorkshire for Short Break fun and learning activities. Children are given the chance to explore new activities and learn independent life skills away from family.
- It might just be you as the carer wants to go out. We will support the child/ young person in the comfort of their home and occupy them in their familiar surroundings whilst mom and dad go out for their break.

Your carers:

Caritas Care Solutions has robust recruitment processes in place that follow the Safer Recruitment guidelines to minimise the risk of employing unsuitable staff.

We ensure that all appropriate measures are applied in relation to everyone who works within the organisation and who are therefore likely to be perceived by the service user as being safe and trustworthy. This includes all staff, volunteers, and staff employed by contractors. We actively restrict unsupervised contact with children and young people to only those who have been correctly vetted and suitably trained.

Safer recruitment practice includes scrutinising applicants, verifying identity and academic or vocational qualifications, obtaining professional references, checking previous employment history, and ensuring that an applicant has the health and physical capacity for the job. It also includes undertaking interviews and checks with the **Disclosure and Barring Service (DBS)**.

Service delivery:

Carers are trained to provide personal care and support in accordance with the individual's needs and preferences, as stated in their care and support plan.

Care and support is guided by policies and procedures which adhere to legislation and regulations and current best practice. Carers work in a person-centred way providing practical and emotional support to the child/young person and their family, to enable them to meet the goals and outcomes identified in their support plan.

Short breaks duration:

We work according to your needs. Short break provision can range from a few hours a week to an allocated number of overnight breaks per year.

