

# STAFF HANDBOOK

AUGUST 2023 - AUGUST 2024



# INTRODUCTION AND WELCOME

We are delighted to welcome you to our team. We highly value the contributions our team members bring to our organization. We extend our best wishes for your success during your tenure with us, and we trust that your experience working alongside us will be both gratifying and positive.

GGW Care Ltd offers an array of care services for individuals within their own residences. These services range from short-term support following hospital discharge to long-term assistance for individuals with disabilities or chronic ailments.

This Employee Handbook serves as an introduction to our company and outlines our operational approach. It also acquaints you with our employment-related policies and procedures, as well as your roles and responsibilities. Periodic updates to the Employee Handbook will be provided as necessary.

If you have any inquiries about the content of this handbook, kindly address them with your Line Manager.

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## INDUCTION AND TRAINING

Upon the commencement of your employment, your attendance and successful completion of a workplace induction program/session are mandatory. During this session, the company's policies and procedures, including those related to health and safety, will be comprehensively explained. You will receive information about these matters either during the induction session or through access to the employee handbook

All new staff entering the care sector will be provided with support to fulfill the requirements of the Care Certificate. Additionally, you will receive mandatory training as defined by the CQC. We also offer assistance for completing relevant NVQ qualifications, aiming to facilitate your career advancement in the field of care.

## EQUAL OPPORTUNITIES

At GW Care Ltd, we are dedicated to fostering an inclusive work environment where employees can realize their utmost potential and contribute to the success of our business, regardless of their gender, age, race, or disability. This principle is a fundamental cornerstone of our employment philosophy, and we expect unanimous endorsement.

To facilitate the realization of this objective, GW Care Ltd is firmly committed to identifying and eradicating any instances of discriminatory practices, protocols, and mindsets within the entire organization. We call upon our employees to wholeheartedly uphold this commitment and actively aid in its achievement through all conceivable means.

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Concretely, GGW Care Ltd endeavors to ensure that every employee and prospective job applicant is shielded from any form of discrimination, whether it be direct or indirect, rooted in factors such as age, disability, gender identity, marital or civil partnership status, pregnancy or maternity, racial background, skin color, nationality, ethnic or national heritage, religious beliefs, or sexual orientation. This pledge encompasses all facets of employment outlined hereafter:

- The recruitment and selection process, encompassing advertisements, job descriptions, interviews, and selection protocols.
- Training initiatives.
- Opportunities for promotion and career advancement.
- Addressing grievances and applying disciplinary procedures.
- Determining selections for redundancy.

The practice of Equal Opportunities remains a continuously evolving endeavor, adapting in sync with evolving societal outlooks and legal frameworks. We will consistently review our policies and enact revisions where feasible to enhance the equality of opportunity. This commitment is all-encompassing, encompassing every aspect of our employment policies and procedures, extending beyond those exclusively tied to equal opportunity.

# GENERAL INFORMATION AND PROCEDURES

- Every staff member is provided with an identification card and uniform that must be worn at all times. Identity cards must be presented to clients, family members, and other professional contacts to confirm identity. You are responsible for upkeeping the cleanliness of the uniform and promptly reporting any need for replacements. As we take safeguarding and maintaining a positive reputation seriously, failure to comply with our uniform policy may result in disciplinary measures.
- Employees are strictly prohibited from directly or indirectly accepting any form of payment, benefit, or valuable item from suppliers, clients, or any other parties associated with or potentially involved in business relations with GGW Care Ltd. We understand that personal relationships may develop among staff members, as well as between staff and clients. To prevent potential conflicts of interest, staff members in such situations are required to inform their line manager. All such disclosures will be treated with the utmost confidentiality. We fully respect the right of employees to privacy in personal matters. However, past experiences have highlighted that such relationships can lead to compromised judgment and potential conflicts of interest, thereby raising safeguarding concerns.
- Smoking is strictly prohibited on our premises. Smoking is not permitted on client premises. Smoking is only allowed during designated break times and in designated outdoor areas.

· Any changes to your personal information such as name, address, or telephone number must be promptly communicated to us. This helps us maintain accurate records and enables us to contact you in case of an emergency, even outside regular working hours.

· If you have other employment or are contemplating additional employment opportunities, you must notify us. This allows us to discuss any implications arising from existing working time legislation.

· We assume no responsibility for loss, theft, or damage to personal belongings while on company or client premises, including personal effects stored in facilities provided by GGW Care Ltd.

· You are responsible for the proper care of equipment and supplies provided to you for the purpose of carrying out your duties. The cost of lost items or damage due to negligence may be deducted from your wages.

· If, upon arrival for work, it is determined in our judgment that you are unfit to work, we reserve the right to exercise our duty of care. If we believe you may pose a safety risk to yourself or others, we may send you home for the rest of the day without pay. Depending on the circumstances, disciplinary action may be taken. Bringing alcohol onto GGW Care Ltd premises and engaging in gambling is strictly prohibited.

- As the company requires employees of the utmost integrity, we expect you to maintain these standards outside of working hours. Activities or behavior that brings negative publicity to us or undermines our trust in your integrity may provide grounds for dismissal.
- Interactions with fellow employees should be conducted with civility, and no rudeness will be tolerated toward clients or the public. Offensive behavior, use of inappropriate language, or disrespectful conduct may result in disciplinary proceedings.
- Your utmost efforts should be dedicated to advancing the company's interests. During regular working hours, your full attention and abilities should be directed toward the company's affairs.
- Engaging in activities that could be interpreted as competitive with our business is prohibited.
- You must uphold the confidentiality of clients and GGW Care Ltd data, following our data handling policy.
- Personal use of mobile phones during regular working hours should be avoided. If you possess a company mobile phone, it must be used solely for company-related matters. Any non-business use may lead to deductions from your salary.

# ABSENCE AND LEAVE

## **SICKNESS ABSENCE**

Should you find yourself unable to fulfill a scheduled shift, it's imperative that you contact us at **002089162067 / 02089162066 / 07897255761** a minimum of 3 to 4 hours prior to the shift. Inform the on-call personnel about your expected return and the reason for your absence. Neglecting to provide proper notification could result in disciplinary measures. Recurring short-term and long-term absences will be managed through our ill-health procedure. Sick pay aligns with government-regulated SSP guidelines.

## **ANNUAL LEAVE**

Accrual of annual leave is proportionate to your working hours over a 12-week period. To request leave exceeding 1 week, please notify us at least 4 weeks in advance. Unused vacation time cannot be rolled over to the next year. Our annual leave cycle spans from January 1st to December 31st.

## **MATERNITY/PATERNITY/ADOPTION LEAVE**

Our contractual provisions do not include additional maternity/paternity or adoption pay beyond statutory entitlements. Notify your Line Manager promptly if you (or your partner) become pregnant or are adopting, so your entitlements can be clarified.



## PARENTAL LEAVE

*To take unpaid parental leave for a child, you must:*

- a) Have maintained continuous employment for at least one year.
- b) Hold or anticipate responsibility for the child.
- c) Intend to utilize the leave to spend time with the child or provide care.

Individuals meeting these criteria are eligible for up to 18 weeks of parental leave per child under their responsibility.

*Parental leave can only be taken:*

- a) Before the child reaches their 18th birthday.
- b) In the case of an adopted child, before the fifth anniversary of the placement date or, if earlier, the child's 18th birthday.

*Unless the leave pertains to a child receiving a disability living allowance:*

- a) Parental leave is permissible in blocks of one week or multiples of it.
- b) A maximum of four weeks of parental leave per child can be taken annually.

The calculation starts from the date when parental leave entitlement began for that child.

Parents should provide written notice 21 days in advance for parental leave. The leave should be taken in one-week blocks (partial weeks count as full weeks), up to a maximum of four weeks annually. Parents of disabled children have the flexibility to take non-continuous days as leave (part days count as full days).

GGW Care Ltd may postpone leave for up to six months due to business constraints, except when a father provides advance notice immediately after the child's birth or when an adoptive parent's partner gives advance notice after the child's placement. In cases of postponed leave, GGW Care Ltd will collaborate to determine an appropriate alternative date.

Leave taken with another employer will contribute to the 18-week entitlement at GGW Care Ltd.



## **SHARED PARENTAL LEAVE**

Parents of children (or adopted children) may share parental leave during the child's first year, subject to eligibility.

Eligible employees are entitled to paid Shared Parental Leave (SPL) as per statutory provisions.

For further information, refer to your Line Manager.

## **TIME OFF FOR DEPENDENTS**

GGW Care Ltd acknowledges the importance of time off for dependents in emergencies involving children or dependents. Unpaid time off is permitted for such situations to provide necessary support.

A "dependant" as defined by statute includes: 'The partner, child, or parent of the employee, or someone living with the employee as part of their family. This excludes tenants, boarders, or those residing as employees (e.g., live-in nannies). In cases of illness, injury, or care breakdown, a dependant may also be someone reasonably reliant on the employee.'

Leave can be granted for situations involving dependents, such as:

- Serious illness, injury, or assault of a child or dependant.
- Care for an adult without alternative arrangements.
- Significant incidents involving a child at school.
- Severe illness involving a dependent.

Time off for dependents does not cover foreseeable domestic situations accommodated by annual leave (e.g., regular childcare or school holiday care).

Employees must promptly inform the Line Manager of their absence, stating the reason and expected duration.

## **BEREAVEMENT LEAVE**

Reactions to bereavement are highly individual and thus imposing rigid leave rules is unsuitable. Instead, consult with your Line Manager to determine appropriate time off. Generally, bereavement leave is unpaid.

## **LEAVE FOR A DOMESTIC EMERGENCY**

Leave for domestic emergencies is intended to support instances unrelated to children or dependents. This unpaid leave can be granted to address domestic emergencies.

*Examples of emergencies include:*

- Involvement in a road accident or similar incident.
- Car breakdown or theft.
- Home burglary or violent incidents involving the employee.
- Home fire or flooding.

This list isn't exhaustive. When considering leave requests, GGW Care Ltd evaluates factors such as:

- The emergency's nature and scope.
- The availability of others to handle the emergency.
- The potential impact of the emergency on the employee.

This leave is meant for genuine emergencies. If you're aware in advance of needing time off for a domestic matter (e.g., goods delivery), follow standard leave procedures.

## **JURY SERVICE**

You have the right to attend Jury Service and should immediately inform GGW Care Ltd upon receiving a Jury Summons, providing full details.

Normally, this time off isn't paid. It's advisable to claim eligible expenses from the Court, usually including compensation for lost earnings.

Please let me know if you need further assistance or rewording.

## **REFUSAL OF LEAVE**

If you believe your compassionate, domestic emergency, or bereavement leave request has been unjustly declined or that you've faced repercussions for seeking leave, your first step should be to discuss the matter with your line manager. You also have the right to address the issue through the grievance procedure.

## PERFORMANCE MANAGEMENT

During the initial 3-month probation period for new employees, regular supervisions (at least one per month) will take place. Recognizing varied learning speeds, progress will be closely monitored, and necessary support will be provided. In some instances, probation periods might need extension, and formal handling of performance concerns may be necessary.

Upon completing the probation period, you'll engage in bi-monthly supervisions with your line manager. These sessions offer a chance to discuss your role, address any concerns, and receive vital feedback or coaching.

Annually, you'll undergo an appraisal, typically tied to your organization entry anniversary. Additional information on appraisals and supervisions is accessible through relevant procedures.

## HARASSMENT AND WORKPLACE BULLYING

GGW Care Ltd upholds the principle that everyone deserves a work environment free from intimidation and offensive conduct. Acknowledging the legal responsibility to provide such an environment, the company is dedicated to cultivating a positive workplace culture devoid of harassment and bullying. Allegations of workplace harassment or bullying will be treated with gravity, investigated thoroughly, and dealt with effectively.

## **HARASSMENT**

encompasses "unwanted conduct that infringes on a person's dignity or creates an intimidating, hostile, humiliating, or offensive atmosphere." It includes a range of unacceptable behaviors like offensive jokes, verbal abuse, derogatory language, racially or religiously biased graffiti or content, or offensive comments targeting personal attributes like age, physical traits, sexual orientation, and more.

## **BULLYING**

Bullying involves intimidating or belittling actions driven by misuse of power, leaving the victim feeling hurt, vulnerable, or powerless. Examples encompass unjust criticism, shouting, malicious rumors, exclusion, and other abusive behaviors.

## **PERSONAL RESPONSIBILITY**

All employees must refrain from harassing or bullying colleagues and should not condone such behavior from others. Harassment and bullying are misconduct, subject to disciplinary action. Harassing behavior could also lead to personal legal consequences. Creating a safe environment devoid of unacceptable behavior is a shared duty. If you observe harassment or bullying, you should report it to your manager.

## **PROCEDURE**

Whenever feasible, harassment and bullying complaints should begin with informal approaches, facilitating resolution through discussions and mediation. Some individuals might not be aware their actions are perceived as harassment. Informal avenues offer a chance to rectify the situation. If informal approaches fail, or the matter is severe, formal action should be taken. This includes the complainant filing a written complaint.



# DISCIPLINARY AND CAPABILITY PROCEDURES

GGW Care Ltd is committed to fair, uniform, and systematic handling of conduct and performance issues among all employees. Procedures have been developed to address these matters, incorporating ACAS Code of Practice recommendations. An appeals procedure is in place for employees who disagree with actions taken under the disciplinary process.

You're expected to maintain conduct and performance standards suitable for your role and aligned with communicated rules and standards.

## OBJECTIVES

These procedures aim to:

- Ensure consistent and equitable treatment of all issues.
- Investigate thoroughly before taking action.
- Provide written notice of hearing times and allegations.
- Give you an opportunity to present your case.
- Allow you to be accompanied to hearings.
- Provide written confirmation of actions taken.
- Offer an avenue for appeal.

## **COUNSELING AND SHORT SERVICE DISMISSAL**

When conduct or performance falls below expectations, discussions will identify causes and encourage improvement. These counseling sessions aim to prevent formal action but failing agreed improvements can trigger formal processes.

However, for both disciplinary and capability issues, your length of service may influence procedure variations. Limited service might lead to dismissal without prior warnings, but you'll retain the right to a hearing and an appeal.

Additional details regarding procedures, disciplinary suspensions, warning stages, misconduct definitions, gross misconduct, and investigation methods can be found in the disciplinary and capability procedures



# GRIEVANCE PROCEDURE

In most cases, resolving complaints through informal discussions between you and a Manager is the preferred approach. Therefore, it's advisable to communicate with a Manager if any work-related aspects or your working relationship are concerning you. However, when issues cannot be resolved informally, GGW Care Ltd has established a formal procedure for addressing grievances or complaints. The objective of this procedure is to ensure fair and prompt resolution of such issues before they escalate into significant problems or disputes. The procedure aims to maintain positive relations within the company, and it's recommended to use it when facing problems that can't be resolved satisfactorily with a Manager.

Using the grievance procedure will not adversely affect your future employment opportunities in any way.

For comprehensive details on stages, the right to be accompanied, and appealing decisions, please refer to the grievance procedure.

# RIGHTS TO BE ACCOMPANIED

During formal meetings related to disciplinary, capability, and grievance procedures, you are entitled to be accompanied.

You can choose a single companion who is either:

- A colleague from your workplace
- A full-time trade union official certified by the union, with experience or training in accompanying employees at formal hearings of this nature.

Nominated companions, whether colleagues or trade union officials, have the freedom to decide whether to comply with your request. No pressure should be exerted on them to do so. Reasonable paid time off will be provided for the nominated companion to attend hearings, consult with you, and familiarize themselves with your case's details.

The companion's role is to provide support during the hearing. They have the statutory right to ask questions and participate, but they cannot answer questions on your behalf. Adequate private conferencing time will be allowed for you and your companion during the hearing.

## HEALTH AND SAFETY

The Registered Manager serves as the Health and Safety officer for this business. Prompt reporting of incidents is essential. A safety-oriented approach should be taken towards appropriate seating and workplace conditions. After a reasonable period of working with a computer or screen, switching to alternative tasks for a brief interval is necessary.

GGW Care Ltd operates in alignment with the Health and Safety at Work Act, defining health and safety responsibilities. Maintaining health and safety standards is a legal and moral duty. Engaging in actions that create safety hazards for yourself or others could lead to disciplinary measures. Familiarize yourself with our Health and Safety Policy and your own duties and responsibilities regarding health and safety.

Both staff and management are responsible for adopting safe working practices. Necessary safety equipment will be provided, and it's your responsibility to report immediately if any safety equipment is inadequate, faulty, or missing.

All areas like the kitchen, staffroom, toilets, and workspaces, both inside and outside the premises, must be kept clean by employees who use them.

You must not take actions jeopardizing the health and safety of yourself, fellow employees, service users, or the public. Be familiar with fire and evacuation procedures and the steps to take during an emergency.

### **REPORTING AN ACCIDENT IN THE WORKPLACE**

GGW Care Ltd requires reporting workplace injuries to your line manager to facilitate a thorough investigation and prevent future incidents. The accident report should include details like the accident date, reporting date, employee information, injury specifics, cause, and witnesses. An employer or manager should sign the report along with any relevant comments. The accident book is accessible at the Anerley office. For more about accident reporting, refer to the health and safety procedure.

### **ALCOHOL & DRUGS POLICY**

In line with legislation, the company is obligated to ensure the health, safety, and welfare of employees at work. Similarly, you have a duty to yourself and colleagues. Alcohol and drug use can hinder business operations, employee safety, and client well-being. Impaired performance or attendance due to alcohol or drugs may result in disciplinary action, potentially leading to dismissal, depending on circumstances.

### **WORK-RELATED STRESS**

According to the Health and Safety Executive, stress is defined as the negative response individuals have to excessive pressures or various demands placed upon them.

Work-related stress emerges when individuals perceive an inability to cope with work-related demands.

The employer acknowledges that while work-related stress is not a disease, prolonged and intense stress can lead to health issues.

## **RESPONSIBILITIES FOR ALL**

You bear the responsibility of taking practical measures to reduce both your stress levels and those of your colleagues, whose well-being may be affected by your actions or oversights. Moreover, you are legally obligated to adhere to Health and Safety at Work regulations, ensuring the well-being of yourself and your coworkers. If you have concerns about work-related stress that could pose health hazards, you should communicate these to your line manager.

## **RESPONSIBILITIES OF GGW CARE LTD**

We are committed to aiding you in addressing work-related stress through discussions. To the extent feasible, individuals experiencing excessive and prolonged work-related stress will have their workloads adjusted, including the potential for alternative roles within the organization, to mitigate or minimize the associated risk.

## **WHISTLE-BLOWING**

Our organization maintains a comprehensive whistle-blowing policy applicable to all members.

Safeguarding the company from fraud, misconduct, or wrongdoings is essential.

Thus, the organization actively encourages all individuals to voice concerns about colleagues' conduct or the business's operations. This policy outlines the process for reporting concerns and how these issues will be addressed.

# BACKGROUND

Legislation offers protection to workers who raise valid concerns about specific matters—termed "qualifying disclosures." Such disclosures, made in the public interest, involve a reasonable belief that:

- a criminal offense,
- a miscarriage of justice,
- a risk to health and safety,
- harm to the environment,
- a breach of legal obligations, or
- concealment of any of the above, has occurred, is ongoing, or is likely to occur.

Workers needn't provide proof of these occurrences—reasonable belief suffices.

It is the organization's duty to investigate; workers need not undertake investigations themselves.

Workers making such protected disclosures are safeguarded from dismissal, detriment, or victimization due to their disclosures.

## PRINCIPLES

- Every individual should recognize the significance of preventing and rectifying wrongdoing at work, reporting any unethical or illegal actions.

- Matters raised under this process will undergo thorough, swift, and confidential investigation.

The investigation's findings will be communicated to the reporting individual.

- Raising concerns under this process will not lead to victimization. The reporting individual's employment, promotion, and training opportunities will remain unaffected.

- Retaliating against a worker for making a protected disclosure is a disciplinary violation.

- In cases of misconduct discovered through this process, the organization's disciplinary procedure and potential external actions will be taken.

- Deliberately making false allegations is a disciplinary offense.

- Concealing wrongdoing is also a disciplinary offense. If instructed not to raise concerns, even by authority figures like managers, workers mustn't stay silent. They should report the matter to a director.

This process pertains to disclosures about matters distinct from breaches of an employee's own employment contract. If an employee suspects their contract breach, they should employ the organization's grievance procedure.

For further details, refer to the complete procedure.

## DATA PROTECTION (GDPR)

You might need to provide personal information for GGW Care Ltd to fulfill its duties and obligations. Processing and controlling this data is mainly for personnel, administrative, and payroll purposes. Appropriate measures will be taken to prevent unauthorized or unlawful data processing or disclosure.

## RIGHTS OF SEARCH

While the organization doesn't contractually have the right to search employees and their property (including vehicles) on the premises, cooperation is requested if a search is deemed necessary. When possible, searches will be conducted in the presence of a chosen colleague available on the premises. This practice also applies during further questioning. The organization reserves the right to involve the police at any point.

# COMPUTER USAGE, EMAILS, AND INTERNET POLICY

- We employ virus protection software. Loading any software, program, or similar onto GGW Care Ltd's computer system requires virus checking beforehand.
- Copying GGW Care Ltd software is allowed only when necessary for your regular duties.
- Upon leaving GGW Care Ltd, you must return any of the company's information and data held in computer-readable format, as requested by management.
- You should implement security measures to prevent unauthorized access, alteration, disclosure, destruction of personal data, and accidental loss and destruction of GGW Care Ltd data.
- Accessing, processing, using, or disclosing data or passwords only as required for proper job performance is allowed.
- Internet usage must be strictly business-related while performing duties. Unauthorized internet use will be treated as misconduct.
- Downloading internet software onto GGW Care Ltd's system requires prior permission. Misuse of the email system, such as transmitting defamatory, offensive, obscene, untrue, malicious material, or copyright breaches, will constitute gross misconduct. Processing sexually explicit or potentially compromising material regarding child or vulnerable adult safeguarding will also be considered gross misconduct. More details can be found in GGW Care Ltd's IT usage policy.

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# SOCIAL NETWORKING POLICY

Most social network services facilitate various user interactions, including chat, messaging, email, video, voice chat, file sharing, blogging, and discussion groups. Social networks encompass platforms like Facebook, Twitter, LinkedIn, and personal blogs.

*Compliance with these standards is required:*

- No posts containing personal identifiable information or company/client photographs. • No sites or posts containing client or employee identifiable performance or character information.
- No sites containing defamatory statements about the company, employees, services, or contractors.
- Consulting the management team before posting comments purporting to represent the company's views is necessary.
- Avoid breaching company confidential information.

As a company representative, it's expected that you won't tarnish the company's reputation, even in the home environment. Address grievances using established procedures and policies within the work environment. Breaches should be reported to your line manager initially if appropriate. Local resolution may be possible. Failure to comply may result in disciplinary sanctions, including dismissal. The company retains the right to access and monitor all emails, internet activities, and social networking site usage on company equipment.

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# ANTI-BRIBERY POLICY

## OUR POLICY

It's strictly prohibited, directly or indirectly, for anyone working on our behalf to offer, request, accept, or give any bribe, whether in the form of payment, loan, gift, reward, or advantage. This is to gain advantages for the company or personal benefits in an unethical manner.

Suspected acts of bribery will be thoroughly investigated, and disciplinary action may be taken in accordance with the disciplinary procedure, which could include dismissal or terminating business arrangements.

Anyone working on behalf of GGW Care Ltd who suspects bribery must report it to a Senior Manager, providing a written account if required. The whistle-blowing Policy in the Employee Handbook or upon request from your Line Manager applies.

**GIFTS AND HOSPITALITY** Appropriate giving and receiving of gifts and hospitality, without expectations of return, may occur and should be recorded properly. Such actions, when proportionate and documented, are not considered bribery.

Approval from a Senior Manager/Director is essential before giving or accepting gifts or hospitality in connection with the company's business. Every instance of giving or receiving gifts and hospitality will be recorded.

This policy may be revised in line with changing legislation, and amendments can occur without prior notice.

## **ACKNOWLEDGMENT OF RECEIPT**

"I acknowledge that my employment terms and conditions are as specified in my employment contract, this employee handbook, and related procedures. These terms constitute the sole employment agreement, which cannot be altered except by a written document issued and signed by the organization or its representative. I have read, understood, and agreed to the conditions in the employee handbook, with the latest version applicable being the one issued."

To confirm understanding, please email: [office@ggwcare.com](mailto:office@ggwcare.com) or [Domcare@ggwcare.com](mailto:Domcare@ggwcare.com).

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## Experience the GGW Care Limited difference and discover a higher standard of care for yourself or your loved ones.



**1. Dementia Care:** Expert caregivers providing compassionate support for individuals with dementia, enhancing their quality of life.

**2. Mental Health Conditions:** Personalised care for individuals with mental health conditions, prioritising well-being and comfort.

**3. Personal Care:** Respectful and dignified assistance with daily activities like bathing, grooming, dressing, and medication management, promoting independence.

**4. Physical Disabilities Care:** Specialised care for individuals with physical disabilities, including mobility assistance and enhancing comfort and independence.

**5. Sensory Impairment:** Tailored support for individuals with sensory impairments, offering assistance to enhance well-being for those with visual or hearing impairments.

**6. 24-Hour Care:** Round-the-clock support for individuals who prefer to stay in their own homes.

**7. Day Sit-In Service and Night Stay Service:** Available caregivers for day-time support and overnight stays, ensuring round-the-clock assistance.

**8. Escort to Hospital or Day Care:** Transportation services to accompany and assist individuals to hospitals or day care facilities.

**9. Shopping and Cleaning Service:** Assistance with shopping tasks and maintaining a clean and organised living environment.

**Those We Serve:** We recognise the unique needs of these groups and provide tailored care to help them lead fulfilling lives.

**Older People:** Our services are designed comprehensively for individuals aged 65 and above.

**Young Adults:** Our support services are also extended to young adults with physical disabilities, sensory loss, and learning disabilities.

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Visit us at...  
[www.ggwcare.com](http://www.ggwcare.com)

