

SERVICE USER GUIDE

2025/2026

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INTRODUCTION

GGW Care Ltd functions as a domiciliary healthcare Agency, dedicated to delivering exceptional healthcare services to both young adults and adults within the comfort of their own homes. We hold accreditations and approvals across our operational domains.

Over the course of 7 years, GGW Care Ltd has been actively providing domiciliary care and support services in various areas including Beckenham, Penge, West Wickham, Bromley, Orpington, Biggin Hill, and Chislehurst. Our reach continues to expand, and we proudly hold an approved provider status accredited by Bromley council. Our operations are closely monitored by the Care Quality Commission, ensuring our adherence to and even surpassing of regulatory requirements.

Our commitment lies in furnishing you with service of the utmost quality. Our services are meticulously tailored to address your unique needs, while championing your rights, choices, independence, and overall quality of life. In essence, we cater to your desired service parameters, supporting you to maintain the highest level of independence achievable.

This Service User Guide has been curated to equip you with comprehensive insight into the services offered by GGW Care Ltd and the methodologies through which our services are administered. Should you desire a more detailed discussion regarding any facet of our service, please don't hesitate to reach out to a member of our dedicated team. We are wholeheartedly dedicated to assisting you. Kind Regards



GGW CARE LTD AIMS

To deliver person centered services

Our aim revolves around delivering person-centered care and support that yields positive outcomes for service users, while nurturing their active involvement. We remain steadfast in our commitment to upholding the rights, choices, independence, and quality of life of our service users.

Prioritizing Outcomes: Our objective is to provide outcome-driven services that are designed to assist individuals in accomplishing their personal goals, desires, and ambitions.

Comprehensive Welfare: We are dedicated to furnishing each service user with a tailored care and support package that addresses their overall personal and healthcare needs and preferences.

Partnership Approach: We are committed to collaborating with service users, their representatives, caregivers, and other professionals to deliver a seamless service that amplifies individual choice, control, and independence.

Quality Services: Our unwavering dedication lies in offering exceptional services and continuously enhancing the level of care and support. This commitment is sustained through effective measurement, assessment, and subsequent enhancements.

Empowering Workforce: Our pursuit involves delivering top-notch services recognized by service users, contracting agencies, and inspecting bodies as emblematic of excellence. We believe this achievement can be attained only when we equip all employees with the requisite knowledge, skills, and motivation for effective service delivery.

Equality & Diversity: We uphold a care environment that champions equality of opportunity and respect for diversity.

Non-Discrimination Commitment: GOW Care Ltd ensures that all service provisions and resolution of complaints and issues are impartial and transparent, devoid of any form of direct or indirect discrimination based on factors such as age, transgender status, marital or partnership status, pregnancy or maternity leave, disability, race, religion, belief, sex, or sexual orientation.

THE ORGANISATION

GGW Care Ltd stands as a domiciliary service that places paramount importance on delivering exceptional care while upholding the client's dignity.

Registered Provider: The individual/organization officially registered with the Care Quality Commission as the designated provider for GGW Care Ltd is:

Mary Monovís

GGW Care Limited

Capital Business Centre

22 Carlton Road

South Croydon

CR2 0BS

Tel: 02086765322/23

mmonovis@ggwcare.com

office@ggwcare.com

domcare@ggwcare.com



LOCATION OF SERVICES

GGW Care Ltd delivers services throughout the borough of Bromley and from the following registered location:

GGW Care Limited
Capital Business Centre
22 Carlton Road
South Croydon
CR2 0BS
Tel: 02086765322/23
mmonovis@ggwcare.com
office@ggwcare.com
domcare@ggwcare.com

GGW CARE SERVICES

GGW Care Ltd was initially established to provide support services primarily to older individuals. Over time, we have evolved into a reputable provider of services catering to a diverse range of service users. Our offerings span from domestic support and meal preparation to round-the-clock care for individuals with complex needs.

Our unwavering commitment to delivering the highest quality of care, coupled with our person-centered approach to service delivery, sets us apart. We are proud to have transformed into an organization capable of providing an extensive array of support services. Below, you will find a concise overview of the service user groups we assist and the range of services we offer:

Support for Older People: GGW Care Ltd offers an extensive array of services designed for individuals aged 65 and above, encompassing physical, learning, and sensory challenges, as well as the general difficulties associated with aging. We provide advice and guidance to help tailor individualized care/support plans that address physical, social, psychological, or spiritual needs.

Support for Young Adults: Our services also extend to young adults with various needs, including physical disabilities, sensory loss (including dual sensory impairment), and learning disabilities.

Range of Services: • Health and well-being supervision and monitoring • Medication supervision, monitoring, and assistance (Non-invasive routes only) • Personal care including dressing, bathing, showering, washing, shaving, oral hygiene, and toileting needs • Assistance in maintaining nutritional status • Overnight services, including sleep-in and awake staff • Domestic services • Support in establishing social contacts and activities

Assessment and Service Review: Before commencing services, we will arrange a home visit to assess your needs and collaboratively develop your Personal Support Plan. This plan is designed to help us understand your desired outcomes and support you in achieving them. Regular reviews will ensure our services continue to meet your evolving needs.

Confidentiality: Recognizing the sensitive nature of the information we handle, we uphold your right to privacy and dignity. We handle, share, and store information in compliance with the Data Protection Act, our Confidentiality Policy, and Data Protection Policy.

Service Delivery: We aim to offer services at times convenient for you, ranging from as little as 2 hours per week to 24 hours per day. While we prioritize continuity, unavoidable staff absences may occur. Your service will be coordinated by a dedicated team reachable during office hours and via emergency on-call outside of office hours.

Quality Assurance: Our policies and procedures ensure you receive the best service from staff who understand their roles. These policies adhere to regulatory standards and are available in various formats upon request. GGW Care Ltd follows the General Social Care Council Code of Practice for the Organization and our staff.

CARE/SUPPORT WORKERS

GGW Care Ltd.'s care/support professionals are dependable, amiable, skilled, and above all, deeply dedicated to providing exceptional care and support.

RECRUITMENT

GGW Care Ltd.'s robust Recruitment & Selection Policy ensures that you can have confidence in the delivery of your service by staff who have undergone rigorous pre-employment checks, including:

All applicants must complete a comprehensive Application Form detailing a full 10-year employment history, addressing any employment gaps.

Standard Interviews to assess the applicant's competency and suitability for the role.

Reference checks, with at least 2 satisfactory references required before employment commencement.

Enhanced Disclosure and Barring Service (DBS) checks, often referred to as 'police checks'.



TRAINING & DEVELOPMENT

GGW Care Ltd. invests significant time and resources into staff training and development. Our training approach includes a 3-phase structure: Phase 1: 4-day Classroom Based Induction Training. Phase 2: A 12-week induction period to the role, encompassing:

- Completion of mandatory training.
- Shadowing experienced care workers before independent community work. - Regular contact with the line manager.
- A 12-week supervision with the Registered Manager for competency assessment. Phase 3: Continuous Training and Development, involving:
 - Regular refreshers of mandatory training.
 - Specialist training opportunities - a diverse range of additional training courses is available to staff. We collaborate with you to identify suitable training for your care/support workers to meet specific needs. Encouragement for NVQ Level 2 and 3 and additional courses is a priority to support ongoing development.

SUPERVISION

All GGW Care Ltd. staff receive regular supervision, which includes:

- One-on-one meetings with their line manager.
- Unannounced direct observation visits by senior staff to witness care/support worker interactions.
- Annual appraisals. Your feedback about your care/support workers is highly valued.

SAFEGUARDING

We consider our responsibility for your safety and well-being paramount. GGW Care Ltd.'s Safeguarding Policy aligns with 'No Secrets,' a government publication offering guidance to local agencies. Mandatory safeguarding training is provided for all staff and must be updated annually. If you or someone else is experiencing abuse or suspect abuse, reach out to GGW Care Ltd.'s Registered Manager, Mary Monovis, or your local social services department. Contact details are available at the end of this guide, contingent on your location. If you wish to obtain a copy of GGW Care Ltd.'s Safeguarding Policy, please approach a member of our team.

QUALITY ASSURANCE

AUGUST 2025 - AUGUST 2026 | 11

GGW Care Ltd. places a strong emphasis on delivering the highest quality service to all service users and believes that even with the current quality of services, there's always room for enhancement.

Our Quality Assurance involves:

- Regular reviews of all services.
- Annual satisfaction surveys of Service Users, and where applicable, their relatives or representatives, to gather viewpoints and opinions.
- Complaints & Compliments Policy that encourages feedback on our services.
- Thorough scrutiny of all staff during the recruitment and selection process.
- Close oversight of staff and services through frequent direct observations by experienced team members.
- Regular supervision meetings between each care/support worker and their line manager.
- Protocols for managing staff with poor performance or conduct.
- Regular staff meetings, including quarterly Staff Forums for sharing best practices.
- Ongoing review of all policies and procedures.
- Monthly management reports to measure company performance against Key Performance Indicators.

GGW Care Ltd. has recently established a Care Governance framework, holding the organization accountable for consistently elevating service quality and maintaining high standards of care and support, fostering an environment conducive to excellent care.

COMPLAINTS & COMPLIMENTS

We believe that voicing complaints or concerns should be straightforward for Service Users. We welcome complaints as they offer opportunities for learning, adapting, and improving to deliver an even better service.

CONCERNS

We believe that voicing complaints or concerns should be straightforward for Service Users. We welcome complaints as they offer opportunities for learning, adapting, and improving to deliver an even better service.

COMPLAINTS

For formal complaints about your service or to elevate a concern to a senior manager, contact the local manager of your service or the Registered Manager. Complaints can be lodged by phone or in writing, and a home visit can be arranged if preferred. Within 48 hours of receiving your complaint, you'll receive a letter outlining the action to be taken and the expected timescale for a full response. Complaints are typically investigated and addressed within 28 days.

COMPLAINTS PROCEDURE

Raising Complaints

Complaints can be verbal or in writing and made by:

☑ Service Users

☑ Individuals with written consent from a Service User, such as an advocate, relative, or Member of Parliament

☑ Individuals representing a Service User unable to advocate for themselves, as long as it respects the Service User's confidentiality or past wishes GGW Care Ltd. ensures that Service Users are informed about the complaint process and the subsequent steps after a complaint is made, including agreed-upon timescales.

Staff will apologize for the necessity of the complaint and explain the complaints process.

Formal acknowledgement of all complaints, whether verbal or written, will be sent within 3 working days to the complainant. This may be via letter or email, and GGW Care Ltd. will manage out-of-hours and weekend complaints.

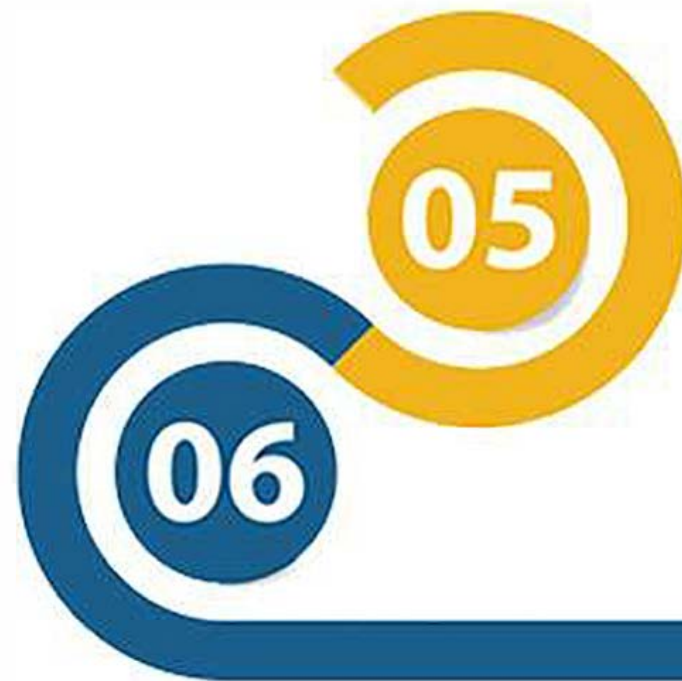


Staff will strive to promptly resolve raised complaints to the complainant's satisfaction.

Staff will report the complaint to the most senior staff member on duty, and the complaint will be logged.

The acknowledgement includes:

- ☒ An invitation to meet and discuss the complaint.
- ☒ The person responsible for investigating the complaint.
- ☒ Handling of the investigation process, specifying its focus.
- ☒ A timeframe for the investigation's conclusion (usually 28 days, with longer periods for certain cases).
- ☒ Information about the complaints procedure and contact details for external bodies in case of dissatisfaction.



After a thorough investigation, a response letter will be sent containing:

- ☒ The complainant's perspective.
- ☒ Details of evidence and sources consulted for the investigation.
- ☒ Clear and concise findings for each issue.
- ☒ A conclusion indicating whether the issue is upheld, partially upheld, or not upheld.
- ☒ Explanation of the outcome and any resulting actions.
- ☒ Apology if applicable.
- ☒ The complainant's rights to refer to relevant ombudsmen in case of dissatisfaction.

The complaint will be closed when satisfaction with the outcome is confirmed. In case of dissatisfaction, GGW Care Ltd. will support the complainant in seeking further assistance.

THE COMPLAINTS LOG

A record of all complaints raised will contain:

- ☒ Each complaint.
- ☒ Issue and resolution.
- ☒ Reasons for delay if investigations took longer than expected.
- ☒ Date of outcome report sent to the complainant.

For Service User-related complaints, a copy will be kept in their care records. Phone-based complaints will include call date and time, followed by written confirmation.

Complaints related to potential Service User abuse will follow safeguarding policies and require notifications to regulatory bodies.

Complaints shared for learning will be anonymized to protect Service User information.

For more information, please contact the Service Manager for a copy of our complaints procedure.

COMPLIMENTS

Positive feedback about your service is welcomed. Please reach out to your coordination team or service manager. Compliments are recorded and shared with staff involved in your service.

OUR RESPONSE TO COVID-19

We adhere to government and CQC guidelines regarding the Covid-19 pandemic. Our staff receive adequate PPE, understand self-isolation and Covid testing protocols. We support responsible handling of such situations. If a service user tests positive, our staff will continue support while following PPE disposal guidelines. Notify GGW Care Ltd. if you test positive or come into contact with a positive case for appropriate steps.

Useful Contacts:

GGW Care Ltd.

Manager: Mary Monovís

Email: mmonovis@ggwcare.com OR office@ggwcare.com OR domcare@ggwcare.com

Tel: 02086765622/23

Mobile: 07561424905

AUGUST 2025 - AUGUST 2026

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.

Elder 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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