



# Blackpool South Service User Guide

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# Welcome to Apollo Care



**This booklet will provide you with information about our company, what to expect from us and the services we provide.**

Apollo Care was established in 2011 by Cheryl White, a District Nurse, in response to the poor quality of care she had witnessed while providing nursing care to patients in their own homes. Her aim was to improve the quality of care for people living in their own homes by establishing a home care company that focussed on individual care needs.

**Apollo is a domiciliary care agency that will:**

*“Provide individualised holistic care to individuals in the community who wish to remain living at home”*

By providing care, support and advice, we enable our service users to remain as independent and self-caring as possible. We will provide assistance on an individual basis following a detailed, person-centred care plan, our service users can expect an excellent service provided by trained care staff.

*We promise to provide person-centered, holistic care to individuals living in their own homes.*

Apollo Care is compliant with Care Quality Commission standards and follows the KEY LINES OF ENQUIRY that our care teams are inspected and regulated against.

There are 5 questions that are asked of all care services. They are at the heart of everything we do and help us to make sure that we focus on the things that matter to people who use our service.



# The 5 Questions



## 1 ARE WE SAFE?

You are protected from abuse and avoidable harm.

## 2 ARE WE EFFECTIVE?

Your care, treatment and support achieves good outcomes, helps you to maintain quality of life and is based on the best available evidence.

## 3 ARE WE CARING?

Staff involve and treat you with compassion, kindness, dignity and respect.

## 4 ARE WE RESPONSIVE TO PEOPLE'S NEEDS?

Services are organised so they meet your individual needs.

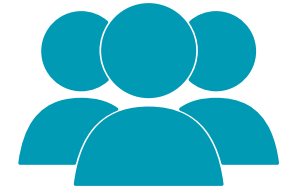
## 5 ARE WE WELL LED?

The leadership, management and governance of the organisation make sure we provide high-quality care that is based on your individual needs, that we encourage learning and innovation, and that we promote an open and fair culture.

**What do you expect from our service?  
What would your ideal outcome be and  
how can Apollo help you to achieve this?**

# Meet our team

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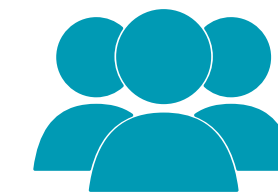
**CRAIG MURRAY**

Early in my career I worked in the education and finance sectors – it was only when I crossed over into care in 2014 that I felt like I was working in a role where I was making a difference.

I have worked in domiciliary care management since 2015 and I have helped to bring a lot of amazing people into care who have gone on to make a positive difference for people that our teams care for. It really is a great feeling when everything comes together and you see the impact it has.

I bring this experience of building excellent care teams to Apollo Care Blackpool which not only prioritises providing enriching, empowering, engaging care that everyone independently deserves, but also provides our care staff with the support, reward and development opportunities that they deserve.

# Meet our team



**SARA**

I'm Sara Beardall, the Community and Business Development Manager at Apollo Care. I returned to the health and social care sector in 2012 and have since managed and commissioned services in both residential and community settings. In 2020, I completed a degree, further deepening my commitment to providing quality, person-centered care.

At Apollo, my role is to create awareness about the excellent care we provide and to reach out to those who may need our support. I'm passionate about ensuring that everyone receives the care they need to enhance their quality of life. I understand how daunting it can be to find the right support, so I make it my mission to engage with individuals in the community to discuss their unique needs and requirements.

I also participate in local events as part of my role, sharing this information with our clients to help them access community activities, socialise, and improve their overall well-being. I live in Blackpool; I am married with one daughter. In my free time, I volunteer at a local cat sanctuary, enjoy dining out, and love taking holidays to just about anywhere. If you see me out and about, please don't hesitate to say hello—I'm always happy to answer any questions you may have.



**PHILIPPA**

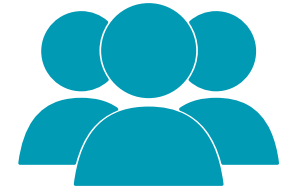
I am the Registered Manager at Apollo Care Blackpool, a position I've proudly held since 2023. With almost 15 years of experience working in diverse care settings, I bring a deep understanding and passion for delivering exceptional care to our customers in the community.

Being part of the team in Blackpool is incredibly rewarding, and I am dedicated to fostering an environment where excellence is the standard. I take great pride in leading a team that consistently demonstrates our core values—caring, supporting, empowering, and inspiring, through every interaction they have.

My goal is to maintain and enhance the high standards we have set, ensuring that our customers always feel valued and supported.

Outside of work, I'm a mum of two and love spending quality time with my family.

# Meet our team



**JANINE**

'I'm a mum to two wonderful daughters and five amazing grandchildren - family is everything to me.

Career-wise, I have worked in varied employment settings from engineering to cleaning, and even owned my own butty shop for 8 years.

Working for Apollo and coming into domiciliary care 18 months ago, has brought new and fresh challenges and learning opportunities. I also have the pleasure of working with, and for, one of my daughters, who is the registered manager.

I am currently in the role of auditor/business support but am working towards being Apollo's staff trainer having been put through a train-the-trainer programme.

Apollo has consistently shown support and a belief in me and I, in return, attempt to give back 100% loyalty and commitment to the job and the team. I have after all, found my dream job.



**MEL**

I started my professional care journey in 2021. After working in retail management for 20 years, I decided to have a complete career change, and I've never looked back, I now have a job that I love, and I am proud to be part of the Apollo team.

I am passionate about providing person centred care and committed to promoting independence and making a positive difference in people's lives.



# Our services



## SERVICES WE PROVIDE

Apollo Care provides several services to meet the needs of service users and their families. These include:

- Assistance with personal care
- Medication administration
- Meal preparation
- Hospital discharge
- Housework
- Shopping services
- Companionship
- Support and tech pack

## SERVICES WE DON'T PROVIDE

- Wound care
- Dressings
- Provision of continence aids
- Physiotherapy

Although we do not provide the above services, we can put you in touch with the appropriate agencies if required.



# Recruitment process

## CARE STAFF RECRUITMENT

Apollo Care has a robust recruitment policy. You can be confident that your service will be delivered by care staff who have undergone rigorous pre-employment checks, including:

- All applicants must complete an application form detailing previous employment
- Interview by Apollo Care managers
- Reference checking: we request a reference from the applicant's previous employer and require at least two satisfactory references before employment can commence
- Character references
- An enhanced disclosure from the DBS, commonly known as a police check

## CARE STAFF INDUCTION

All successful applicants must complete a 12-week induction programme within their team, suitable to the role they have applied for. The Induction process includes:

- Completion of care certificate training
- On the job "shadow shifts"
- Introduction to service users
- Regular management supervisions
- Specialist training if required



# Delivery of your care



**Apollo Care follows the 7 core principles of dignity when providing care to service users.**

**Principle 1:**

Value the uniqueness of every individual.

**Principle 2:**

Uphold the responsibility to shape care and support services around each individual.

**Principle 3:**

Value communicating with individuals in ways that are meaningful to them.

**Principle 4:**

Recognise and respect how an individual's dignity may be affected when supported with their personal care.

**Principle 5:**

Recognise that an individual's surroundings and environments are important to their sense of dignity.

**Principle 6:**

Value workplace cultures that actively promote the dignity of everybody.

**Principle 7:**

Recognise the need to challenge care that may reduce the dignity of the individual.

Following the initial referral, a manager from Apollo Care will visit you at home.

A full assessment of your individual care needs will be carried out, your co-operation is vital! We will need to find out as much as we can about you, to provide you with a service that suits you perfectly.

The manager will also carry out a risk assessment to ensure work can be carried out safely in your home. Don't worry! Again, this is done with your co-operation and everything will be fully explained.

Our team of care staff is fully trained to provide the best care possible. They will record and monitor your needs at each visit and report any changes or concerns to their line manager.

*YOU are at the very heart of everything we do.*



# Our Better Life services



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## HAPPINESS & WELLBEING

We know that being healthy & happy is extremely important for people as they grow older. This service ensures your health & happiness is a priority to enhance your well-being, by delivering a service that includes social outings, home-cooked meals, and much more.

## COMFORT, SAFETY & CARE

Deciding that either you or a loved one needs care can be an emotional time. We understand this and take time to ensure our clients feel comfortable, safe, and cared for. This service is for people needing a little support in their day-to-day living.

## DIGNITY & SUPPORT

We are passionate about providing dignity and support to our clients and their families with more complex care needs. We know this can be an extremely difficult time emotionally and we provide families and their loved ones with dignity and support every step of the way.

# Standards the service users can expect



## WE PROMISE TO:

- Always promote your independence
- Treat you as an individual
- Maintain your dignity and respect
- Respect your right to privacy, confidentiality, and equal opportunity
- Show respect for your home and personal belongings
- Deliver a person-centered care package to suit your needs
- Arrive to deliver your care on time (within a 15-minute window time frame)

## QUALITY ASSURANCE

At Apollo Care, we want to provide you with the best possible service that we can. Your needs will be continually reassessed and we welcome feedback from you and your family members.

**Our focus is PERSON-CENTRED CARE and we encourage you to be actively involved in your care planning, implementation, and review.**

We have a 24-hour “live” feedback form on our website that you can use to leave any comments, good or bad, that you wish us to know about. We love to hear from you! There is also a direct link to leave your feedback on the CQC website, this then helps towards our annual inspections. Your opinion really does matter so tell us what you think.

# Our procedures



## HANDLING YOUR MONEY

Any financial transactions that take place must be identified in your care plan. This may include:

- Shopping
- Collection of pensions
- Paying of bills
- Bank transactions

## BEQUEST IN WILLS

Employees of Apollo Care are not allowed to act as witnesses on wills or any other legal documents concerning a service user.

## CONFIDENTIALITY

Information that is provided by you will be treated with respect and will be treated as highly confidential. Apollo care is fully compliant with GDPR and any information we hold will be managed within the law.

## MANUAL HANDLING

Our care teams are trained in all aspects of manual handling. We do have a very strict minimal lifting policy to protect both staff and service users from injury. If equipment for manual handling is required, our staff will be able to use it when it has been risk assessed and provided by a member of the multi-disciplinary team.

## MEDICATION

All staff are trained in the management of service user medication and administration. We can assist with prescribed medication and some homely remedies as required. Blister packs are our preferred choice of administration, but short-term medication can be given from original pack.

## COMPLAINTS AND COMPLIMENTS

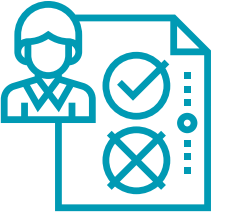
We hope that you will be satisfied with the care you receive from Apollo Care, but should there be any matter which you feel requires attention, we ask that you first bring it to the attention of your care assistant. Often worries are only due to misunderstandings and can be dealt with there and then.

However, should you feel dissatisfied please contact the Apollo Care office on 07435952717, and a member of our office team will be pleased to help in any way possible? If you wish you may ask a friend or relative to do this on your behalf.

A member of the office team will fully investigate your concerns and let you have a reply as soon as possible, always within a maximum of 28 days. However, if you are not satisfied with the outcome of your complaint you can bring the matter to the attention of the managing director;



# Terms & conditions



## PAYMENT

Payment for services provided will be itemised on an Apollo Care invoice and issued on a monthly basis. Each visit will be listed along with the individual charge for each visit. Fees are due for payment within 7 days of receipt of our invoice. Cash payments must not be given to care staff, all payments should be forwarded to your Apollomanagement team.

## EQUIPMENT

Apollo Care will provide all PPE equipment (such as gloves and aprons), that is required to carry out care activities as agreed. Other agencies will provide and maintain other necessary equipment such as hoists, commodes, pressure equipment, etc. Cleaning equipment must be provided by the service user.

## EQUAL OPPORTUNITES

Apollo Care aims to satisfy the needs of service users and staff by providing equal opportunities, irrespective of age, sex, marital status, race, disability, or sexuality.

## INSURANCE

Apollo Care holds full insurance cover by a specialist care insurance company.

## CANCELLATION

If you wish to cancel a booked visit, we will require 3 days' notice. Failing to provide notice will result in full payment for the visit expected. If you wish to cancel your care package, we will require 28 days' notice, in writing, to the manager at the office address.

# Hours of operation



Our office is open 9 am - 5 pm every weekday.

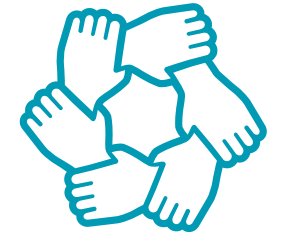
## **OUR HEAD OFFICE IS LOCATED AT:**

Apollo Care Blackpool,  
Lancaster House,  
Amy Johnson Way,  
Blackpool FY4 2RP.

01253 966440



# Useful links & community contacts



## **LANCASHIRE COUNTY COUNCIL ADULT SOCIAL CARE**

Tel: 0300 123 6720

## **WALK IN CENTRE, WHITEGATE DRIVE**

Tel: 01253 953 953

## **PROGRESS LIFELINE (TELECARE)**

Tel: 01772 678 910

## **DISTRICT NURSES**

South Shore  
01253 953 001  
Lytham  
01253 956 119

## **BLACKPOOL ADVOCACY HUB TEAM**

Tel: 0300 323 0251  
Email: [info@blackpooladvocacyhub.org.uk](mailto:info@blackpooladvocacyhub.org.uk)

## **BLACKPOOL VITALINE**

Tel: 01253 477 678

## **BLACKPOOL VICTORIA HOSPITAL**

Tel: 01253 300 000

## **BLACKPOOL ADULT SOCIAL CARE**

Tel: 01253 477800

## **HIGHFIELD CENTRE (DAY CARE) BLACKPOOL**

Tel: 01253 476 460

## **AGE UK FYLDE**

Tel: 0300 303 1234

## **CLIFTON HOSPITAL**

Tel: 01253 300 000

## **THE VICTORIA DAY CENTRE THORNTON**

Tel: 01253 828 362





[www.apollocare.co.uk](http://www.apollocare.co.uk)