

Cloud 9 Care Limited

Guide to our Services

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Cloud 9 is an independent company, based in Colchester, providing a range of home care services to the people of North East Essex.

Established in 1995, we have specialised exclusively in the provision of domiciliary care. We are committed to the delivery of the highest possible quality of care and are proud of our reputation for reliability and consistency.

We believe that people should have the right to live in their own homes and our service is designed to make this a reality.

Our care teams work throughout the week, including weekends and public holidays, offering a service from 7am through to 10pm. Our office is open from 9am to 5pm, Monday to Friday, but a member of the management team is always on-call to deal with any out-of-hours problems.

All our staff are directly employed by Cloud 9 on a regular basis. We do not employ temporary or agency staff. We recruit our staff exclusively on the basis of ability and do not discriminate on grounds of age, race, gender or sexual orientation.

Our approach is informal but professional. We recognise that we are guests in our clients' homes and endeavour to ensure that our clients and their families are relaxed and comfortable with their carers.

We offer an extensive range of services, with each care plan tailored to meet individual needs.

We care for people of all ages and all levels of disability. We are able to care for people who are terminally ill and wish to remain at home.

Our services include assistance with washing and dressing, bathing, help and advice with the management of incontinence, assistance with preparing for bed, housework, laundry, shopping and meal preparation. We can provide an escort for a hospital visit or a companion for a shopping trip. We offer a sitting service to enable family carers to take a break and can make check visits to ensure the safety and well-being of vulnerable clients.

Care packages may be permanent, where someone has a long term disability, or short term, for example, where someone is recovering from an operation. Our emphasis is very much on promoting independence and encouraging our clients to do as much for themselves as possible. We work closely with other health and social care professionals and carers within the family, to ensure that a comprehensive service is provided.

Cloud 9 are contracted to Essex County Council to provide home care as directed by Adult Social Care. We are members of the United Kingdom Home Care Association (UKHCA) and take an active role in the Essex Independent Care Association.

PRIVATE CLIENT CHARGES

Hourly 7am-10pm, no weekend supplement	£12.72
Bank Holiday Rate	£25.44

Minimum charge - 1 hour per week, with time charged in 15 minute blocks

A supplement may be charged for services provided in certain rural areas

Specialist services, such as Palliative Home Care, will be costed on an individual basis.

Full terms and conditions available on request