



## WELCOME TO RESPONSE

Response, a Registered Charity, is one of the largest providers of mental health services in the Thames Valley. Providing first class support and care for over twenty years, it has established a strong reputation as a provider of the highest quality support to people in their own homes.

Our holistic approach to home care recognises the individuality of each person and care packages are designed to promote choice and control for each individual. Our packages are fully personalised and offer flexibility.

Whether you are seeking companionable support to achieve a more active lifestyle or the most professional personal care for yourself, or a close friend or relative, Response's highly trained support staff are here to help.

## EXCELLENCE AS STANDARD

Response is registered with the Care Quality Commission and has a Two Star GOOD rating.

All our members of staff participate in our training programmes specifically designed around the needs of clients.

## OUR COMMITMENT

This commitment to a highly trained professional workforce ensures that you will never be disappointed with the care that you receive from Response.

To ensure that we meet all your expectations regular service reviews will be held with you and any family or friends that you would like to include.

## OUR SPECIALIST EXPERTISE

Response understands the challenges of supporting someone with complex mental health needs.

We also understand that with our specialist support and commitment to a recovery ethos, clients can remain active and fully supported in their own homes irrespective of their level of need or dependency.



## DOMICILIARY CARE SUPPORT SERVICES

SUPPORTING INDEPENDENT  
LIVING AT HOME

### OXFORD OFFICE

AG Palmer House  
Morrell Crescent  
Littlemore  
Oxford  
OX4 4SU

01865 397940

[Dom.Care@response.org.uk](mailto:Dom.Care@response.org.uk)

### READING OFFICE

Unit 6,  
Le Clair Enterprise Centre,  
St Ives Close,  
Theale, Reading,  
RG7 5DP

01189 323098

[Dom.Care@response.org.uk](mailto:Dom.Care@response.org.uk)



REGISTERED CHARITY NUMBER: 1101071



### FIRST STEP: HOW TO FUND CARE

If you, or a relative, need help to remain at home you may be entitled to financial support either from the local council or the benefits agency. Unlike care in hospital, care at home is not free but the council may be able to assist with payment.

To arrange a financial assessment contact your care co-ordinator or us directly. If you are eligible then you will receive a personal budget which could be administered in the form of a direct payment. A care broker will then be arranged for you to help to source the best possible care package to deliver your desired outcomes. This could mean a service delivered by a provider such as Response.

Services from Response can also be funded privately with prices on request.

### CONTACT US TODAY

If you have any questions about Response, or would like to discuss your own domiciliary care needs, please contact:

**Oxford Office:**  
[mary.parslow@response.org.uk](mailto:mary.parslow@response.org.uk)  
01865 397960

### NEXT STEP: ASSESSING CARE

Should you choose Response as the provider of your domiciliary care, then contact us using the details below. You will then be visited by a manager to discuss your needs and requirements.

This will include the times you want/need support, how we provide the support, what information we provide including the service user pack and how we monitor the quality of our services.

We will also carry out a risk assessment to ensure that all parties involved in the provision of care are kept safe.

Response looks forward to meeting you and delivering your individual requirements.

**Reading Office:**  
[Dianne.Roche@response.org.uk](mailto:Dianne.Roche@response.org.uk)  
01189 323098

### OUR SERVICES INCLUDE:

#### PERSONAL CARE

- Personal Care and daily routines
- Bathing and showering
- Managing continence
- Assistance with Stoma / Catheter care
- Adminstrating medication
- Laundry / ironing

#### PRACTICAL/SOCIAL CARE

- Companionship and help with structuring activities
- Light household duties
- Shopping
- Liaising with other health care professionals
- Visiting dentists / opticians / hairdressers
- Collecting prescriptions
- Accompanying to social activities
- Collecting pension or benefits
- Paying bills