

Support when you need it

Your local office support structure

Our service model is designed to allow our clients to stay within their own home to receive person-centred complex care and support. Our delivery model is centred around recruiting local care teams to support the needs of the people we care for within their community.

This structure supports each of our clients and their family members by having a named, regular point of contact. Each package of care we deliver has Registered Nurse oversight who will carry out training and initial assessments with all care staff involved in the package to ensure competency for each clinical task required. They also play an active role in the ongoing monitoring and review of our packages of care. Our out-of-hours service is managed internally by our local office teams which allows our clients, their family, and our care staff to contact us 24 hours a day through our main local office number.

Operations Manager

Accountable for the overall management of your care package, adhering to CQC regulations and the application of all company policies and procedures.

Deputy Manager

Implements our packages of care safely and effectively, forging strong relationships with multi-disciplinary teams, commissioners, clients and families.

Office Consultant

The key point of contact for the clients and families. They manage rotas, care teams, recruitment and worker compliance. Each Consultant has their own case load of care packages.

Recruitment & Compliance

This role plays a key part in interviewing and matching the right people to the right package. They will ensure that we recruit healthcare professionals with the required skills to meet our client's needs.

Registered Nurses

Accountable clinically for all care packages, our Registered Nurses carry out person-centred care planning. They also train, supervise, delegate tasks and ensure that our Healthcare Assistants are fully competent at all times.

Care Team

Our care team work with our clients and their family to deliver the specified package of care. The care team may be made up of Nurses, Healthcare Assistants or Support Workers dependent on requirements.



Care



Compassion



Communication



Courage



Commitment



Competence



APOLLO
HOME HEALTHCARE