



PERSONAL TOUCH
HEALTHCARE
DUM SPIRO SPERO

**Outstanding, Sensitive
Domiciliary Care**

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Compassionate and Sensitive Domiciliary Care

Why should you choose Personal Touch Healthcare for your domiciliary care needs?

Our Leadership

At Personal Touch Healthcare, we provide an excellent homecare service to those in need. We ensure we select the most suitable carer to pair with a client to meet their personal needs and deliver an exceptional, tailored service.

Seb Abbasi – Founder and Director

Qualified in various project management disciplines, Seb is an experienced audit and quality assurance professional with a solid technical background and outstanding analytical and communication skills. His portfolio of achievements includes a consummate success record of adjudication and mediation resolutions during his Ombudsman tenure. Privacy and information security qualifications complement his Lean Six Sigma credentials, and he has previously overseen the implementation of ISO 9001 and ISO 27001 excellence standards within the digital healthcare arena. Outside of work, Seb has previously served as a volunteer Samaritan and, in another role, supported those bereaved through murder and manslaughter.

Yasmin Aslam – Founder, Clinical Director and Care Manager

Co-founder and fellow director Yasmin Aslam is a dynamic, committed healthcare professional with extensive nursing knowledge. She has vast clinical healthcare experience and excelled within the Primary Care sector, working alongside colleagues and delivering care. Yasmin's pivotal role is to help patients manage chronic disease and debilitating long-term conditions. She achieves this through regular reviews, new diagnosis advice, and general day-to-day issues brought into the primary care settings.

Yasmin embraces new challenges and opportunities and is flexible, adaptable and passionate about all she does. In addition, she liaises closely with other care sectors, including members of the delivery team associated with the care navigation programme, including secondary, community care and social services, to share resources, documentation, learning and outcomes.

A competent, care-orientated nursing professional, Yasmin maintains a wealth of experience supervising the treatment of patients and providing high-quality care to facilitate optimum patient wellness. In addition, she maintains accurate patient documentation and up-to-date medical records whilst supporting her peer group to ensure efficiency without compromising operational compliance.

Yasmin's soft skills include her naturally caring and compassionate demeanour. She prides herself on being an understanding and dependable individual with a reputation for fostering a strong relationship between medical providers and patients. It should come without a surprise that Yasmin graduated with an honours degree as Specialist Community Practitioner from Leeds Metropolitan University, now Leeds Beckett University. Her countless academic achievements include NLP Practitioner and postgraduate credentials in asthma and cytology.

Our Beliefs

At Personal Touch Healthcare, we maintain the highest standards in the delivery of care by following our central principles:

- **Kindness and Compassion**
We act with compassion and kindness to help people preserve their dignity and enhance their confidence to enjoy the benefits of independent living.
- **Respect**
We treat all clients with the utmost respect and dignity, regardless of their circumstances.
- **Outstanding Care Quality**
We ensure our clients receive excellent homeware services tailored to their needs and requirements.
- **Reliability and Punctuality**
Since client schedules may change, we will endeavour to accommodate such change requests subject to carer availability.
- **We Celebrate and Embrace Cultural Differences**
We always welcome cultural differences, respect diet, ethnicity, race, religion, and appropriate dress codes, and remain highly respectful of the client's home and surroundings.
- **Above and Beyond**
We always aim for complete client satisfaction. To ensure we achieve this, we remain diligent and sensitive to the client's changing health and care requirements and continually go the extra mile to improve their quality of life.





What You Receive

At Personal Touch Healthcare, we want to support you to continue enjoying the benefits of independent living within the comfort of your home with minimal interference. We achieve this goal by tailoring your care needs to your preferences, requirements and situation, then periodically reviewing your care support to ensure it aligns with your changing needs. We would happily discuss combining our services to cover all your healthcare needs.

- **Personalised Services** – we provide bespoke domiciliary care services tailored to your needs.
- **In-depth Information** – you will receive comprehensive information regarding our range of services, geographical coverage and the applicable costs.
- **Respecting Your Home** – opening your home to someone is a big step, so we ensure all our team acknowledge and are sensitive to your privacy.
- **Local Knowledge** – we maintain a team of compassionate, experienced and qualified carers who understand your location and its specific facilities.
- **Around-the-clock Support** – take comfort in the benefits of 24-hour assistance and scheduled daily visits.
- **No-obligation Care Assessments** – we will visit you to conduct a care and risk assessment to build a care plan centred around your needs, preferences and wishes, including our costs.
- **Daily Visits** – from one hour to a full day; our minimum visit length is subject to accessibility and location.
- **Night Support** – our night support service is available if you require complex care or reduced assistance, whether sleeping or waking.

How to decide which service is most suitable for your needs

- **Personal Care** works for service users who require support with day-to-day activities. This service includes morning to evening routines, bathing, dressing, continence care, medication prompts and meal preparation.
- **Social Companionship** is best suited to those who may benefit from the friendly company, a helping hand with household chores or just someone to sit with and enjoy a cup of tea and stimulating conversation.
- **Live-in Care** is suitable for individuals who require assistance throughout the day and at night. So you can enjoy the feeling of independence and comfort within your home. One of our skilled team members will live with you and provide one-to-one personalised care services.
- **Complex care** requirements often require highly trained healthcare professionals to help you continue living in your home where you feel most comfortable. We have a unit of dedicated staff with the relevant experience and skills to provide you with a tailored service to meet your circumstances and needs.
- **Hospital-to-home** ensures a smooth transition when returning home following hospital discharge. We will help you settle back into the comfort of your home, assisting with daily activities or complex care needs as necessary.
- **Night Care** services (whether waking or sleeping) ensure the night passes comfortably and securely. A good night's sleep is integral to your emotional, mental and physical well-being. With our healthcare assistants by your side, we will ensure you are comfortable and safe through the night.

Minimum Visit Times

To ensure you receive the best quality of care, a visit from our staff should never feel rushed. Dependent on your location, minimum visit times range from 1 to 4 hours to safeguard your safety within your home. This approach is essential for older adults or those with physical disabilities.

We are committed to building a relationship founded on genuine trust. Our team offers industry-leading personal care and is committed to building trustworthy relationships with service users. With customisable visit lengths modified to suit your requirements, we ensure you receive the maximum benefits from your care plan. From daily visits to live-in care, we can help you with your domestic chores and community trips or ensure you have everything you need.



Personal Touch Healthcare and Personalisation

In 2007, the government published “Putting People First”, an agenda that dictates how care providers should approach your independence and offer you a wider choice and greater control over your life in all situations. At Personal Touch Healthcare, we offer more than help with personal budgets; we provide informed advice and encouragement, which is crucial in helping you make the right decisions concerning your life.

At Personal Touch Healthcare, we are as adaptable as our staff, seeking solutions to problems instead of dwelling on them. We encourage regular meetings to discuss challenges and identify solutions, ensuring services correspond with the Personalisation Agenda.

We will consult with you every step of the way to achieve the best delivery of your care. We strive to achieve the best possible outcomes for you, whether independently financed by the council or personal care budget holders. Personal Touch Healthcare’s support is not limited to personal care. We provide various ancillary services, including domestic help, household management, day trips and organising a holiday.

Further information concerning “Putting People First” is available on the Think Local Act Personal website at www.tlap.org.uk.

How We Deliver Our Service

The following steps outline the sequence of actions we follow at Personal Touch Healthcare to deliver a tailored and compassionate care service:

1. Before we present you with a genuinely responsive and safe care package, we will arrange to visit you for a complete care and risk assessment.
2. We will examine your specific care requirements and, if needed, liaise with other members of the Multidisciplinary Team to agree to a care plan centred around your needs, preferences and wishes with your consent.
3. With your optional consent, we will discuss and finalise a suitable care plan with you and your family, including our costs in your documented proposal.
4. We will appoint a suitable carer trained to support and deliver your care plan per your requirements. We will arrange for you to meet with your nominated carer and help you with any assistance you require in preparation for this first carer meeting.
5. We will create your file, and our service will commence per your agreed care plan.

We will review your care support during the initial few weeks to ensure you are happy with the service you are receiving from your carer. Periodic reviews will follow after that or when your circumstances change, and your feedback is encouraged.

Note: In the event of a crisis that requires immediate care intervention, we will expedite the steps detailed above to ensure the timely delivery of our services.

Funding Your Care

Although people often assume that personal care is expensive, numerous finance options are available to ensure you or your loved one continue to enjoy independent living with dignity, enthusiasm and vitality within the comfort of the home. In addition to being the better choice for emotional well-being, remaining in your home may be the cost-effective option. Therefore, receiving the correct advice and guidance about your care funding options is essential. We recommend contacting your Local Authority or NHS Continuing Healthcare (CHC). Beacon Continuing Healthcare (<https://www.beaconchc.co.uk/>) can provide free advice and answer your questions about the process through its Information and Advice Service. In addition, its caseworkers can provide services to support you at any stage of the process, from being your expert advocate at your assessment to managing your appeal from start to finish.

Personal Budget – you set aside a lump sum to cover your healthcare requirements. You can accept the amount personally as a direct payment or request that your local authority use this money on your behalf. In addition, you can assign this budget to a trust fund for your peace of mind, and a family member or social worker can manage it where necessary.

A Personal Health Budget – is an allowance offered to those with a recognised health concern. A personal health budget is for your NHS healthcare and support needs, whereas a personal budget is for your social care and support needs. An integrated personal budget is for your healthcare, support and social care needs. Direct payment is one way of managing these budgets. You will receive the money directly to buy the agreed care and support you need rather than the council arranging it.

Individual Budgets – are similar to personal budgets but provide greater flexibility involving other sources of support. These include Supporting People, a UK government programme helping vulnerable people in England and Wales to live independently and help them to remain in their homes.

Disabled Facilities Grants (DFGs) – are capital grants available to people of all ages and tenures to contribute to the cost of adaptations.

Independent Living Fund (ILF) – in England, the ILF was closed in 2015 to new applicants. However, existing recipients will be subject to continued eligibility and will continue to benefit through 2023.

Access to Work – can help you obtain or remain employed if you have a physical or mental health condition or disability.

Community Equipment Services (CES) – is a range of products designed to help you stay active, comfortable, and independent in your home and safe in the community.

Direct Budget – when you receive the money directly to purchase the agreed care and support you require rather than the council arranging it for you.

Attendance Allowance – Attendance Allowance helps pay for personal care when you have reached State Pension age and are disabled. You will receive a higher rate if you need help during the day and night or are terminally ill.

The Local Authority or Council will pay for some or all of your care home fees if you have capital below a specific limit which may vary across the UK.

For further information regarding the available finance options, please visit <https://www.beaconhc.co.uk/>

Quality Assurance and Recruitment Standards

The exceptional standard of service provided to service users defines the Personal Touch Healthcare Philosophy, and we are proud of our robust recruitment and vetting process.

In addition to possessing the relevant experience and qualifications, all candidates are subject to an enhanced Disclosure and Barring Service (DBS) clearance, including checks against the Children's and Adults' Barred Lists. We reference check, and verify employment histories and qualifications and require a completed health declaration before assignment. We ensure all new starters have completed the relevant training. Our induction ensures that healthcare professionals possess the knowledge, skills and behaviours to provide compassionate, safe, high-quality care and support.

We regularly monitor our team's performance through internal audits, random checks, service-user reviews, shadowing, and supervision. This approach ensures consistent compliance with all prevailing frameworks, guidelines and regulations.





Q. Is Personal Touch Healthcare registered with the appropriate governing bodies and professional associations?

A. We are registered with the Care Quality Commission (CQC), England's independent health and social care regulator. CQC registration ensures that our service users receive the highest quality of care. We are also members of the Leeds Care Association, which is passionate about quality care and champions quality through involvement in working groups, working with its members and influencing and lobbying at a local, regional and national level.

Q. Will someone visit my home before I start receiving my care?

A. We will conduct a thorough care assessment to ensure the care package is bespoke and accommodates your needs. Our evaluation will take around an hour, including an overview of your requirements and a general risk assessment of where you will receive your care. This evaluation and risk assessment enables us to understand individual needs better and designate staff with the required skills to suit your personality and preferences. We will review your care support during the initial few weeks to ensure you are happy with the service you are receiving from your carer. In addition, we are legally obliged to review your care plan periodically to align with your changing circumstances when needed.

Q. Will I be assigned the same carer to deliver my service needs permanently?

A. We strive to deliver consistent care that meets your personal needs. However, to cover absences and holidays, we will offer more than one carer to you and your family to guarantee a minimum level of professionalism with consistency.

Q. How will my care be managed?

A. Our Registered Manager oversees all our specialised care packages. This designated individual will effectively manage and regularly review your care and is readily contactable should you have any concerns or wish to discuss any aspect of your care.

Q. What sets Personal Touch Healthcare apart from others?

A. Our diverse experience, insight and understanding of service user requirements are second to none within the industry. We only employ experienced, checked, vetted and qualified carers so that you can continue to enjoy the benefits of independent living safely and confidently in the comfort of your home.

We are commercially aware and well-connected with experienced healthcare professionals, other members of multidisciplinary teams and regulatory consultants. Our founders, Seb Abbasi and Yasmin Aslam, have extensive regulatory experience within parallel disciplines. Both possess extensive life experience and are equally passionate about delivering an outstanding, cost-effective user experience without compromising quality.



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