

The Benefits of Working with a Dedicated Care Team

Choosing care with Promedica24 gives you access to your own dedicated Care Team, ensuring that you receive personalised and tailored care that is specific to your needs and preferences.

A dedicated Care Team means your Care Manager will be familiar with your unique care needs, circumstances, preferences, and goals, so they can provide you with a comprehensive, bespoke care plan and make adjustments if your needs change.

Some of the benefits of working with Promedica24 and having your own care team:

- **Continuity of Care:** Having a dedicated Care Manager ensures consistency in your care. They will work closely with your live-in carer and act as a bridge between them and Promedica24's other departments – that way, you can both focus on building your relationship.
- **Comprehensive Approach:** Having a dedicated Care Team ensures all aspects of your care are considered before you start your care package, and at regular intervals after that. Your team will collaborate to create a comprehensive, bespoke care plan considering all of your physical, emotional and social needs.
- **Care co-ordination and management:** Your dedicated Care Team supports you with co-ordinating and managing all of your daily tasks and needs. From looking up local events with you to accompanying you to your doctor's appointments, they track your progress, monitor your medications, and discuss any changes in your care plan on a regular basis.
- **Enhanced support and guidance:** With a dedicated Care Team, you have a support system in place that is readily available to address your concerns, answer your questions, and provide guidance. Your care team serve as a reliable source of information, available to help you to navigate the healthcare system if necessary, or make changes to your support at home when needed.
- **Long-term relationship building** – Working with a dedicated Care Team means you have the opportunity to develop long-term relationships with the professionals involved in your care. This continuity and familiarity allow the whole team to better understand your health history, preferences, and values.
- **Better outcomes** – The combined benefits of personalised care, continuity of care, a comprehensive approach, care co-ordination and management, enhanced support and guidance, and long-term relationship building all lead to improved mental and physical health outcomes for the people we care for. Your Care Team can help you take charge of your own health, manage chronic conditions, and make sure that if you can recover at home instead of a hospital bed, that option is available to you.



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For more information, call us at **0800 086 8686**
email info@promedica24.co.uk or visit our website at www.promedica24.co.uk.