



Policy

- We always listen to the wishes of the client when providing care and support.
- We appoint a contact person for every individual client. These contact persons familiarise themselves with their client's everyday life and care needs through regular contact.
- We will clearly explain the level of homecare services and support approved and then discuss how this can be structured.
- All documentation is designed to respect the integrity of the individual.
- Individual care programs are regularly reviewed and any updates fully documented.
- If the individual client or a relative is unhappy with any part of our service or personnel, we like to know as soon as possible. All complaints or suggestions received will be addressed immediately. We have been providing homecare support services for the elderly and disabled people since 2004. We currently provide care for over 200 individuals.
- All our administrative personnel are fully trained and experienced in caring for the elderly and people with disabilities.

Company Philosophy, Client-Carer Relationship and Profile

Aman Care always considers the wishes and needs of the individual when providing care and support to elderly and disabled clients. When proposing personnel, we aim to find the most appropriate match in terms of skills, experience and cultural understanding to meet the client's profile. Wherever possible we provide continuity of care with the same personnel for each client. Clients are also invited to choose which of our employees should care for them. We encourage a close client-carer relationship with regular reviews of the care plan and support and services provided. This is supported by home visits and a drop-in policy where visitors are welcome to visit our office in Sweden during normal working hours. Such visits can be to seek advice, support and guidance or simply for social reasons to chat over a cup of coffee. This helps us quantify more specific needs, for instance if an individual feels isolated and needs more social interface or whether we should contact an occupational therapist for additional support or other care organisations in general. We appreciate the importance of close friends and relatives to clients, and therefore always look to maintain close cooperation and regular contact with them. As a company, we actively encourage and welcome criticism and complaints both from clients and/or their relatives and our own personnel. Any such complaints should be sent to our administration offices or the local authority or similar concerned. Information and contact details will be made available in writing to every client and their next of kin.

Contact system

When providing care support and services in England, a contact person will be appointed for every client. When we provide in-home care, two contact persons will be appointed for each in-home support client. These contact persons monitor the support and services provided to the client to ascertain their day to day living circumstances. Contact persons are expected to develop a close and open relationship with their client. If the client so wishes, the contact person can be replaced on request to achieve a better relationship and when this is in the best interests of the client.

Statement of purpose

Personnel /Ethics

All our personnel are fully trained and experienced in providing care and support, they are responsible, committed and have empathy for those choosing our services. We always match our personnel with the wishes and assessed needs of the client to ensure we provide the right service, care, support and security required.

The key ethos of Aman Care is to meet the needs of customers in today's multicultural society. Aman Care always endeavours to provide help and support to service users in their own language and in a way that respects their own culture and beliefs.



We believe that the needs and wishes of the individual should always come first. We also aim to ensure every service user is supported to choose how they live their life.

Our aim is to promote and maintain independence in daily living and to avoid socially isolation of our customers. Aman Care recognises that it is important for service users that the language, ethnic, cultural and religious aspects of their life are always respected.

Aman Care will aim to provide homecare support services in the service users own language. Staff members employed by Aman Care speak Somali, Swedish, Urdu, Spanish, Russian, Arabic, Turkish and many other languages.

Another key ethos of Aman Care is that close cooperation with and support of relatives is a significant factor in successful homecare. Treating the client, their relatives and friends with respect is a key aspect of the building of a successful and positive relationship between the client and Aman Care personnel.

Aims and objectives

Aman Care aims to provide a culturally sensitive, flexible and responsive service to people needing domiciliary care and support in their own homes to enable them to lead as independent lifestyle as they wish. We aim to achieve this by drawing on our experiences of delivering similar services those we have been providing successfully in Sweden.

Aman Care aims to always consider the wishes and needs of the individual when providing care and support to elderly and disabled clients.

When proposing staff, we aim to find the most appropriate match in terms of skills, experience and cultural understanding to meet the needs identified in the client's profile/assessment. Wherever possible we aim to provide continuity of care with the same personnel for each client. Where appropriate and in line with anti-discriminatory practices our clients may be able to choose which of our employees should care for them. We will encourage a close client-carer relationship with regular reviews of the care plan and support and services provided.