



Your personalized care provider



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Apex Healthcare Services Ltd
CQC Overall Rating

Good 

24 July 2019

About us

At Apex Healthcare, our team of skilled caregivers is committed to assisting clients in maintaining and enhancing their health and wellbeing. We assist a diverse group of clients, including senior citizens, people with physical disabilities, and people who are dealing with mental health challenges such as dementia.

The care team's approach to supporting clients is to view each individual as if they were their own family member, within professional boundaries.



Our Personalised Care Services



Live-In Care

Live-in care allows for many individuals to remain in the familiarity of their home whilst at the same receiving the one to one care required for them to continue to live in the comfort and privacy of their home. Our Live-in care team have experience in caring for individuals with a wide range of care needs, allowing individuals to feel that they are safe still living at home.



Nightcare Services

We offer a personalised over night care service to individuals whose care needs extend beyond the traditional support hours. We understand the importance of over night care, especially for our elderly clients who are looking for the reassurance of having help to hand when family are not available. We aim to understand your unique situation and work with you to develop the support package that is right for you.



Domiciliary Care

If you or your loved ones need assistance with day to day care and support tasks such as cleaning, meal preparation, or laundry, our carers may be able to help. We take care of your personal home care needs to ensure your utmost satisfaction. As healthcare experts, we also take care of your well-being, allowing you to remain independent for as long as possible.



Dementia Care

Dementia is a condition that affects people in different ways. It has a huge impact on an individual's ability to manage day-to-day tasks independently. We offer a service aimed at developing a care and support package unique to each individual, ensuring they are safe and cared for at home and encouraging them to resume the activities they love and enjoy doing.



Companionship care

Loneliness can impact our health and wellbeing dramatically, and is often not seen as a problem in our society. It not only causes emotional distress but can also affect our physical health. Our care team know the value of companionship, the benefits of a simply cup of tea and a chat. We help you focus on the things that really matter in your life, and encourage you to socialise and enjoy the activities you once loved.



Assessments

Our assessment services aim towards reducing risks by identifying the support you need. We balance independence and risk by working along side clients and family to identify risks with their environment, daily tasks and recommend measures that will help to ensure they can still enjoy living at home safely. All these assessments are carried out by our care experts who have a good track record of managing associated risks.



Live in care
Personalised Live in Care in the
comfort of your own home.

What is live in care ?

Live-in care involves support from a trained carer that will Live in your home with you, helping provide and manage your care needs and being a companion at the same time. Offering you one-to-one personalised care in the comfort of your own home, thus maintaining your independence.

Who can benefit from live in care?

People use live-in care in several different situations. You or your loved one can benefit from live-in care if you or they have any of the following care needs.

- With special conditions like dementia, Parkinson's, or Multiple Sclerosis where round the clock 24-hours care is required.
- Respite Care- Short-term care to recover from the operation's complications.
- Elderly Independence Support (Frail)
- Health and Wellbeing- Long-term care to maintain the routine in an attempt to recover after any mental illness.
- Emergency Care- to be delivered for having accidental conditions or sudden illness.
- End-of-life care to help you enjoy every moment with no regrets left behind.
- Rehabilitation Care

What is included in our live-in care service?

- **Personal Care**
- **Providing support to help manage medications.**
- **Maintaining your health at home by working with local Healthcare Professionals**
- **Conducting social arrangements**
- **Establishing a clean environment**
- **Providing you with a companion**
- **Ensuring your safety in moving around the home**
- **Getting you connected in the community**
- **Keeping up with your dietary needs**
- **Caring for your dear pet**





Domiciliary Care

What is domiciliary care?

Domiciliary care is a set of services created to assist someone that lives in their own home. It is accessible to people who need extra assistance with daily household chores, personal care, or any other activity that enables them to preserve their independence and quality of life.

Who can benefit from domiciliary care?

Domiciliary care is an option that would best suit individuals who due to health challenges may need help and support to manage day to day tasks, but who would also like to remain in their own home. The elderly, generally find this an attractive option, and the support available includes:

Help with household cleaning

- Preparing meals
- Laundry
- Personal care
- Taking medication

Benefits of domiciliary care over a care home.

Domiciliary care is the ideal option for the individual who wishes to stay at home but may need additional assistance with personal care, medication management, housework, or other tasks in and out of the home.

While care homes offer everything you need, individuals often miss the comfort and familiarity of being home.

And so the largest benefit of domiciliary care is that it provides you support and assistance by qualified and well-trained professional carer(s), in the comfort and familiarity of home. And at the same time, allowing you to still retain a level of independence and control, making decisions on how you wish to be cared for.

A photograph showing a caregiver in a light blue uniform and dark trousers leaning over a bed. She is smiling and appears to be adjusting a light-colored garment on the arm of an elderly woman with short grey hair and glasses. The woman is sitting on the bed, which has a blue and white patterned duvet and pillows. The room is dimly lit, suggesting a nighttime setting. The caregiver has a lanyard with a badge around her neck.

Night care

Who is night care for

At Apex Healthcare Services Ltd, we understand that an individual's need for care does not end once the sun sets; rather in some cases, individuals will continue to need care and support throughout the night for various reasons. And so, we offer a Night care service, to help provide reassurance and peace of mind to both clients and their family members.

The process generally begins after an assessment is carried out to establish the level of care and support needed, then we discuss what outcomes you would like met, followed by discussing how you would like your care and support to look like. Once all this has been established, we are then able to provide one-to-one night care, alleviating any stress and anxiety of being without any support at night.

What is Included ?

Challenges of dementia or Alzheimer's: Helping clients manage the challenges faced by certain progressive conditions such as dementia or Alzheimer's. Supporting clients' manage anxiety levels, risk of wandering and provide reassurance for family members by ensuring a well-trained and professional carer is available to look after their loved one.

Following surgery and/or recovering from an accident or incident, which may limit an individual's mobility or ability to carry out certain tasks, they require monitoring and assistance at night.

Risk of falls: falls are more likely to occur due to the darkness of the night. Having a carer available at night who can assist and/or guide you when you need to get out of the bed will help to keep you safe and reduce the risk of falls.

People who experience certain types of seizures would benefit from monitoring at night. Carers provide a night-sit in service, reassuring you or your loved ones that in the event an episode occurs, a trained carer is available to assist and can contact the emergency services if needed.

A strict medication schedule: Support with medication given on a strict schedule overnight.

Bathroom breaks: Assisting clients at night with bathroom breaks helps reduce the risks of falls and accidents overnight, if prone to these.

Different night care packages

Sleeping night care

Sleeping Night Care involves having a carer sleep over to assist during the night. This type of support is popular with individuals who may have a progressive condition like dementia or Alzheimer's and who become anxious and are looking for a carer to sleep over to provide them with reassurance if they were to need any assistance, e.g. assistance to the bathroom, support changing continence pads, or to be available if the client is wondering, unsure of where they are, etc.

Sleeping Night Care is a more affordable option when compared to Waking Night Care. However, there are certain limitations to the support. For example, during a sleeping night, a carer would be able to assist up to 3 times, after which time the support would be considered a waking night and would be charged at a higher rate.

Waking night

Waking night care requires the carer to be awake throughout the night to cater to any care needs you might have at that time. This requires the carer to be alert all night, providing care at regular intervals and checking in on the clients' condition. This level of night care would better suit someone with larger support needs, e.g., having undergone surgery, needing continuous emotional support and reassurance, e.g., challenges of dementia. Waking night care is an optimal solution for clients with dementia who are prone to wandering off, causing higher risks of falls that could possibly result in accidents and injuries.



Dementia Care

Offering dementia care

We understand how dementia can affect the ability of an individual to remain independent in their own home and the worry this can cause loved ones. We work to support individuals maintain their independence by identifying their support needs and putting in measures to help reduce the risks of them managing their daily tasks on their own.

We are continuously learning and making improvements to our service to ensure we can meet the needs of a variety of individuals by using traditional care methods but also looking to technology that can be incorporated into support plans, that provide another option, increasing safety as well as improving cost efficiency.

At Apex Healthcare Services Ltd, we care and help support you or your loved one to continue living at home safely. Our dementia care team will work with other local professionals to identify changes in clients needs, helping to tailor and adapt the support to their needs. We also understand the importance's of providing emotional and psychological support to our clients.

Our dementia care packages

At Apex Healthcare Services Ltd, you and your loved one can rest assured.

We ensure our team is trained to provide clients with a high level of support by:

- Getting “to Know You Genuinely”
- Maintaining a “Dementia-Friendly Environment”
- Conducting “Special Activities” for Dementia Patients

Getting to Know You Genuinely.

At Apex Healthcare Services Ltd, our teams use a person-centered approach . After you have decided to use our services, the first step is to get to know you. We take the time to get to know you and your loved one’s desires and preferences so that we can tailor the support to your needs.

For this, we work on making a personalised care plan, including the details of what you enjoy doing, what you like eating, and the lists of your important people and the places you want to visit the most.

This care plan helps us make expectations clear and serves as guide on how to provide your support. It also helps to track and identify any changes to your care in response to your changing needs.

Maintaining A Dementia-Friendly Environment

Our environments can have a huge impact on our health, so in case with a condition like dementia. Arranging and maintaining a suitable environment has remained a top priority at Apex Healthcare Services.

We understand that drastic changes to the environment to individuals that are affected by memory fluctuations can cause anxiety. We want to help and support clients stay safe but also keep their environment familiar, working with them to ensure we provide them a dementia-friendly environment.

Engaging individuals in Special Activities.

Dementia can cause individuals to feel isolated as they struggle with communicating and connecting with others due to their memory fluctuations.

Part of the support we provide involves helping individuals staying connected with others, with the focus on maintaining existing hobbies and interests.

This activities include

- Joining a dementia café or social club
- Attending a singing class or concert
- Performing exercises
- Doing knitting, crochet, or needlecrafts
- Playing exclusively designed games
- Participating in dementia-designed puzzles
- Having a get together with friends
- Walking
- Skimming the photographs and practicing the concept of recall



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Testimonials

What our clients think about us.



The service Mum receives from Apex has been superb. They are very accommodating and flexible with the different types of support she needs. I can't thank them enough for the difference they have made.

Review from I F (Daughter of Client/Service User)



Apex have provided excellent care for my mother since November 2021. All the ladies visiting her in her home have been extremely pleasant, patient, and supportive; often providing additional useful advice. Mother and her immediate family have full confidence in the team of carers. I would not hesitate to recommend Apex to other families seeking care support.

Review from Jonathan P (Son of Client/Service User)



I cannot thank the Apex team enough. Apex continue to provide an outstanding service from the office-based staff to the carers. My mum has particularly become attached to several of the carers and Apex always try their best to send those carers. We have a rota sent to us beforehand so we know exactly when and which carer will be arriving which gives mum stability and structure. Getting hold of Apex either by email or phone is never a problem and they quickly respond to our queries with a helpful attitude. Thank you Apex - you have provided my mum with the care she deserves and needs.

Review from Jonathan P (Son of Client/Service User)





If you feel like what we offer can help you, your family or anyone dear to you, please get in touch.

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