

## About Us



FEEL BETTER IN THE COMFORT OF YOUR OWN HOME. WE SPECIALISE IN CARE AND DAILY LIVING ASSISTANCE TO AN ARRAY OF INDIVIDUALS. WHETHER YOU NEED DAILY OR WEEKLY ASSISTANCE DUE TO AGING, ILLNESS, RECOVERY, OR REHABILITATION, OUR CARE GIVERS WILL PROVIDE AN INDIVIDUALISED SERVICE THAT YOU CAN TRUST.

WE UNDERSTAND THAT NOT ONE CARE PLAN FITS ALL. DAILY SERVICES CAN INCLUDE ANYTHING FROM MEAL PREPARATION, HYGIENE, CLEANING, AND SUPERVISION. WE WILL TAKE THE TIME TO GET TO KNOW YOU AND DEVELOP AN INDIVIDUALISED CARE PLAN THAT FITS YOUR SPECIFIC NEEDS.

COMPANIONSHIP IS KEY TO A TRUSTED RELATIONSHIP WITH OUR CAREGIVERS. WE NOT ONLY STRIVE TO HELP YOU WITH EVERYDAY TASKS BUT WANT TO DEVELOP A CARING RELATIONSHIP WITH YOU. WE PROVIDE ONE-ON-ONE ATTENTION AND CARE THAT CANNOT COMPARE TO OTHER SETTINGS.



### Get In Touch

#### VISIT US AT

20 MAIN STREET, HIGH BENTHAM,  
NORTH YORKSHIRE, LA2 7HL

#### OPEN FROM

Monday to Friday

9 AM to 5 PM

#### VISIT OUR WEBSITE AT

[WWW.CARE-LEGACY.CO.UK](http://WWW.CARE-LEGACY.CO.UK)



**01274 946855**



[info@care-legacy.co.uk](mailto:info@care-legacy.co.uk)



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## Best in Health and Social Care

CARE LEGACY IS FAMILY RUN HOME CARE PROVIDER IN  
YORKSHIRE  
AND ITS SURROUNDING AREAS.

WITH HIGHLY EXPERIENCED AND KNOWLEDGEABLE PROFESSIONALS, CARE LEGACY OFFERS CUSTOMERS  
UNPARALLELED HEALTH AND SOCIAL CARE OPTIONS



## SAFE

CARE LEGACY LIMITED WILL DO EVERYTHING POSSIBLE TO KEEP YOU SAFE FROM ALL FORMS OF ABUSE AND NEGLECT, WORKING WITH YOU AND OTHER AGENCIES TO PREVENT AVOIDABLE HARM.

## FREEDOM FROM DISCRIMINATION

CARE LEGACY LIMITED HAS A ZERO-TOLERANCE APPROACH TO ALL FORMS OF DISCRIMINATION AND WILL TAKE ACTION WHEN IT IS FOUND.

## EFFECTIVE

WE BELIEVE IN CARE THAT MEETS YOUR NEEDS BECAUSE YOU ARE INVOLVED FULLY IN YOUR CARE AND ITS ARRANGEMENT.

## CARING

CARE LEGACY LIMITED PROMOTES A PERSON-CENTRED APPROACH BECAUSE:

- STAFF WILL TAKE AN INTEREST IN WHAT MAKES YOU, YOU;
- STAFF WILL TREAT YOU WITH DIGNITY
- WE WILL ASSIST YOU IN CONTINUING TO USE YOUR SKILLS
- WE WILL UPHOLD YOUR RIGHT TO PRIVACY
- ALL INFORMATION ABOUT SERVICE USERS IS TREATED AS CONFIDENTIAL
- INFORMATION ABOUT YOU WILL BE PROTECTED AND STORED
- WE WILL MAKE SURE YOU UNDERSTAND INFORMATION AND WHAT IS SAID

## RESPONSIVE

CARE LEGACY LIMITED WILL BE RESPONSIVE TO WHAT WE SEE, HEAR AND KNOW, TO ENSURE THAT YOU MAINTAIN YOUR HEALTH AND WELLBEING.

- CARE STAFF WILL ENSURE THAT THEY ARE UP TO DATE WITH WHAT IS IN YOUR CARE PLANS
- CARE LEGACY LIMITED WELCOMES COMPLAINTS, COMPLIMENTS AND ISSUES RAISED
- STAFF WILL WORK WITH OTHER PROFESSIONALS

## WELL-LED

CARE LEGACY LIMITED IS A WELL-LED ORGANISATION, KNOWING ITS RESPONSIBILITIES AND CARRYING THEM OUT.

## FRIENDS, FAMILY AND THE COMMUNITY

WE WILL SUPPORT YOU IN KEEPING LINKS WITH THE COMMUNITY, MAINTAIN YOUR NETWORK OF FRIENDS AND FAMILY AND WILL HELP YOU TO VISIT SHOPS AND PLACES OF INTEREST, WHERE AGREED, AS PART OF YOUR CARE PLAN

## ACTIVITIES

CARE LEGACY LIMITED ACTIVELY PROMOTES SERVICE USERS' NORMAL SOCIAL NETWORKS AND SOCIAL ACTIVITIES AND THE LEVEL OF SUPPORT REQUIRED WILL BE AGREED AS PART OF YOUR CARE PLAN

## COMPLAINTS AND COMMENTS PROCEDURE

WE ALWAYS AIM TO PROVIDE A HIGH STANDARD OF CARE IN ALL OUR SERVICES. OUR SERVICE USERS' VIEWS ARE IMPORTANT TO US AND HELP TO ENSURE THAT OUR SERVICES ARE CONSISTENTLY MEETING PEOPLE'S NEEDS. IF YOU ARE UNHAPPY WITH ANY OF OUR SERVICES, IT IS IMPORTANT THAT YOU LET US KNOW.

## OUR STAFF

WE RECOGNISE THAT, TO DELIVER A GOOD CARE SERVICE, WE NEED TO RECRUIT THE RIGHT INDIVIDUALS. WE BASE THE RECRUITMENT OF ALL OUR STAFF ON COMMITMENT, COMPASSION AND SHARED VALUES.



Debbie Choolun

Registered Manager & Director

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James Hartley

Director

Brother to Debbie Choolun



Matthew Booth

Director

Partner to James Hartley