

# Burley's Home Care Services

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Burley's offer a range of home care services including personal support, medication, meal preparation, shopping and transportation.

Customers have been placed at the centre of the business and customers receive tailor made care to suit their individual needs. The business believes that it's important to spend time to understand these needs so that customers are confident and comfortable with the care they receive. Customers are given choice and control in the development and implementation of their care package. This in turn provides their families with a sense of trust in the service being provided.



Regular questionnaires are given to customers, families and professionals (e.g. Doctors, and district nurses) to gain feedback and ways in which the service can be improved. Each care folder has a comments, compliments and complaints form in which customers can express their opinions.



The business is promoted as and run as a family business with family based values. This attitude seeks to ensure that relatives' loved ones are cared for in a way that they themselves would wish to care for them.

Burley Home Care differ from their competitors in that they ensure each customer only sees a maximum of four care staff. This way they get to know a familiar face and build a trusting relationship in which they feel comfortable. Staff and customers are visited on a regular basis to ensure that the level of service being delivered is of the high standard set by the business managers.

