

Service User Guide



Regulated by



Business number - 01427 800 849

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About Embrace Inspire Support & Care Services LTD

Welcome to Our Service

At Embrace Inspire Support & Care Services LTD, we are committed to providing high quality, person centred care to adults who need support to live safely and independently. This information booklet has been designed to make you aware of the services offered by Embrace Inspire Support & Care Services LTD, provide information so that you can make an informed decision on whether you feel we are able to meet your specific care needs at home, are the right service for you and how you can raise any concerns if needed.

Embrace Inspire Support & Care Services LTD was established in early 2025, we are a domiciliary care service which helps to support individuals with learning difficulties in their own homes. Embrace Inspire Support & Care Services LTD ethos is to embrace the individual as they are, whilst inspiring them to become the best version of themselves. Our mission is to deliver high quality care, empower individuals and promote independence and dignity.

Embrace Inspire Support & Care Services LTD is compliant with Care Quality Commission standards and follows the KEY LINES OF ENQUIRY that our care team are inspected and regulated against.

Embrace Inspire Support & Care Services LTD promises to provide person-centred, holistic care to individuals living in their own homes.



Services we offer at Embrace Inspire Support & Care Services LTD

Services we offer:

- Personal care
- Medication management
- Companionship
- Promoting independence
- House keeping
- Meal preparation
- Supported days out
- Supported holidays

Services we do not:

- Clinical nursing care
- Emergency care
- Respite care

How We Assess Your Needs:

We carry out an initial assessment to understand your goals, needs, preferences, and risks. We work with you and your family to create a personalised care plan and only accept service users whose needs we can safely and effectively meet.



Practical Information

Fees & Charges

We will always provide a written cost breakdown before services begin. Fees depend on the level of support needed. Any changes will be discussed and agreed in advance.

Call Monitoring & Punctuality

Our electronic monitoring system tracks all visits in real-time. We aim to arrive on time and will notify you promptly of any delays or schedule changes.

Contact Details

Office Hours: Monday–Friday, 9am–5pm

Out-of-Hours Line: 01427 800 849 the office number will automatically redirect to on call

Email: embraceinspire@hotmail.com

Registered Office: The Storage Team Peckett Plaza, Caldicott Drive, Heapham Road, Industrial Estate, Gainsborough, Lincolnshire, England, DN21 1FJ



Practical Information

How to Raise a Concern or Make a Complaint

We take all feedback seriously. You can speak to a staff member, call our office, or write to us. We aim to acknowledge complaints within 2 working days and resolve them within 14.

If you're not satisfied, you may contact:

- Local Authority Adult social Care Team
- Care Quality Commission (CQC)

Safeguarding

We have a strict safeguarding policy to protect all service users. Our staff are trained to recognise signs of abuse or neglect and report concerns to the appropriate authorities immediately.

Contract Terms

Before starting services, you will receive a full agreement outlining:

- Your care package and cost
- Visit schedule
- Cancellation and change policy
- Terms of termination



Our Promise to you

Personalised Support: Each individual's unique needs and preferences are met through personalised care plans, ensuring they receive support that respects their needs, preferences and routines. We are dedicated to the delivery of high quality care, which you deserve.

Empowerment and independence: We empower our service users by providing them with an environment that promotes informed decision making, respects individuals choice, preferences and autonomy. We promote independence in our service by enabling individuals to maintain control over their lives, contribute towards the development of their own care plans and encouragement to make their own choices alongside the compassionate care they receive.

Consistency of care: Consistency in care is extremely important to us, that is why our service users will only have access to staff that are caring, compassionate, well lead and trustworthy. Having regular staff who you have trusting relationships with is crucial for building strong relationships, ensuring open and effective communication, emotional stability, and trust.

Dignity & well being: At Embrace Inspire Support & Care Services LTD we treat our service users with compassion, maintain their privacy, promote independence and dignity and support their choices, leading to better outcomes and a higher sense of well-being. Our staff receive continuous training to deliver high quality care, focusing on promoting both physical and emotional well-being.

