



Kingscomfort
Health Care



Outstanding, Sensitive Domiciliary Care

About Us

Kingscomfort Healthcare is a person-focused, compassionate domiciliary care company. We offer our professional services nationwide, whether for private service users or those referred through social services. We take pride in providing compassionate, sensitive, discreet, and economical healthcare services.

Our domiciliary care services are provided by:

- Empathetic Carers - Skilled, Committed Support Workers and Assistants

At Kingscomfort Healthcare, we take pride in supporting and welcoming service users from diverse backgrounds, ensuring we meet their care and cultural needs and requirements. We warmly encourage people from ethnically diverse backgrounds to contact us for further information, whether you're interested in companionship or have more complex personal care needs.

Our Leadership

Comfort Abimbola Fatola, founder and director, is a dynamic and experienced healthcare professional with excellent working proficiency as a staff nurse. As a practising nurse, Comfort serves in medical and surgical wards, MAU, AMU and A&E Departments. Comfort has attended to patients with various medical conditions, including cardiac issues, dementia, oncology, nephrology, diabetics, and surgical and stroke victims. Comfort is experienced in coordinating and taking charge of wards regularly and has also worked in surgical units, conducting pre and post-operative care. A naturally creative individual, Comfort prides themselves on their tenacity in the workplace and can work with proficiency and enthusiasm in a team.

We Care for Our Carers

We understand that our carers will do an excellent job if they are happy and confident in their role and abilities. As such, training is an essential part of our team induction process. We offer all new staff induction training and an annual update course. Additionally, all team members receive specialist training throughout their time with us, and we have a specialist carer support team who offers assistance, advice and a listening ear to all our carers.

Our Belief

Kingscomfort Healthcare is determined to create and provide an accommodating environment where everyone can attain and embrace their maximum potential. We work with patience to overcome emotional and behavioural complications and to achieve the best possible outcomes. Our core beliefs are:

- To uphold the civil and human rights of those in our care,
- To work collaboratively with you to develop focused solutions to conflicts and complications,
- Work without prejudice and celebrate individuals' differences and character,
- Provide detailed and consistently examined care plans for you,
- To provide appropriate support and stimulation through carefully monitored, reasonable risk-taking to promote independence,
- Provide a consistent 24-hour service to you, your family and Social Services.
- Apply a recruitment process that ensures we receive and retain the highest calibre of staffing professionals,
- To encourage training and development, enabling our dynamic staff team to develop their professional and care skills.
- To provide an atmosphere of respect between service users and staff, ensuring and upholding the dignity of the individual.







What You Receive

Kingscomfort Healthcare wants to support you in living your life to the highest potential within your home with as little interference as possible. Considering this, our care is tailored to your situation, adapting to your preferences and requirements to ensure a bespoke and quality package. Furthermore, we can combine our services to ensure all areas are covered when it comes to your healthcare.

- **Personalised Services** – we provide expert domiciliary care services tailored to your needs.
- **In-depth Information** – you will receive comprehensive information and context concerning our services, geographical coverage, and applicable costs.
- **Respecting Your Home** – it's a big step to open your home to someone, and we ensure all our team acknowledge and are sensitive to your privacy.
- **Local Knowledge** – we maintain a team of compassionate carers across the country who understand your location and its local facilities.
- **Around-the-clock Support** – take comfort in 24-hour assistance and daily visits.
- **No-obligation Care Assessments** – one of our team members will visit you to build an understanding of your personal needs and preferences, ensuring we can provide a bespoke service.
- **Daily Visits** – ranging from one hour to a full day. Our minimum visit length is subject to your location.
- **Night Support** – our service is available if you require complex care or reduced assistance, either in the form of Sleeping or Waking Night.

A photograph of a caregiver, a woman with short grey hair, wearing a light blue uniform, leaning over and assisting an elderly person who is lying down. The caregiver is looking down at the person with a gentle expression. The background is softly blurred, showing green foliage.

Our Domiciliary Care

Exceptional Domiciliary Care Services

At Kingscomfort Healthcare, we offer excellent in-home senior care, giving older people the opportunity to live with independence and dignity within their own homes.

Our Services

Our person-centred home care services are built around the individual and their requirements.

Holiday Care

An optimum solution if you need a break to rest and recharge. Our care service can provide the support needed during your time away, whether in the UK or abroad.

Live-in Care

Kingscomfort Healthcare's live-in care service offers a compassionate and sensitive care worker who can move into your home, ensuring you can continue living independently.

Night Care

Our night care supports various scenarios, from sleeping nights to waking nights service. We can be by your bedside for hands-on care and reassurance.

Personal Care

Our sensitive and private personal care service is there to support you with daily life, ensuring you can remain living with independence within your home.

Respite Care

Our respite care supports numerous conditions, including Alzheimer's, Multiple Sclerosis, Strokes, Cancer and more.

Specialist Care

We offer a developed, comprehensive person-centred care plan tailored to your identified needs. We conduct regular reviews of your care plan to ensure its suitability for your health and social care needs.

Social Companionship

Our social companionship offers company on outings, support with household tasks or someone to talk to over a cup of tea. Our passionate service can attend to the needs of the most precise requirements.



Minimum Visit Times

To guarantee you receive the best quality of care, we believe a visit from our staff should never feel rushed. Dependent upon your location, minimum visit times range from 1 to 4 hours to ensure your safety within your home. This is especially important for the elderly or those with physical disabilities.

We are committed to building a relationship founded on genuine trust. Our team offer not only industry-leading personal care but also a committed and trustworthy relationship. With customisable visit lengths modified to suit your requirements, we ensure you get the most from your care plan. From daily visits to live-in care, we help you with domestic chores, community trips or checking you have everything you need.

Kingscomfort Healthcare and Personalisation

In 2007, the Government published 'Putting People First', an agenda that dictates how care providers should approach your independence and offer you greater choice and control over your life in all situations. At Kingscomfort Healthcare, we offer more than help with personal budgets – we provide informed advice and encouragement, which is crucial to helping you make the right decisions concerning your life.

At Kingscomfort Healthcare, we are as adaptable as our staff, seeking to find solutions to problems as opposed to dwelling on them. We encourage meetups to discuss any challenges and identify solutions, ensuring our services correspond with the Personalisation Agenda.

We will consult with you every step of the way to achieve the best delivery of your care. We always aim to achieve the best possible outcomes for you, whether financed by the council, independently or by personal care budget holders. Kingscomfort Healthcare's support is not limited to personal care. We provide a wide range of services, including domestic help, household management, and day trips to organise a holiday.

Further information concerning 'Putting People First' is available on the Transforming Adult Social Care (TASC) website at www.tasc.org.uk.

How We Deliver Our Service

The following steps outline the fundamental stages we follow at Kingscomfort Healthcare to deliver a tailored, compassionate care service.

1. Upon receiving your enquiry, we will examine your requirements and provide an overview of the services we offer, as well as a summary of pricing.
2. We will send an assessor to visit you and conduct a care and risk assessment. Once this has been completed, we can offer a bespoke care plan.
3. We complete your care plan in conjunction with you and your family.
4. We will select staff members to support you in accordance with your needs and requirements and organise a meeting if there is any additional information required.
5. Your care service begins.

Note: Kingscomfort Healthcare is aware that in an emergency, a care package must start immediately. In these circumstances, we will condense our service process and commence an immediate assessment to support an earlier response.

Funding Your Care

People often assume that personal care can be expensive; however, numerous finance options are available to ensure you, or your loved one can remain within the comfort of the home. Local Authority or NHS Continuing Healthcare Team Funding is available if you qualify. Below is a brief explanation of the types of support available.

Personal Budget is a lump sum that is set aside to cover your healthcare requirements. You can accept the amount personally or as a direct payment, or you can request your local authority to use this money on your behalf. Your budget can also be allotted to a trust fund and managed by a family member or social worker if needed.

Personal Health Budget is an allowance that is offered to those with a recognised health concern. The NHS offers three options for a Personal Health Budget: Notional Budget, Real Budget Held by Third Party, and Direct Payment.

Individual Budgets are similar to Personal Budgets. They provide greater flexibility involving other sources of support. These include Supporting People, Disabled Facilities Grant, Independent Living Funds, Access to Work and Community Equipment Services.

Direct Budget offers you complete control of your care package and provider. Finances are given to you directly to buy services for your care needs.

Further information regarding finance options is available at www.dh.gov.uk.

Quality Assurance and Recruitment Standards

Kingscomfort Healthcare is defined by the exceptional standard of care we provide. We take huge pride in our thorough internal quality assurance and recruitment systems.

Our team are required to possess the relevant qualifications and experience so they can offer an exceptional service. Candidates are subject to Disclosure Barring Service (DBS), POCA and SOVA checks, work history, qualifications, health declaration, experience, and reference checks. Furthermore, all new starters are highly trained to ensure their performance is reflective of our company values. Their induction includes comprehensive compulsory training courses, including manual handling, disease control, basic life support, fire safety and medication sections.

At Kingscomfort Healthcare, we monitor our team's performance through shadowing, annual audits, random checks, and regular supervision. We ensure consistent compliance with The Care Standards Act, The Regulations of Care Act, the DoH Code of Practice and all current National Framework Guidelines.





Q. Is Kingscomfort Healthcare registered with the appropriate governing bodies and professional associations?

A. Yes – we are registered with the Care Quality Commission (CQC). This ensures you only receive the highest quality of care and staff. All our certificates cover our domestic services countrywide.

Q. Will someone visit my home before I start receiving my service?

A. Yes – at Kingscomfort Healthcare, we conduct a thorough Care Assessment to ensure that the package of care we provide is bespoke and accommodates to your needs. Our evaluations take around an hour and include an overview of requirements and a general risk assessment of the area in which you will receive your care.

This evaluation enables us to understand individual requirements better and designate staff with the required skills to suit your personality and preferences. We hold lawful accountability to guarantee a frequently assessed care plan for every household in which we offer a care service.

Q. Will I always receive care from the same carer?

A. At Kingscomfort Healthcare, we want to provide personal and consistent care. In the event of holidays or absences, we provide more than one carer to you and your family to guarantee a level of professionalism and consistency.

Q. How will my care be managed?

A. All our specialised care packages are managed by our Registered Manager, who ensures your care is reviewed and managed regularly and effectively. We ensure we can be contacted easily should you have any concerns.

Q. What makes Kingscomfort Healthcare stand out?

A. Our experience has provided us with an in-depth insight and understanding of what our service users require. Our diverse catalogue of contacts guarantees flexible, compassionate, and experienced assistants.

We know how crucial experience is in this sector, and we only employ staff with certified skills and qualifications. We want you to feel confident and safe when using our service and our staff are highly trained in performing their duties. Furthermore, we provide an appealing package that remains reasonable without compromising on care quality.



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