



Compassionate Caring
DOCTOR LED CARE AT HOME

SERVICE USER GUIDE

Clear information about your care

A practical guide to what you can expect from Compassionate Caring and the standards we expect from ourselves.

DOMICILIARY CARE

Care shaped around dignity, independence and the routines that matter.

For adults across Newham and Barking & Dagenham.

Preparing our application for CQC registration. We do not provide nursing or clinical procedures.

Care begins with listening

Starting care can feel like a significant decision. We take time to understand the person, what is changing, what helps daily life feel familiar, and what support can safely be provided.

This guide summarises our approach. The individual service agreement and care plan provide the specific details for each person.

01

Before care begins

We listen, assess needs and risks, confirm that we can safely provide the requested support, and agree practical arrangements before the first visit.

02

Your care plan

The plan records outcomes, routines, preferences, consent, communication needs, known risks, medication arrangements and agreed visit tasks.

03

Choice and consent

Care should be provided with valid consent. We support people to make their own decisions and follow Mental Capacity Act principles where needed.

04

Your care team

Care professionals are recruited safely, trained for their role and introduced with attention to skills, communication, availability and preferences.

Reliable visits and clear records

05

Visits and records

Staff record attendance and agreed care activities. Concerns, changes and missed or late visits are escalated through the appropriate service process.

06

Medication support

Medication support is provided only when assessed, agreed and recorded. Staff follow the care plan and MAR or eMAR and report refusals, errors and concerns promptly.

07

Reviews and changes

Care plans are reviewed at regular intervals and sooner when needs, risks, medication, routines or personal circumstances change.

08

Privacy and dignity

Information is shared only where there is a lawful reason and a genuine need to know. Personal care is delivered with discretion and respect.

What support can include

Personal care, daily routines, meal and hydration support, companionship, medication support within the agreed scope, community access, visiting care, overnight arrangements and live-in support - depending on assessment, availability and the care plan.

Questions, concerns and complaints

You can raise a concern verbally or in writing, with support from a representative, interpreter or advocate. Raising a concern will not affect the care or respect a person receives.

1	We acknowledge	We confirm receipt and explain what happens next.
2	We investigate	A suitable person reviews the relevant facts, records and people involved.
3	We respond	We explain findings, conclusions and any action or learning.
4	We follow up	We check the response and record improvements and outstanding actions.

If you remain dissatisfied after our final response, you may be able to refer an adult social care complaint to the Local Government and Social Care Ombudsman. Information about a service can also be shared with CQC, although CQC does not normally resolve individual complaints.

URGENT HELP

We are not an emergency service

Call 999 where someone is in immediate danger or needs urgent medical assistance.
Call police on 101 if you believe a crime may have been committed but it is not an emergency. Do not rely on a website form or ordinary email for an urgent concern.

Contact Compassionate Caring

Email: admin@compassionatecaring.uk

Registered address: 35 Langdon Crescent, East Ham, London, E6 2PW

Website: compassionatecaring.uk

Information in another format

Tell us if you need key information in large print, a simpler written format, another reasonable format, or support to understand our service.

Compassionate care, right at home.