

About HomeLink Healthcare

We are an independent healthcare company that provides acute nursing care, physiotherapy and occupational therapy in the comfort of your own home.

For most patients home treatment is safe and effective and most importantly gives you more choice and control over your care.

How the HomeLink Healthcare service works

Our teams consist of nurses, physiotherapists and occupational therapists. We are community based and will travel to see you in your home. The service operates 7am - 11pm, seven days a week. We also have a 24 hour nurse led telephone helpline.

Assessing suitability for HomeLink Healthcare

We will only care for you at home if it's considered safe and appropriate to do so. We will undertake an assessment of your needs to ensure we can safely deliver your care at home.

Leaving HomeLink Healthcare

Your consultant or GP will decide when your treatment is completed. At this point you will be formally discharged from HomeLink Healthcare.

If you need ongoing care from community, NHS or social services, your GP or consultant, along with our team will help arrange this. We will ensure that you know who to contact and what care you can expect to receive when you are discharged.

How to comment on your treatment

We aim to provide the best possible service and staff will be happy to answer your questions. However, if you have any concerns you can contact our **Operations Director** and **CQC Registered Manager**:

By telephone: (020) 3137 5370 or 07538 178971

By email: Feedback@homelinkhealthcare.co.uk

By writing: HomeLink Healthcare Ltd
Regal Court
High Street
Slough
SL1 1EL

Website: www.homelinkhealthcare.co.uk

Regulated and inspected by the Care Quality Commission (CQC)

HomeLink Healthcare is regulated by the Care Quality Commission (CQC).

If you are concerned about the service you have received or need further advice about making a complaint you can contact the CQC National Customer Service Centre in Newcastle:

By telephone: 03000 616161

By fax: 03000 616171

By writing: CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Website: www.cqc.org.uk



(020) 3137 5370

Info@homelinkhealthcare.co.uk

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Frequently Asked Questions

Am I able to self refer?

Yes. However, in most instances, e.g. where prescriptions are required, we require that your consultant or GP be involved to oversee your treatment.

Do I need to give consent?

If you are being referred by your consultant or GP then verbal consent will need to be obtained from you in order to refer you to HomeLink Healthcare. You will also be asked to provide written consent prior to your treatment at home commencing.

What about confidentiality?

Patient confidentiality is a legal requirement which is upheld by HomeLink Healthcare. When you agree to receive our services, we will require your consent to share any of your information.

We ensure that your care is delivered in accordance with the regulatory guidelines regarding patient confidentiality and data protection.

What about payment?

We accept Private Medical Insurance or self funded payment for our services. Please contact us for more information.

Are staff working in the HomeLink Healthcare service fully qualified?

Yes, all our staff are fully qualified, experienced healthcare professionals and meet the same regulatory and professional requirements of the staff who work in Hospitals. Before starting work with HomeLink Healthcare, all staff participate in a thorough induction programme including training and assessments before working operationally. You can be assured that you will be treated at home by qualified nurses, physiotherapists and occupational therapists.

What happens if my condition doesn't improve?

Our clinical teams are in regular contact with your consultant or GP. Most treatments can be administered at home. However, if your condition does deteriorate and you need to go to hospital then the HomeLink Healthcare team will ensure you have a smooth transfer

If you or anybody else have any concerns about your health then you/they can contact HomeLink Healthcare and speak to a nurse via our 24 hour on call service on **0800 802 1733**.

Details can also be found on our web site:

www.homelinkhealthcare.co.uk

NB: In a medical emergency always call 999.

Will my GP be informed if I'm going to be cared for by HomeLink HealthCare?

When you begin your care with us, we will contact your consultant or GP, if it is appropriate and you agree. On completion of your care, HomeLink Healthcare will complete a discharge summary which will be securely emailed to your consultant or GP.

Who can I contact?

The clinical on call service provides support via a 24 hour telephone helpline. You can call the team whenever you need support or advice and speak to one of our qualified nurse, on **0800 802 1733**.

Your experience

Your experience of our services is important to us. We will ask you to complete a patient satisfaction questionnaire when your treatment is complete.

Your data

HomeLink Healthcare Ltd meets the requirements of the General Data Protection Regulation (GDPR). A copy of our policy is available on our website or by request to our Data Protection Officer.

Email: DPO@homelinkhealthcare.co.uk

Tel: (020) 3137 5370