



Promoting Values
and Independence



DOMICILIARY CARE SERVICES



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“ For professional care and quality services,
you can count on



...to take care of your
care needs.





At Cornerstone Care Services, our Domiciliary Care (also known as home care) supports individuals to remain safe, independent, and comfortable in their own homes.

Our services are tailored to meet your specific needs—whether you require short daily visits, multiple visits per day, or more intensive personal care. We focus on dignity, choice, and respect in everything we do.

OUR AIMS

We believe that everyone—regardless of age, ability, or health condition—has the right to live independently and with dignity in their own home.

Through a person-centred approach, we aim to:

- Promote independent living
- Support daily routines and well-being
- Encourage safe, informed decision-making
- Provide flexible and responsive care based on your changing needs



OUR SERVICES WE OFFER

Our Domiciliary Care services include:

- Personal Care
- Bathing and grooming
- Dressing and undressing
- Toileting and continence care
- Bedtime and morning routines
- Support with physical disabilities
- End-of-life care
- Medication Support
- Medication reminders
- Assistance with administering prescribed medication
- Meals & Nutrition
- Meal planning and preparation
- Support with eating and hydration
- Home Support
- Light housekeeping and domestic cleaning
- Laundry and ironing
- Help with household tasks and errands
- Social Support
- Companionship and conversation
- Sitting services (daytime companionship)
- Escorting to appointments, shopping, or social activities
- Specialist Support
- Support for individuals with learning disabilities
- Live-in care
- Sleep-in care
- Waking night support

All care is planned around you—your preferences, routines, and cultural needs.



OUR COMMITMENT TO YOU

At Cornerstone, we are committed to:

- Treating you with dignity and respect
- Upholding your rights, beliefs, and choices
- Protecting your safety and well-being
- Listening to your voice and involving you in decisions
- Providing consistent, high-quality care delivered by trained professionals

We follow the principles of the Equality Act 2010 and ensure inclusive, non-discriminatory service for all.

HEALTH SUPPORT

Our trained care staff can help you access health services as needed, including:

- GP and nurse appointments
- Medication reviews
- Referrals to specialist services such as physiotherapy or mental health support
- Encouragement to maintain healthy routines and activities



OUR POLICIES

Cornerstone Care Services maintains robust policies to ensure your care is:

- **Safe** – Through risk assessments, safeguarding, and incident protocols
- **Effective** – Through regular quality checks and staff training
- **Consistent** – With care plans reviewed and updated as needed

We comply with the **Care Quality Commission (CQC)** regulations and the Essential Standards of Quality & Safety. You have the right to access any of our policies—our team will explain them clearly upon request.



FEEDBACK & COMPLAINTS

Your feedback helps us improve. If you or your family are unhappy with any part of our service, we encourage you to use our **Complaints Procedure**.

We provide accessible formats and will support you through the process to ensure your concerns are resolved promptly and fairly.





NEXT STEPS

If you're interested in Domiciliary Care from Cornerstone:

Speak with your Social Worker, or

Contact us directly if you are Self-Funding or using Direct Payments

Contact Us

Our team is always available to offer assistance, whether it's discussing your care requirements or answering any questions you may have. Feel free to contact us using the details below.

Call Us

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Email:

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