



Welcome



Our Story

North East Dartmoor Care (NEDCare) was set up in 2016 by a small group of local people in response to a significant lack of regulated care in the area. This was exacerbated by the closure of beds at Moretonhampstead Hospital, meaning that many people in the local community were unable to access the care and support they needed.

NEDCare's vision is of 'high quality care for everyone who needs it, where and when they need it'.



Generous donations from the community and funding from the Moretonhampstead Hospital's League of Friends charity enabled NEDCare to establish itself and begin delivering services after Care Quality Commission (CQC) approval in July 2017.

At the outset, NEDCare began with just two clients and two carers. In 2021, we are now able to provide support for between 30- 40 individuals across the North East Dartmoor area via our team of around 20 very committed and professional carers.



Our Service

Our purpose is to enable clients who wish to remain living in their own homes to do so for as long as possible. We are sensitive to the fact that the transition to needing support at home can be a difficult one. We aim to provide care that ensures people remain safe and well, but in control of their own lives.

We offer support to a mixture of clients who are publicly and privately funded. Referrals to our service may come from the local authority, direct from families or from potential clients themselves.

Ensuring we respect clients as individuals, enable them to maintain their dignity and offer empathetic care at all times is at the core of what we do. We encourage and support the independence of each client, giving them choices about how their care is delivered.



Inspected and rated

Good



Our care is regulated by the Care Quality Commission (CQC), the regulator for social care in England, who set the standards that we must meet. NEDCare's was inspected by the CQC in 2018 and rated "Good" across all areas. Their report can be viewed on our website. In 2021 this rating has been maintained.

Our Care Visits

Our care plans are put together with, not for, each individual client and are tailored to reflect their needs. We may also involve the client's family in the designing of the care plans when appropriate.

Visit lengths are set up to meet the identified needs of the client and at no point do we want people to feel rushed. They tend to be 30 minutes as a minimum, but can be as long 3-4 hrs if required. We will always work with our clients to try and ensure that as their needs change, so does the time we spend with them.

We aim to provide a reliable, dependable and trustworthy service at all times.

We ensure that every client receives a schedule of their planned visits in advance so that they know when we will arrive, how long we will stay and who will be supporting them.

"All the carers are so nice, so friendly and willing to do anything to help. I am getting to know all of the carers well, and they send through a rota each week so I know who is coming, which is very helpful. I can't recommend NEDCare highly enough!"

-T.R., NEDCare client

Our Team

We aim to employ mostly local carers, providing full training to ensure they provide the highest quality of care. The motivation and values of carers are key for us when recruiting. As a team, we share a philosophy that whatever we provide should always equate to that which we would expect for our own family members if they were to require care.



We place a lot of emphasis on ensuring all staff are well-trained and supported, both on a daily basis and throughout their time working for us. Communication is key to this and we work closely as a team to make sure we always stay on top of potential problems.

The care team are supported by a back office team and manager who remain on-call from 6.00a.m. to 10.00 p.m. each day.

Carers are clear, before they visit, what the client requires and how their support should be delivered. This information is shared with them in advance so we can provide a consistent service and so the client does not need to explain their routine to each carer.

Our team is a finite size but we will always endeavour to find a replacement if a scheduled carer can't make a visit, thus ensuring no-one is ever left 'high and dry'. Whilst we like to send the same carers to see the same clients if we can, carers mostly work interchangeably so that we are all able to cover for one another if needed. It may take clients time to adjust to this, but many enjoy the variety of different faces and personalities and are reassured they will always have a visit.

We are part of a wider team of professionals and work closely with our NHS colleagues (Community Nurses, GP surgeries and Rehabilitation Teams). We also work with the local authority (Devon County Council) Adult Social Care, Mental Health Teams and others to ensure that we draw on their expertise when needed.



We pay our carers an additional 10% for anti-social hours (6pm-8am) and this is reflected in fees paid by private clients. Bank holidays are also charged at an enhanced rate. Devon County Council rates are arranged separately between us as an agency and the local authority, hence clients of DCC need not be concerned about charges directly from NEDCare.

The Cost of Care

The cost of care we provide covers ongoing training for every carer who joins us. This ensures that we meet national standards and that each carer is equipped to meet the changing needs of the clients we see. Staff are paid their travel time between visits so they will never leave early to 'make up time'. Despite pressures on the sector we also ensure all team members are paid a living wage.

Our fees are slightly higher than some agencies in other areas, which reflects the fact that there are additional challenges posed by travelling to homes in rural areas. Roads and lanes around North East Dartmoor take a toll on staff vehicles and are very often single lane so extra time and care is needed to ensure we arrive safely. Travel costs are generally included within the full cost of care, but we may discuss a travel supplement with you if absolutely necessary.



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