

Delivery and Servicing planning

Food and Shopping

We support the client to plan their meals on a weekly basis and encourage their involvement in choosing nutritious and preferred foods. Staff accompany the client to local shops to purchase groceries in line with their meal plan, promoting independence, choice, budgeting skills, community engagement, and the development and maintenance of Activities of Daily Living (ADL) skills. Where appropriate, the client is encouraged to walk to local shops to support physical health and wellbeing.

Appointments

We support the client to attend and manage healthcare and other professional appointments, including GP, hospital, dental, optician, mental health, and community-based services. Staff assist with booking appointments, maintaining appointment schedules, arranging public transport where required, and providing support before, during, and after appointments to ensure the client's needs are understood and met.

Pharmacy and Medication Deliveries

The client's medication is supplied through the nominated pharmacy used by Reliant Care. Medication is delivered to the head office and subsequently transported to Mead House. Staff support the client by monitoring medication stock levels, ordering repeat prescriptions when required, liaising with healthcare professionals and the pharmacy, and ensuring medications are available and administered in accordance with the client's care and support plan.

PHS/Clinical Waste Collection

We support the management of PHS clinical waste services to ensure the safe disposal of healthcare-related waste. Staff monitor bin capacity, arrange collections and replacements with PHS as required, and ensure all clinical waste is handled and stored in accordance with health, safety, and infection control procedures.

Incontinence Product Deliveries

We support the client to order, receive, and monitor deliveries of continence and incontinence products. Staff regularly check stock levels to ensure an adequate supply is maintained and liaise with suppliers and healthcare professionals when changes or additional supplies are required.

Maintenance and Property Repairs

Where maintenance or repair work is required within the property, staff ensure that all health and safety procedures are followed. Risk assessments are completed where

appropriate, and work areas are clearly identified, secured, and isolated to minimise disruption and risk. Clients are supported to remain safely away from maintenance areas while work is being undertaken. Staff liaise with maintenance personnel, contractors, housing providers, and relevant services to ensure repairs are completed promptly and safely.

Utilities and Household Services

Staff support the monitoring and management of essential household services, including electricity, gas, water, heating, internet, and telephone services. A smart meter is installed at the property, enabling authorised personnel to submit meter readings directly to utility suppliers, reducing the need for home visits. Any faults, service disruptions, or concerns are reported promptly to the relevant provider to ensure the client's comfort, safety, and wellbeing are maintained at all times.

Health and Safety Checks

Regular environmental and health and safety checks are carried out within the property. This includes monitoring fire safety equipment, ensuring clear evacuation routes, checking for hazards, and reporting maintenance issues that may affect the safety or wellbeing of clients, staff, or visitors.

Deliveries and External Services

Staff support the coordination and receipt of deliveries, including medication, incontinence products, and other essential items. Records are maintained where required, and deliveries are checked to ensure they are accurate and suitable for the client's needs.

Communication with Professionals and Service Providers

Staff maintain effective communication with healthcare professionals, social workers, housing providers, maintenance teams, pharmacies, suppliers, and other relevant agencies to ensure the client's needs are met and services are delivered efficiently and in a timely manner.