



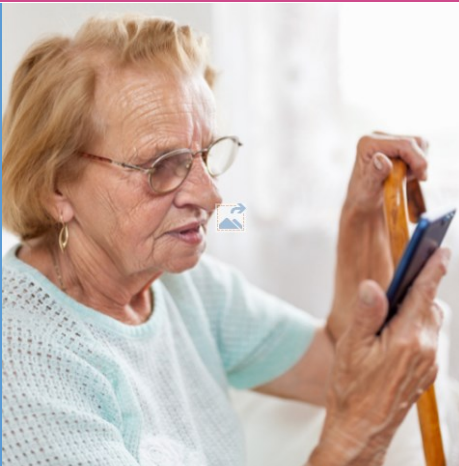
Come and Join the best team in care,
at
Coverage Care Services Ltd.



11



Locations
across
Shropshire



Take a look at
www.carehomejob.co.uk
for
our current vacancies



Come and join us for a taster day—the perfect opportunity to meet the team and visit our homes.

See firsthand what a difference you could make!



Carehomejob.co.uk

Why work for Coverage Care?



"I have been privileged to work for Coverage Care Services since 2015 and in that time, I have come to understand what an amazing team of people work for Coverage Care. My colleagues are dedicated, knowledgeable and skilled but above all they care passionately about the individuals within our homes."

DEBBIE PRICE
CHIEF EXECUTIVE



Our Vision

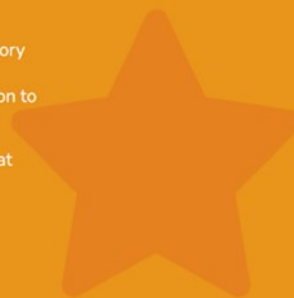
The purpose of Coverage Care Services Ltd is to deliver quality, sustainable care services to local communities, whilst making the choice of care services positive, timely and rewarding.

Our Values

Through strong corporate governance working to legislative, regulatory and funding requirements, governed through our Board of majority independent Non-Executive Directors, we will aim to deliver our vision to the highest possible standards our customers and residents expect.

Our values are summarised in our **SUPERB** ethos explained to staff at induction:

- Support and listen to you
- Use an open, honest culture
- Put you at the heart of our service
- Ensure you feel safe
- Respect your life choices
- Be kind and compassionate



Support and
listen to you

Caring can be a tough as well as a rewarding profession. We're here for you, from providing a sympathetic ear to providing a range of professional counselling options.

Who are we?

About us.....

We are an established and well-respected independent care provider based in Shropshire. An award-winning not-for-profit organisation, we pride ourselves on providing quality and sustainable care to our vulnerable and elderly residents, many of whom live with dementia.

Every penny we earn goes back into the business. We invest in person-centric care, providing engaging and stimulating activities whilst supporting and enabling our residents, delivering care in the way that care should be delivered.

We recognise that people have the choice to live with us and that choice continues during their journey with us, our home is their home. Every position within our organisation plays a pivotal role in providing that service to the high standard that we set ourselves.

Our care home locations:

Shrewsbury:

Barleyfield House — Monkmoor
Briarfields — Belle Vue
Montgomery House — Sundorne

Telford & Wrekin:

Barclay Gardens — Donnington
Lightmoor View — Lightmoor
The Cottage Christian — Newport

North Shropshire:

Greenfields — Whitchurch
New Fairholme — Oswestry
Woodcroft — Market Drayton

South Shropshire:

Innage House — Bridgnorth
Stone House — Bishop's Castle

About our people.....



Our people deliver truly amazing service. They are responsible for making our homes comfortable and clean and ensuring our residents live a positive, relaxed and stimulated life. We encourage and enable our residents to make their own decisions about their care.

Our kind, dedicated, and passionate colleagues have a genuine affinity for their roles. This benefits the people we look after by listening to them, understanding their needs and putting them at the heart of our service.

Our colleagues are vigilant and take their responsibility for the safety of our residents very seriously, ensuring that all we care for feel as safe as

About you.....

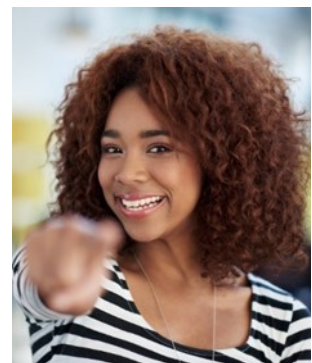
In social care you'll be helping people to have a better quality of life on a day-to-day basis, so it's important you have the right values as a person.

You don't necessarily need qualifications or experience; people often apply for roles after taking care of close family members. One-to-one companionship is an important part of our holistic care offering.

Or do you have some volunteering experience?

Do you like to be recognised and rewarded for going the extra mile?

We offer a range of diverse roles at different levels. If you are looking for a fulfilling and challenging role with fantastic training and career development



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Use an open,
honest
culture

It's crucial that you understand what your individual role is, and are given, and accept, regular feedback to enable you to maintain standards.

We encourage you to speak up about existing standards and work in a continuously improving environment. We'll consult with you over a range of proposals and take your input and feedback on board before taking final decisions.

Our Values



For Our Residents

Support and listen to you

We understand how an individual's dignity may be affected when supported with their personal care. Listening to residents and their families to shape care and support services around each individual is so important.

Use an open, honest culture

We need to know what our residents' needs are to make sure they are met. We don't judge or discriminate against anyone's personal characteristics or preferences and support a culture that actively promotes the dignity of all.

Put you at the heart of our service

We recognise that an individual's surroundings and environments are important to their sense of dignity and home. We respect personal space

Ensure you feel safe

Safeguarding is one of the most important roles we undertake. We recognise the need to challenge care that may reduce the safety or dignity of the individual, and we're not afraid to do this.

Respect your life choices

We value the uniqueness of every individual and encourage all of our residents to be themselves.

We accommodate food preferences when planning our menus.

We understand dementia changes a person's life. We also know this should not mean that everyone is treated the same. We ensure that each resident receives care individually tailored to their needs.

Be Kind and compassionate

Communicating with individuals in ways that are appropriate to them, in a patient, kind and respectful manner is pivotal in maintaining meaningful relationships with our residents. It's one of the key skills we look for in our staff.

For Our Staff

Caring can be a tough as well as a rewarding profession. We're here for you, from providing a sympathetic ear to providing a range of professional counselling options.

It's crucial that you understand what your individual role is, and are given, and accept, regular feedback to enable you to maintain standards.

We encourage you to speak up about existing standards and work in a continuously improving environment.

We'll consult with you over a range of proposals and take your input and feedback on board before taking final decisions.

Our employees are the most important asset in our service delivery. We simply could not operate our homes without you. Thank you for your commitment and hard work.

We'll provide you with training, tools and strategies to help keep you safe in challenging situations. We encourage you to raise any concerns as soon as possible, and we take these seriously.

We are committed to promoting equality, diversity, and inclusion in a culture that recognises and celebrates different personal backgrounds and experiences. We value and respect these differences and believe they have positive effect on the services we provide and make our work experience better.



No matter how much you love your job, getting through a rough day caring for people with a smile on your face can be difficult. We treat our colleagues kindly and compassionately – you never know what's going on behind that smile!



P

Put you at the heart of our service

Our employees are the most important asset in our service delivery. We simply could not operate our homes without you. Thank you for your commitment and hard work.

Training and Development

Every member of the Coverage Care team is vital to make our organisation successful. For some of our colleagues, improving the quality of life for our residents is all the fulfillment that they need however, for those who wish to progress we have many development opportunities...

We have an excellent training and development programme that provides you with essential training for your role. At the same time, you'll get opportunities for career progression and support to fulfil your personal potential.

You'll receive regular support from your supervisor. Not just feedback on how you are developing in your role, but also on your training and development. You are encouraged to be actively involved in your development and to understand your career options.

We have made a commitment to deliver a comprehensive induction programme to underpin the training programmes we provide for all roles.



Where you start.....

- 5-day Corporate Induction at Coverage Care Service's Head Office before you start
- A full care delivery induction-programme within a care home including a mentor/buddy assigned to you

Support to complete professionally recognised sector-based qualifications including:

CQC approved Care Certificate

Diploma in Care Qualifications: Adult Care Worker Level 2 and Lead Adult Care Worker Level 3,

Level 5 Diploma (for home managers and deputy managers)

Business Administration

Various apprenticeship opportunities

Opportunities to complete extra qualifications/advanced external training



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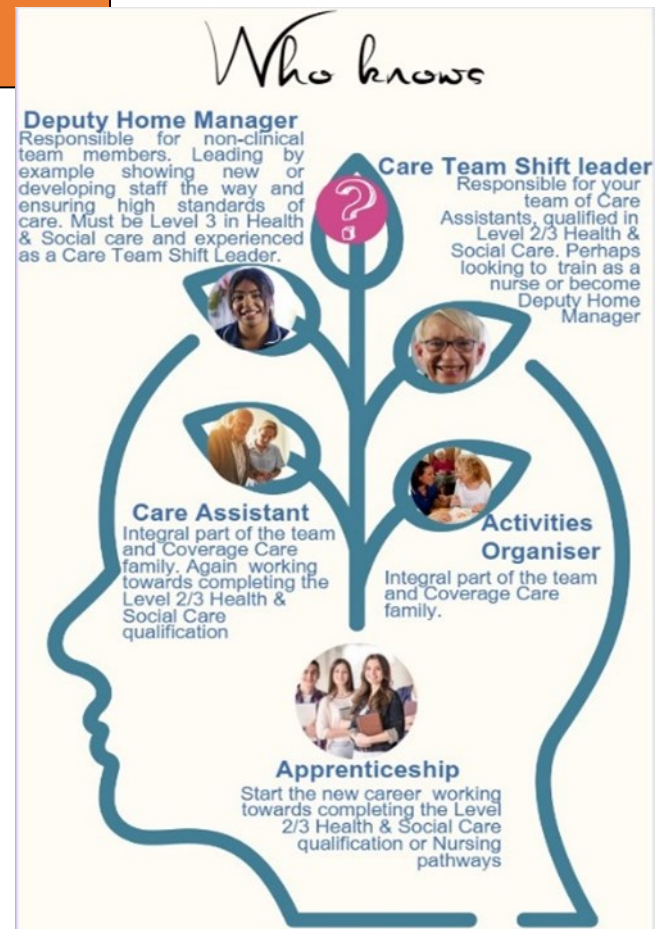
Career Pathways

You don't necessarily need qualifications or experience – we'll nurture you along your career journey.

Ultimately, how far your journey takes you with Coverage Care is up to you but who knows.....?

When you first join Coverage Care, you'll receive a comprehensive blended induction experience, including a dedicated onboarding officer who covers everything you'll need to know for success in your role.

You may want different things from your job at different times in your life. We can help with that. We believe your career with us resembles a tree that can branch off in different directions at any time. With a wide range of possible roles at Coverage Care, you'll be supported every step of the way on your chosen career path.



EVERYBODY'S JOURNEY IS DIFFERENT DUE TO THE DIFFERENT QUALIFICATIONS AND EXPERIENCE THEY HOLD. THIS MAY MEAN THAT YOUR CAREER PATHWAY MAY LOOK DIFFERENT TO OTHERS OR THAT YOU NEED TO ACHIEVE ADDITIONAL ACADEMIC QUALIFICATIONS TO GET THE JOB YOU WANT.



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Respect
your life
choices

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What we offer

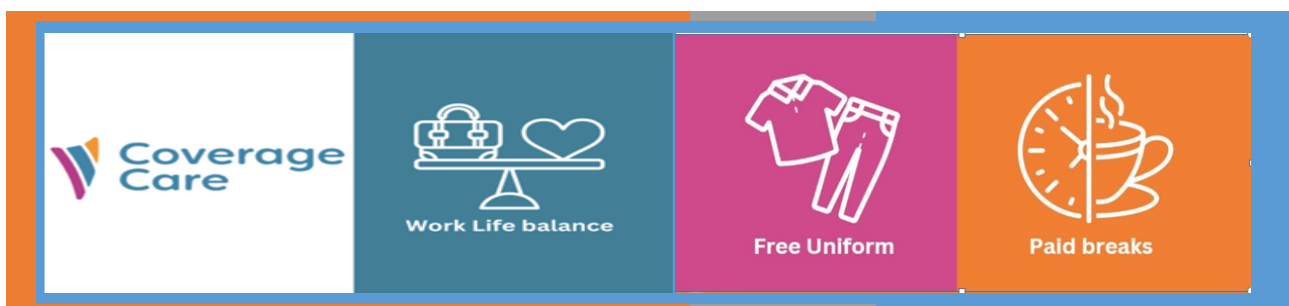
- A competitive salary
- Pension - If you earn above the required threshold and you're in the right age group, we will automatically enrol you into a workplace pension scheme. This means we'll also make contributions into your pension pot, helping you to save towards your retirement.
- Enhanced pay for weekend working – if you need to work a weekend, you'll receive an additional salary uplift for the weekend hours you work.
- Paid Breaks.
- Annual Leave – we offer 28 days paid annual leave (pro-rata for part-time staff).
- Sick Pay – there's a generous sick pay scheme to help if you are off work through personal sickness.
- Free uniform.
- Long Service Recognition—we thank and recognise colleagues for their commitment and contribution to Coverage Care.
- Employee Assistance Programme—Balancing everyday life with the requirements of work and home can create pressures for all of us. To help achieve this balance, we provide access to an Employee Assistance Programme (EAP).

Our Employee Assistance Programme can help with:



Our principles are that you:

- **Are recognised consistently, regardless of your role or hours of work**
- **Receive recognition you truly value and want**
- **Feel special, proud, and valued for your contribution and service**



B Be Kind and compassionate

No matter how much you love your job, getting through a rough day caring for people with a smile on your face can be difficult. We treat our colleagues kindly and compassionately – you never know what's going on behind that smile!



Our Care Home Locations:

Shrewsbury:



Barleyfield House,
110 Crowmere Road,
Monkmoor,
Shrewsbury SY2 5JJ



Briarfields,
Raby Crescent,
Belle Vue,
Shrewsbury SY3 7JN



Montgomery House,
Sundorne Road,
Shrewsbury SY1 4RQ



Telford & Wrekin:



Barclay Gardens,
Wellington Road,
Donnington
Telford TF2 8AB



Lightmoor View,
Nightingale Walk,
Lightmoor,
Telford TF7 5FN



The Cottage Christian,
Granville Road,
Newport,
Telford TF10 7EQ

North Shropshire:



Greenfields,
Liverpool Road,
Whitchurch SY13 1SG



New Fairholme,
Shrewsbury Road,
Oswestry SY11 2RT



Woodcroft,
Croft Way,
Market Drayton TF9 3UB



South Shropshire:



Innage Grange,
Innage Lane,
Bridgenorth WV16 4HN



Stone House,
Union Street,
Bishop's Castle SY9 5AJ

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