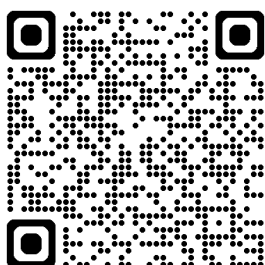


Help us help you at home



What to expect from our staff, and what we ask of you
Telephone: 0300 125 6789



Scan the QR code to view the Single Point of
Access (SPA) webpage

What you can expect from us

As a not-for-profit organisation, our only priority is caring for you.

- With your consent, we will assess you and work with you to agree a plan of care. We will support you to learn more about your condition and help you to develop the knowledge and skills to manage your care as independently as possible.
- Our staff will be respectful in the use of any mobile devices, tablets and laptops. They will only be used for work purposes. This includes accessing medical records which will help staff provide you with the right care.
- We will discharge you from the service once your planned treatment is completed, or if it is more appropriate for you to access other services instead – for example, your GP or practice nurses.

If you have any questions about your treatment, please ask.

Visiting times

The nature of our work means we must prioritise people who are very unwell.

While we will do our best to see you at your preferred time each week, please be aware that this may not always be possible.

Please let us know if there are any changes which may affect your planned visits, for example a hospital appointment.

Thank you for treating all our staff with respect.

We have a zero tolerance policy to all violence, aggression, and racism: that is, if you are rude, physically, verbally or psychologically abusive to staff based on the colour of their skin, or any other difference, this will not be tolerated, and will result in the withdrawal of our service.

Access to your home

If you have a key safe or other means of entering your home, you are welcome to share this with us. Any details you give us are kept in strict confidence.

If for some reason we cannot gain entry to your home, we will ring you or a relative to ensure you are safe.

Prescriptions

Please take responsibility for ordering your own prescriptions. If you need advice on this, please contact your local GP surgery.

How you can support our staff when visiting

Please support us through the following measures:

- Follow reasonable requests concerning infection prevention and control requirements to reduce the risk of contamination or transmission of disease.
- Ensure there is a clear and hazard-free working space so our staff can provide your care and support.
- Refrain from smoking or vaping whilst our staff are present.
- Move pets to a separate room during the visit.
- Please ensure we can access the property safely (for example: safe steps, parking, suitable lighting).
- Please avoid being under the influence of alcohol, illegal drugs or legal highs.
- Please ensure that you, or friends and family at home with you, do not distract our focus from your care. This is particularly important when we are giving or preparing you medicines or performing a clinical procedure.
- Please respect staff privacy by not taking images or using recording devices without their prior agreement.

If you need to change your appointment, request an urgent visit or have been recently discharged from the service and need to make a new referral please contact us.

Let us know what you think and get involved

Telephone: 0300 124 5300*

Email: sirona.hello@nhs.net

Website: [Link to Sirona website](#)

*Calls from landlines are charged up to 10p per minute; calls from mobiles vary, please check with your network provider. This is not a premium-rate number.

This document can be provided in other formats and languages, please contact us for more information.

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