

AIM

TayCare at Home will provide quality care and support services to older people in their own homes, in ways they prefer and are comfortable with.

OBJECTIVES

TayCare's services will help older people stay independent as much and as long as possible, ensuring that they feel respected and cared for.

Our services will also benefit any family or other carers working to help older people stay in their homes.

TayCare at Home will encourage all clients and their families or other carers to become actively involved in helping to shape the current and future services provided to them and others.

VALUES

- Our staff will show integrity, compassion, respect and a desire to make a positive difference to the lives of others.
- All of our clients will receive quality, choice and respect.

OUR PROMISES

- We will ensure our clients get what they need, in the way that they want
- We will provide a reliable service
- We will focus on the needs and wishes of clients at all times
- We will maintain positive partnerships with clients, their families and/or advocates
- We will engage in our communities and our sector
- We will manage our services efficiently, effectively and responsively
- We will use our time and money well, so we can ensure fair costs for clients
- We will support, encourage and develop our staff to deliver the highest possible standards of quality