HOME CARE SERVICES FUNDACIÓN RAMÓN REY ARDID SPAIN 2019





- Elder people
- People with reduced mobility
- Childcare
- People who need support in their daily living

Fundación Rey Ardid

Home Care Service - Soy Hogar



"The best of Fundación Rey Ardid, now at your home", this is the spirit of SOYHOGAR programe

The best professionals.

New technologies.

Service based on person-centered care model



Fundación Rey Ardid Home Care Service - Soy Hogar

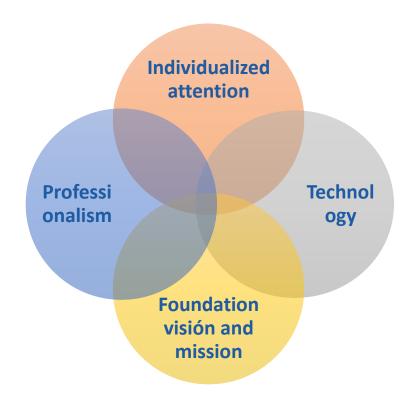


SERVICES

- Personal care attention
- Housework
- Accompaniment
- Childcare

Special Services

- Meals at home CATERING
- Advice for hiring household employee
- Full days of home care.





Fundación Rey Ardid Flowchart – Home Care Service



Demano Service

Receipt of the demand – Call Center / Demand registration / Budget.

Visit assessme nt Presentation of Foundation and Home Care program Coordinator / Evaluation and detection of needs in user environment / Delivery of informative documentation / Opening of file.

Visit start

• Presentation of reference home care assistant (always with the coordinator) /contract signature.

Follow up

 Phone call after one week since the start / calls to assistant and user / Home visits / Satisfaction surveys / Record in file.

complaint

Evaluation, monitoring and closing.



Fundación Rey Ardid

Home Care Service in territory – 2019



SOY HOGAR - Saragossa	SAD LA LITERA- Huesca	SAD La Ribagorza - Huesca
Soy Hogar Program Responsible (Home Care Area)		
3 Coordinators	2 coordinators	1 coordinator
34 assistants	23 assistants	12 assistants

SAD LA RIOJA

Soy Hogar Program Responsible (Home Care Area)

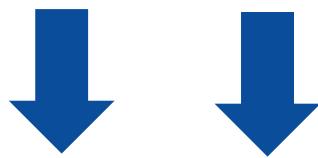
1 coordinator

>>> In Progress



Fundación Rey Ardid Soy Hogar Home Care Program

INMEDIATE FUTURE



Huesca La Rioja





Service in Saragossa. Rural areas



Fundación Rey Ardid Code of Ethics



Respect for the person

Respect for his personal space, customs and order.

We do not impose our way of doing.

Right to privacy.

Empathy capacity

We do not accept gifts or offer them. They give rise to misunderstandings.

CONFIDENTIALITY AND PROFESSIONALITY



Fundación Rey Ardid Contact information



 Telephone attention. SOYHOGAR program has a Call Center service, attended by one of the Fundación Rey Ardid social enterprises, which offers all the necessary information for users interested in the home care service.

Web: www.soyhogar.org

• Email contact: soyhogar@reyardid.org

