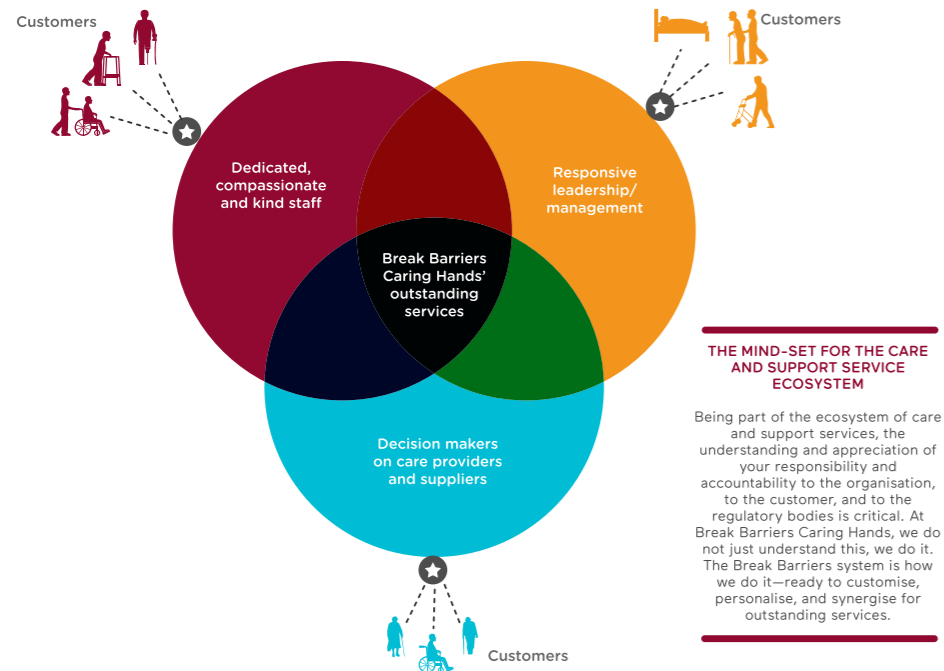




## The Break Barriers System

With its excellence-centered approach, Break Barriers Caring Hands is constantly at work throughout the ecosystem of care and support services—including all stakeholders who are crucial to the delivery of consistent value to every customer. By so doing, customers get what they want—the high quality care, support and experience they deserve.



## The Customers

Customer service and timely delivery of support is important to us at Break Barriers Caring Hands, and as such we ensure that our staff get to their respective customers on time. Customers enjoy the timely provision of care and support, made possible and sustained through the provision of quicker and convenient transportation for our staff when needed.

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Our staff and customers are not just lumped on each other. We spend time to understand each customer and staff, set up meetings between the carers and the customers to establish rapport and ease up the tension or concerns the customer as well as the staff might have before being matched. We also ensure that once both customer and staff are appropriate for each other, the carer-customer relationship is maintained as long as possible. This is to ensure consistency of service delivery and quality continuation of care and support. Also, new staff are adequately prepared not just in terms of relevant training, but also by exposing them to the necessary routes to get to the clients address seamlessly. This helps in building the confidence of new staff. This also means that our customers are reassured that meeting their care and support needs, and timely too, is our priority.

### What the Customers Want

- 01 → To be treated with respect and dignity
- 02 → To be in control of the care and support provided
- 03 → To be part of their care and support planning
- 04 → To be listened to and understood
- 05 → On time service delivery
- 06 → To be cared for and supported by dedicated, compassionate and kind individuals
- 07 → The provision and delivery of the highest possible standard of support and care

### What Break Barriers Caring Hands Delivers

- 01 → Real-time monitoring of customers' schedules and provision of swift transport when needed to ensure on time delivery of service
- 02 → Trained staff who are compassionate, kind, with professional values that treat customers with dignity and respect
- 03 → Person-centered care and support planning, with customers at the centre and in control of the services provided
- 04 → Tailoring services according to every customers' needs
- 05 → Open door and transparent leadership and management that is responsive to customers' unique and changing needs
- 06 → Carer-customer match making based on the customers' preference and care and support worker's skills
- 07 → Performance monitoring and improvement to ensure the highest possible quality of care and support



Break Barriers  
Caring Hands



JAMAICA

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## A Complete Solution

Home Care Services	Recreational Activities	Daycare Services	Holidays	Pastoral Support
<ul style="list-style-type: none"> <li>Personal care</li> <li>Hospital appointments</li> <li>Minimal gardening</li> <li>Support to manage your bills</li> <li>Shopping</li> <li>All household tasks</li> <li>Support with pets</li> <li>Correspondences</li> </ul>	<ul style="list-style-type: none"> <li>Swimming/Spa/Gym</li> <li>Movies</li> <li>Visits to historical sites and places of interest</li> <li>Walking</li> <li>Transportation from your door to recreational activities</li> </ul>	<ul style="list-style-type: none"> <li>local, national and international sit-ins, companion escort services, sleep ins or waking nights</li> </ul>	<ul style="list-style-type: none"> <li>Holiday support for international customers that come to the island for holiday</li> <li>Escort service for young people travelling locally or internationally</li> <li>Tourism</li> </ul>	<ul style="list-style-type: none"> <li>Prayer, communion services and spiritual upliftment in times of wellness</li> <li>Pastoral care in times of sickness and end-of-life</li> <li>Grief counselling for families when bereaved</li> </ul>



*Break Barriers services with the person-centered and staff-centred approach provide a complete solution that fulfils our customers' care and support needs, from personalised planning where the expression of needs and preferences are encouraged, to timely delivery of agreed services.*



## What Break Barriers Caring Hands Does and the Mission

Break Barriers Caring Hands is a home care agency which supports people in their own homes living in the Jamaica.

**The mission** is to deliver high quality designed services to enable disabled customers to participate in activities that non-disabled people take for granted. At Break Barriers Caring Hands we will support your choice while you stay in control. This is done by bringing together the three key elements needed to deliver a quality care and support to a wide range of customers: the staff, responsive leadership/management, and decision makers on care providers, and suppliers. Our system is designed to foster a synergy with these elements to satisfy the increasing demand for personalised quality care and support.



## The Staff

The staff at Break Barriers Caring Hands are dedicated, kind, and compassionate. Each staff is trained to involve and treat customers with respect and dignity; consistently motivated towards continued learning and innovation. For the staff, it is all about first understanding the customers and their needs and then to deliver care and support that are so tailored to meet their needs.



## What Break Barriers Caring Hands' Staff Enjoy

- Tailored shifts that suit you
- Transportation for when it's hard to get around
- Training and personal development support
- Career-customer match-making
- Conducive working conditions
- Open and fair management culture
- New staff prep and support
- Consistent shift patterns



## The Leadership/Management

The leadership and management is committed to both the staff and customer. Leading in ways that foster responsiveness to not just the customers' needs, but also to staff needs. We are convinced through years of experience that our staff are assets because without the right staff with the right mind-set and professional values, it will be impossible to deliver and maintain outstanding service delivery. We understand that when our staff fail in the field we all have failed. Therefore, we make certain that our staff have a say about the hours and shifts they work, and the condition in which they work. We do well to respond to their needs right from the moment they join our organisation. When it comes to keeping our promise to our customers it's a collaborative effort, all hands are on deck to enable our staff perform exceptionally and on time too.

We recruit staff on based on value as opposed to academic qualification. This is not to say that academic qualifications are not useful to the delivery of care and support. However, we look for individuals who are dedicated and have personal and professional values that resonate with our goals and mission. We believe that anyone with the passion to care and support others towards independence can be trained to acquire the necessary skills, therefore, personal values and motivation are most desirable.

We consistently seek ways to inspire and motivate our staff to see care as a means of delivering value and empowering the vulnerable. We demonstrate this by providing needed support, whether personal or professional to help them progress and improve their performance.



## The Decision Makers on Care Providers and Suppliers

The decision makers on care providers are our links to individuals who need our services. Similarly, our suppliers of the consumables, including personal protective equipments, make it possible and easier for us to provide safe and efficient services, whilst offering protection to both our staff and services customers. Building sound and effective relationships with these partners is vital to maintaining our standard of service. These connections contribute to our mission to remove the barriers that disabilities and illnesses have created with synchronised services that make delivery of outstanding care and support our nature.