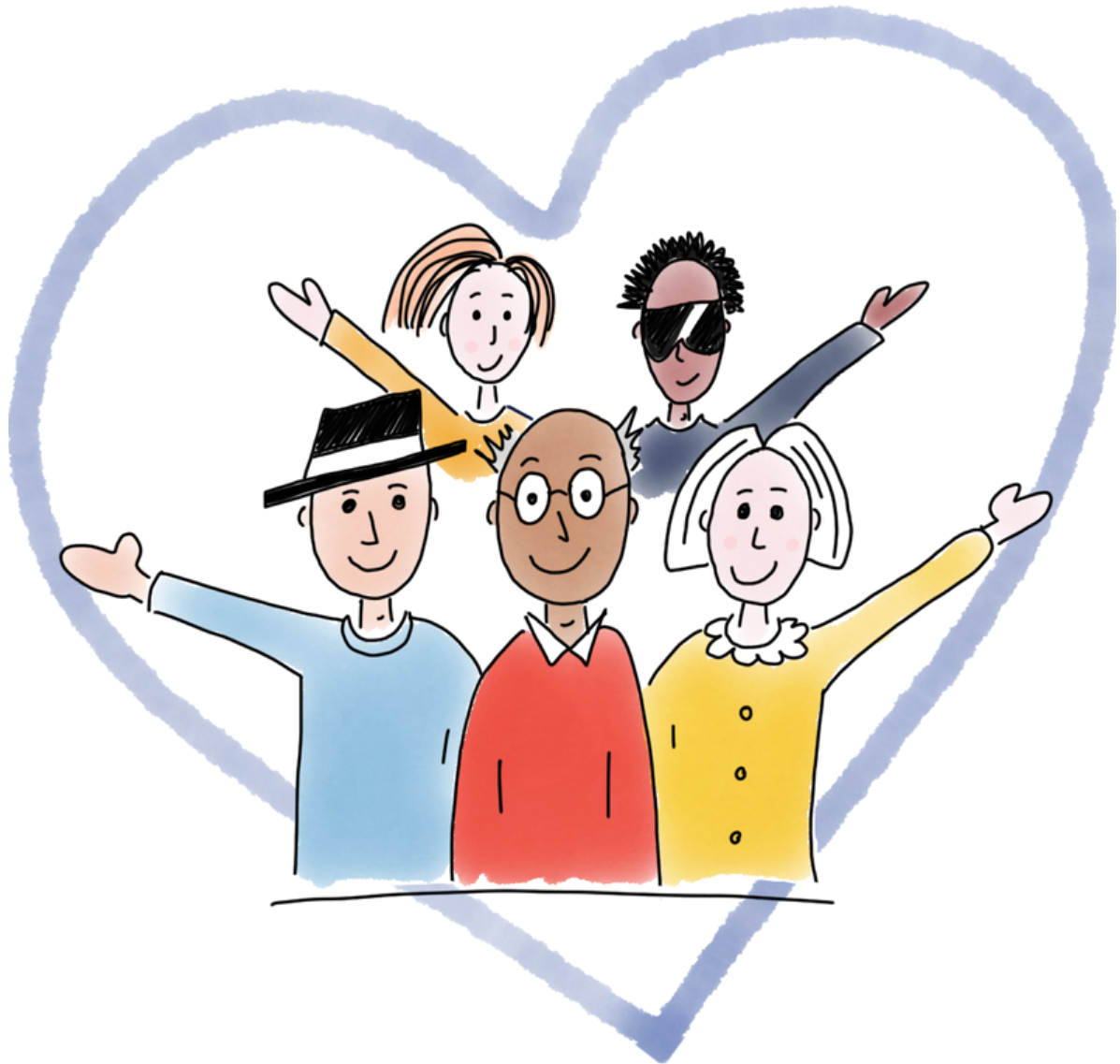




**Small Care Homes with Big Hearts**



***Residential Care  
for Adults with Learning Disabilities***

*Over 20 Years of Service*

# Statements about Jooma Care from Care Quality Commission (CQC)



The following statements are taken from our CQC report, April 2017.

## Is the Service Safe?

*The provider took appropriate steps to **protect people from abuse, neglect or harm**. The home had safeguarding policies and procedures in place to guide practice.*

## Is the Service Effective?

*People told us the staff were very good and supported them well. One person said, "I like the staff". A relative told us, "**The staff do a good job. I'm very satisfied.**"*

## Is the Service Caring?

*We observed **staff treating people affectionately and recognised and valued them as individuals**. We saw and heard staff speaking in a friendly manner.*

## Is the Service Responsive?

*A relative told us the service was able to **meet the service user's needs** and that they were satisfied with the level of support provided.*

## Is the Service Well-Led?

*Systems were in place to monitor and improve the quality of service. Staff told us the **manager was open and approachable**. They felt comfortable raising concerns and found them to be responsive in dealing with concerns.*

## History of Jooma Care

Our founders, **Yusuf & Rooksanah Jooma**, originated from Mauritius, an island famous for its culturally diverse population. They grew up believing that everyone deserves the **equal right to enjoy life with respect and dignity**.



As a young couple, Yusuf & Rooksanah provided foster-care for young children and family placements to adults with learning disabilities. Their warm personality and passion for caring **created a homely environment where people felt happy and safe**.

In 1995, they opened a specialised Care Home for adults with learning disabilities, which they operated successfully, leading them to open a second home in 1998.

In September 2012, Rooksanah sadly passed away due to illness. Her son, Ahmad Jooma, joined his father in managing the care homes - continuing to uphold the high values of care instilled in him by his parents.

Today, Jooma Care, with more than **20 years of service**, continues to build upon the beautiful legacy started by Yusuf & Rooksanah – **making Jooma Care a place for vulnerable adults to call home**.



## Jooma Care Team

Over 40 years of professional experience and knowledge to successfully serve people in our care.



### **Yusuf Jooma | Care Provider**

Over 40 years as a qualified Nurse for people with Learning Disabilities. Since 1995, Yusuf has delivered a high quality of service as Care Provider of Jooma Care.



### **Henriette Yapi | Care Manager**

With more than 16 years of care experience, Henriette excels in upholding everyones rights and dignity, so people in our care, are always respected.



### **Ahmad Jooma | Operations**

18 years of experience in care, Ahmad has a deep awareness of caring for vulnerable adults, with a compassionate understanding of their needs.



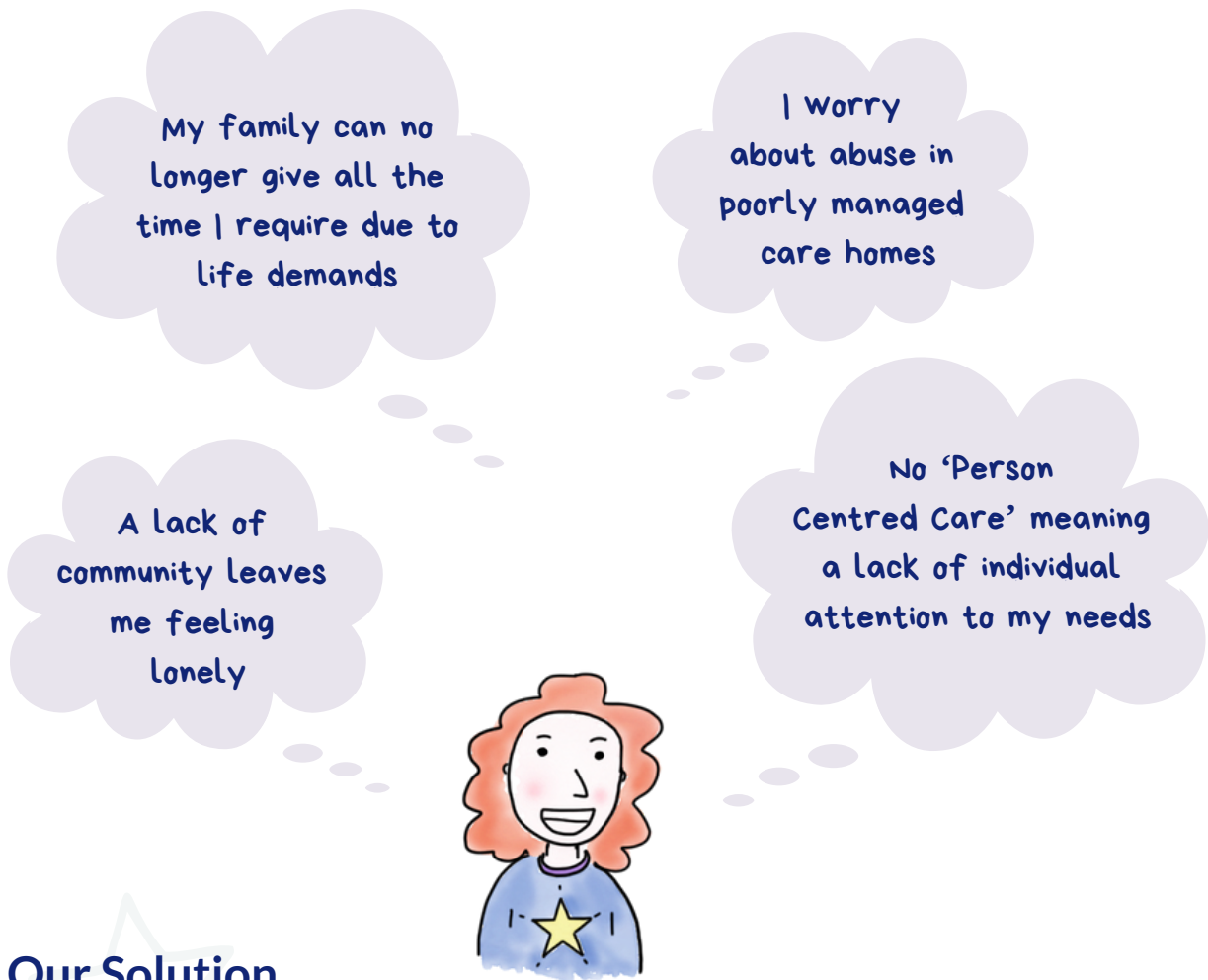
### **Adam Saib | Care Consultant**

Over 40 years experience in Health and Social Care. He provides supervision, training and management support to our managers and staff.

*"This place has got a good feeling from day one and my daughter has been in your care over 20 years!"*

Mrs Cowell - Mother

# Care Challenges for Vulnerable Adults



## Our Solution

Our philosophy is to care for you like we would our own family, providing a professional service in a home that nurtures personal connection.

A smaller home creates an intimate community, making it easier to monitor individual well-being.

### Key Benefits

1. You are cared for as an individual with special attention to your personal needs
2. You have a supportive community inside and outside the home
3. Your family are supported to care for you with a peace of mind

**RESULT: A community you trust and live in with freedom & choice**

# Care Challenges for Family & Advocates



## Our Solution

We operate with transparency, open communication and with a collaborative approach.

We welcome feedback from family & advocates and keep you updated on all important events and incidents.

### Key Benefits

1. You feel connected to our home and valued by our team

2. You know we have your loved one's best interests in mind

3. You feel your loved one is happy and in safe hands

**RESULT: Family & advocates have peace of mind**



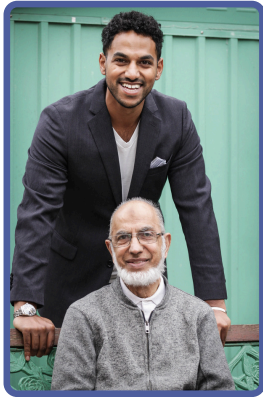
**CARE**  <sup>TM</sup>

Built on family values, our care package symbolises our nature of caring with a **BIG heart**

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- **Philosophy**
- **Lifestyle**
- **Environment**

# Care ♥ | Philosophy & Principles



**Our philosophy is to treat people like family.** Caring is our natural way of being. We pay attention to providing you with the best outcome.

- **Professional Care**

Professionally trained, our care team leave people feeling happy, comfortable and safe.

- **Records & Reporting**

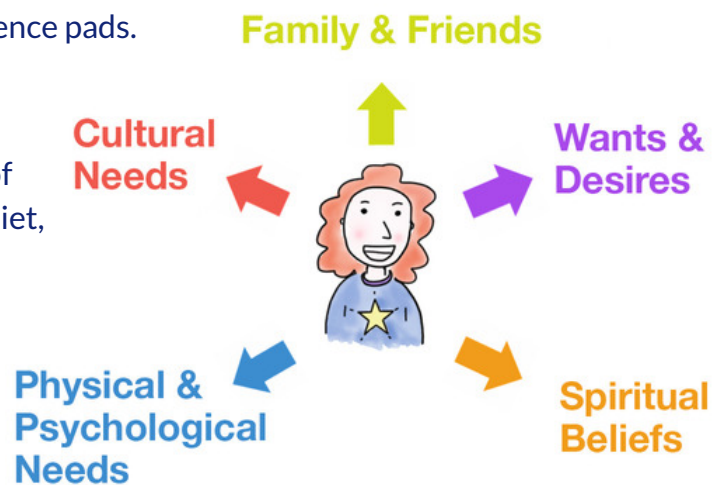
Zero tolerance policy towards abuse. Nominated members of family are notified should any incident arise.

- **Personal Care**

Treating with respect & dignity, people requiring support with bathing, toileting and other personal hygiene requirements e.g. changing incontinence pads.

- **Person centred**

Tailoring care to the specific needs of each individual, including: hobbies, diet, medical and lifestyle requirements,





## Care ♥ | Lifestyle

We create a great quality of life for the people in our care



### Activities

Engage in life in the way you choose e.g. horse riding, theatre, football. You are supported to attend regular events e.g. religious and social. Also, enjoy celebrating special occasions and annual events organised by Jooma Care, where your friends and family are invited.



### Supported Independence

Where possible, we encourage you to be independent and improve upon valuable life skills: communication, personal hygiene & appearance, housework, cooking, shopping, socialising and engaging your creativity in a way you enjoy.



### Holidays

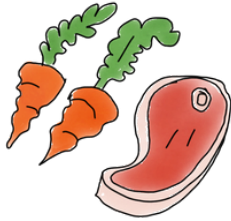
Every year we organise a holiday for the people in our care. In the past, there have been trips to U.K seaside destinations, Tunisia and Mauritius.



### Technology

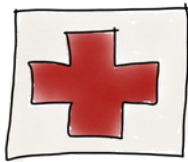
It's amazing what technology can do, and we want you to be involved. We have a Smart TV, **Virtual Reality** headset and other devices are available to use. **Wi-Fi** is included in the cost of care so you are able to use any internet enabled devices.

## Care ♥ | Lifestyle



### Diet & Nutrition

Nutritious **home-cooked** meals are provided daily, with options available should you prefer something different to our menu. All special dietary requirements are catered for e.g. Halal, Kosher, Vegan/Vegetarian.



### Health & Fitness

A healthy lifestyle is encouraged weekly with in-house dance exercise classes and regular outings. You are supported in attending healthcare appointments. The local Doctor's clinic is a short distance from our location and the Hospital is 10 minutes by transport.



### Visits & Updates

We know you care deeply about your family and friends that is why we are always happy to arrange visits and calls.



### Personalisation

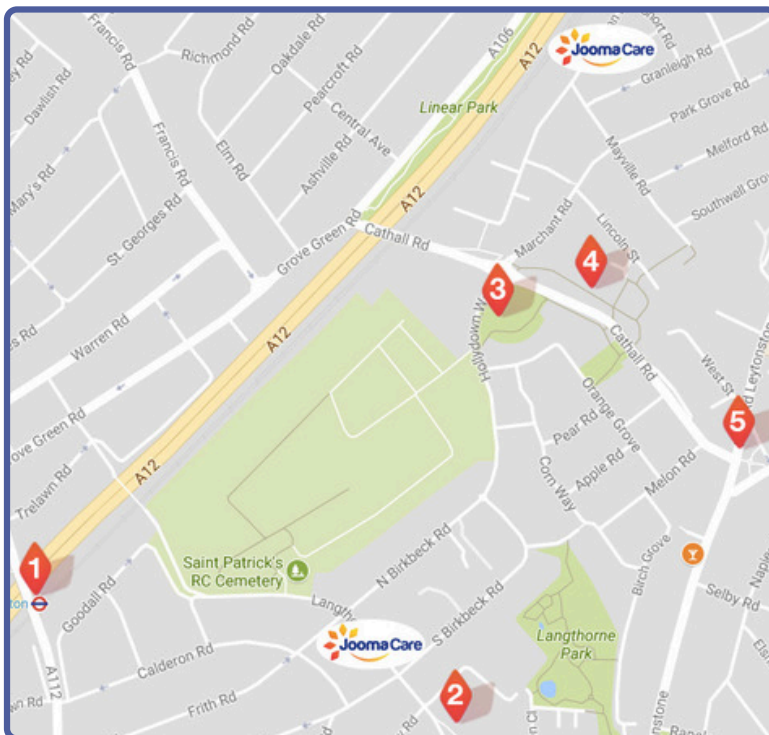
It is important that you love your environment. If you choose to bring personal items or request changes to your room, we are happy to accommodate where possible. Changes may incur additional costs when not included in care package.

## Care ♥ | Environment

Our homes create a comfortable setting for different personalities to bond  
- like one big family



En-suite bedrooms available and private gardens for residents to enjoy!



## Local Community

1. Leyton Tube station and bus routes
2. Doctor clinic
3. Picnic park with free outdoor public gym
4. Leisure centre with gym and swimming pool
5. Leytonstone High Street shops and cafes

# Interview with Mrs Cowell (Mother of Julie)

*Published with the expressed permission of Mrs Cowell & Julie*

## **Q. Why did you seek care for your daughter?**

*I was working and I had two other children to look after as well as Julie - so it was tough. I wanted her to go some where and get help because I couldn't cope.*



## **Q. What was your view on Care Homes?**

*I wasn't going to just find somewhere to put Julie, just for my sake, I can't live like that. She's got to be happy otherwise I'm not happy.*

## **Q. What do you think made a difference in how we supported Julie?**

*Your patience, your understanding and Yusuf (Care Provider) as well - He's been wonderful. And all the staff. Just to know you're here. I dread even the thought of you not being here. That's how important it is.*

## **Q. How were we different?**

*Well, it was the atmosphere in this care home. I just felt it was homely. I think this place has got a good feeling. I mean that, from day one and Julie's been in your care for over 20 years now!*

## **Q. Do you wish you'd found us sooner?**

*Yes, I'll be honest, I do. Yes, who wouldn't? To get back my life. That's what I feel you've done for me. That's a compliment.*

## **Q. What would you say to someone considering a care home for a child or relative with learning disabilities?**

*It all depends on the care home because they're not all fine... from my experience they're not. Sorry to say that but I have to tell it as it is.*

*You've got the best. I'd recommend you to anyone. When people ask "how's Julie doing?" I say "ah she couldn't do better"*

## Joining our family

Our admittance process is designed to promote comfort, compatibility and integration



1. Firstly, you can contact us via social services or directly, for a private service. Telephone: 02085187409



2. We complete a primary assessment that ensures our Care Home meets your individual needs.

This is a good time for you to ask questions or have any concerns addressed. An approximate cost of care and suitable care requirement is discussed.



3. You are invited for tea at the home where you can meet our care team and residents. This is an important step for ensuring compatibility with a new person and our home.

At this stage we agree on a cost of care.



4. We offer a 1-month trial to give you an opportunity to get a feel of the Jooma Care experience.

Should any issues arise in the 1-month trial either party can request to review suitability of care requirement and costs.



5. Following a positive 1-month trial you will be offered a long-term care contract. All care contracts are subject to periodic reviews to ensure we deliver you the best possible care service.



## Get in touch

Are you looking for residential or respite care for an adult with learning disabilities? Contact us for information about our availability & pricing:

 0208 518 7409

 JoomaCareTeam@gmail.com

 Jooma Care, 136 Langthorne Road, London, E11 4HR

 [www.joomacare.com](http://www.joomacare.com)



*We are known for making a difference  
and we leave people feeling valued.*