

our vision

To provide consistent, quality support to achieve as far as possible, the maximum independence and quality of life for people with complex care needs.

our mission

To obtain the right balance between care and support with understanding, compassion and professionalism.

our values

- We are responsive to clients and individuals needs.
- We involve whanau/family wherever possible.
- We support our staff.
- We provide best service possible, based on best practice initiatives.
- We have consultative and collaborative work practices.
- We encourage innovation.

An Introduction to Mclsaac Caregiving Agency

Specialised homebased support for people with complex care needs

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Mclsaac Caregiving Agency
LIMITED

Contracted to ACC for supply of home based services



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What we do

- We provide support to people who have had a serious injury, or require long term complex care. Whether an ACC claimant, a private client or have individualised funding via MOH and need specialist care - we can assist.
- We develop individualised services in conjunction with our clients.
- We work collaboratively with clients to ensure we meet their needs.
- We provide initial and on-going specialised training to Support Workers.
- We continually review our service improving and refining as required.
- We maintain all of the functions of an employer, taking responsibility for management of staff. We pride ourselves on never letting our clients down.

What makes us different to other care agencies?

- We specialise in supporting spinal and traumatic brain injured people and people with complex care needs.
- Our Support Workers are carefully selected in conjunction with our clients.
- We work in partnership with our clients to develop their own unique service plan.
- Our caregiving staff are employed full-time, specifically for a client. We do not operate as a bureau.
- We provide local Area Supervisory support to ensure timely and responsive management to care staff and clients.
- Our employee training covers both foundation skills and specialised training on spinal, brain injury and complex care, based on the latest, best practice. We take guidance from clinical trainers at the Auckland Spinal Unit and Burwood Hospital.

How we operate

As our clients usually require permanent and extensive weekly packages of care, we operate quite differently to most homebased health providers.

Our Area Supervisors are mobile. They are actively involved with recruiting, training and managing your support staff and are frequently checking on our quality of care.

If an Area Supervisor takes leave or falls sick, we replace them with a Rapid Response Supervisor until they return. Our Support Workers are never left without supervisory and management contact.

Our Support Workers form a team for their client and don't usually work in other houses. Each of our regions has a small pool of relief workers who support a number of hours when there is a need.

Regular team meetings are an integral part of our service programme and often involve the client. They are used to communicate changes to our care plans, arrange future rosters, and impart information to both our Support Workers and our clients.

Flexibility is a term we take for granted. As our care is long term, we have designed our service around our clients' lifestyles.

Where we operate

It's not unusual for us to assist clients that live in remote places.

We cover all New Zealand from Canterbury North and are confident of being able to provide support in any location, whether that be city centre, provincial city, rural or remote rural.



Well trained support staff make all the difference

Our training of Support Workers doesn't end on completion of their induction and orientation - it's ongoing.

Competencies are regularly checked by our Area Supervisors and re-training occurs where necessary.

In addition, all of our people are supported and expected to attend our module training.

Each module covers a specific topic that is central to our specialised care, and after 10 modules have been completed and passed by our staff members, they are regarded as highly competent and receive a pay increase.

Topics we currently train are:

- Spinal cord injury
- Bowel and bladder management
- Manual handling
- Skin care
- Diet and disability
- Medications
- Living with disability
- Emotional - Communication with chronic disability
- Traumatic brain injury
- Challenging behaviours after traumatic brain injury

