

## a fresh approach to care

In Home Care have a fresh approach to care; it is our aim to stand out from the crowd. Every one of our clients receives a professional and friendly service from day one. We are committed to our staff and ensure they have the training and manageme back up they require to do a good job, great!

For many people staying independent isn't always easy, and when you need extra support, it's good to know there's someone close by that can help. We provide practical assistance and support to help you remain independent in your own home, and live life on your own terms. We are here whether you need a one off visit, a daily call or round-the-clock care, seven days a week.

### Just some things we can help with:

- Cooking, Cleaning and Laundry
- Companionship and Conversation
- Personal Care such as Washing & Bathing
- Medication Administration
- Wake Up, Lunch Time, Bedtime calls
- Days Out or Holiday Accompaniment
- Specialist Care - Physical and Mental
- End of Life - Palliative Care
- Bespoke packages always available

With many years experience you can be confident that we will provide the care that you, or your loved one deserves, for as long as needed, and all in the comfort and security of your own home.



### General Manager - Trevor Gentry



Having spent 35 years working in various managerial and administration roles I have seen huge changes in the care sector. I firmly believe that providing care in the home enhances personal independence and gives our clients a far better quality of life. Being able to remain in their own home can only have a positive effect on our clients' well-being and peace of mind.

### Director - Claire Simmons



When making decisions about your own care, or care for a loved one, everyone should be fully aware of all the options available. Over the years I've known people who have moved into residential homes, when they could have remained in their own home, if only they knew they had a choice. We want to help people understand their options whether they require long-term help and support, or a one-off call.

### Registered Manager - Evelyn Elkins



I've spent over 20 years working in the care industry, managing both residential and domiciliary care businesses. As Registered Manager, I apply my knowledge of both sectors to ensure all aspects of our work comply with the regulations set out by The Care Quality Commission (CQC). I'm delighted to be involved in providing the highest quality care to people in their own homes, as I'm convinced that home is the best place for everyone.

### Director - Paul Reynolds



When I was teenager my grandmother became very ill. She moved in with us and my mother spent the rest of her life looking after her. As a family we were never advised regarding financial assistance, nor were we offered any emotional support. So, I'm committed to offering our clients the right advice, especially regarding funding, and making sure you always receive the appropriate level of care.



## specialist services

We offer a choice of flexible care packages from 1 hour to 24 hour 7 days a week

Not only do we offer general help with day to day tasks such as cooking and cleaning, companionship and personal care we also provide expert care in the following areas:

- Dementia and Alzheimer's
- Hip Replacements
- Huntington's Disease
- Parkinsons
- Cerebral Palsy
- Strokes
- Cancer
- Learning Disability
- Korsakoff's Syndrome
- Motor Neurone Disease
- Multiple Sclerosis
- Osteoporosis
- Pneumonia
- Pressure Sores
- Psoriasis
- Pressure Sores
- Spina Bifida
- Supranuclear Palsy
- Physical Disability
- Traumatic Brain Injury
- Palliative Care
- Catheter
- Colostomy & Stoma Bag
- Cerebral Palsy

Our aim is to match your specific needs with the correct level of support, and the right carer!

We offer a free, no obligation care needs assessment, at your home.

Call the team now on 0800 098 8685 to arrange a free, no obligation visit.



Natasha



Natasha is a vibrant caring person with many years experience working with the elderly and infirm. She is incredibly skilled and is dedicated to her work.

Chloe



Chloe is patient and devoted to her role as a carer. She is very keen on home cooking and likes to indulge in this within her role of carer.

Sylvia



Sylvia is like a burst of sunshine into everyone's life. She is always happy and positive in her outlook and enjoys meeting new people and helping wherever she can.

Samantha



When Samantha is not working she enjoys spending her time with her horses and her family. She is extremely professional and is committed to delivering quality care.

Thomas



As well as being an experienced carer Thomas is also a fully trained and skilled first response driver, (ambulance driver). And, he is staunch in his commitment to delivering a superb level of care.

Emma



Emma has been working in the care industry for quite some time, including as a volunteer. She takes her responsibilities seriously and is a loyal and devoted carer.

All our carers are employed by 'In Home Care', this means we take responsibility for their Income Tax and NI, sickness and holiday pay. They have all been through training, Criminal Records Bureau checked and references have been taken prior to starting in any placement.





## funding options for care in your home

**There are various ways to fund your care at home:**

### **Funding your own care**

If you don't qualify for local authority funding, or simply wish to be financially independent, you can arrange and pay for your own care. If you're using your savings to fund your care, we would strongly recommend you take professional financial advice.

### **Local authority funding for care in your own home**

If you've been assessed as needing care in your own home, the local authority will make a financial assessment (known as a means test) to decide whether you qualify for funding. In simple terms, if you have more than £23,250 in capital (not including the value of your home) you will be asked to pay toward the cost of your care. If you have capital less than this amount, your income will be assessed instead. In this case, you will always be left with at least the basic amount of Pension Credit plus 25%.

### **Direct payments**

Having decided you qualify for funding, your local authority can offer you 'Direct Payments'. This simply means they will give you the money directly or via a third party such as us, thus allowing you to arrange and pay for your own care with whoever you choose.

### **State Benefits**

As well as funding for your care, you may be eligible for other benefits. These may include grants or subsidised loans for any necessary home alterations and adaptations, disabled facilities grants, warm front grants, and the government's Cold Weather and Winter Fuel payments.

### **Are you claiming all that you are entitled to?**

We are always able to help with any questions you may have regards funding your care please call us on 0800 0988685.



### **Dementia: early warning signals**

**Memory** - Everyone forgets where they put their keys now and then, but decreased short-term memory is one of the first, and most common, early symptoms of dementia. As the disease progresses, the symptoms become more frequent.

**Behaviour** - In some people, dementia shows itself in changed or inappropriate behaviour, such as attempting to remove clothes in public or shouting at strangers.

**Moods** - People in the early stages of dementia may suffer unusual and unexplained mood swings, such as bouts of sadness or depression unrelated to any particular event.

**Communication** - Dementia makes it difficult to maintain a train of thought. Sufferers may lose the thread of a conversation, struggle to complete sentences, or be unable to follow simple directions.

**Balance** - The condition can also affect a person's balance, leading to more frequent falls.

**Fatigue** - One of the most distressing aspects of dementia for many patients is that they lose interest in hobbies and activities they used to enjoy. They may simply sit in one place, often in front of a television; it is also common for sufferers to tire easily and require much more sleep than before.

### **Stroke: the telltale signs**

**Trouble seeing** in one or both eyes.

**Severe headaches** with no known cause.

**Confusion** difficulty in speaking or understanding.

**Numbness** or weakness of the face, arm or leg, especially on one side of the body.

**Trouble with walking** dizziness, loss of balance or coordination.

We are always happy to help with any questions you may have, please call us on 0800 0988685.



## the care you need - when you need it

Daily - Weekly - Occasional - Ongoing  
1 to 24 hour care - Day or Night.

Depending on your requirements will depend on the level of care you will need.

We have flexible, tailored packages to suit everyone. We can provide a one off visit, regular daily/weekly calls or 24 hour 'Live In' Care providing care 7 days a week, the choice is yours.

There are those times when extra help may be required, whether it's daily help with dressing or washing, a visit to the hospital or shops, or even accompaniment on holiday we can provide the right care package to suit you. We also supply specialist care with individually created packages for those with particular needs such as our 'home from hospital' package, cancer care, or people suffering with dementia and other mental or physical disabilities.

As a company we are here to support you, your needs and your independence, to help us accomplish this we have an incredible team of carers who have been chosen because of their genuine caring natures, friendliness and very high standards of professionalism.

All our carers are employed by 'In Home Care', they have all been through training, Criminal Records Bureau checked and references have been taken prior to starting any placement.

To take the next step in finding the right package for you please call us on 0800 0988685.



## 3 simple steps to finding the right care for you

### STEP ONE

Which 'type of call' do you require?

'Our Pop in calls' are 30 minutes to 1 hour plus long, we pop in and make sure you have everything you need, from help with medication, personal washing or a spot of home cooking, day or night choose from either:

'Pop In Mini'	30 minute call
'Pop In'	1 hour call
'Pop In Plus'	1 hour plus +

'Our Day Break' calls are all designed to provide everything normally associated to the time of day:

'Breakfast Call' provides everything necessary to wake up and start your day happy and prepared for the day ahead

'Lunch Call' a bite to eat, catch up with the news, help with writing a letter, and out for a walk maybe

'Tea Time Call' good home cooking, a chat about your day, reading the newspaper and maybe a game of scrabble

'Supper Call' provides all the help you need to prepare for bedtime, warm, safe and secure and ready for bed

'Dusk till Dawn Call' are 10 hours to 14 hours long and are designed for extra help and support throughout the day or night delivering the care you need, as and when you or your loved one needs it.

'Live In Care' or 'Round-the-Clock Care'  
The Alternative to Residential Care Homes  
providing you with care round-the-clock in your own home

**\*\*Bespoke care packages are always available\*\***

### STEP TWO

Which 'level of care' do you need;

Companionship  
Home Help  
Personal Care  
Respite Care  
Convalescent Care  
Dementia & Alzheimer's  
Physical Disability  
Learning Disability  
Mental Health Care  
Palliative Care

### STEP THREE

To arrange a free, no obligation care assessment please call us now on 0800 098 8685 take a step closer to the Care YOU deserve



# the real alternative to residential care

'Round-the-Clock,' also referred to as 'Live In' Care, is a very real option to Residential Care.

Recent times have shown a shift in where people 'choose' to receive the care and support they need; and receiving care in your own home, is becoming the popular choice in the UK.

We have experienced and dedicated 'Live In' carers who take care of all your needs, they are with you day and night, allowing peace of mind to you and your loved ones. All we require for our carers is their own bedroom, with a bed and TV. We take care of the rest.

We firmly believe that if staying in your own home is an option, then it is undoubtedly the best choice for most people, emotionally and financially.

We do understand that making a choice regarding care for yourself or that of a loved one is very challenging; it is our aim is to make the transition as simple as possible for everyone concerned. We are here to help you make the right choice.

To find out more about 'Live In' Care please call us on 0800 098 8685



# the benefits for you

Considerations that you might take into account when choosing Residential or 'In Home' Care:

### Care at Home

Remain in the comfort of your own home

Live in your own environment, on your own terms

Eat what you like, when you like

Watch what you want on television

Go to bed when you want

Enjoy your pets

Flexibility to choose the lifestyle you want

See friends and family at any time

One-to-one support from a regular carer

Funding and benefits may be available

Your home won't be taken into consideration regards assets

Your home won't be sold to pay care fees

You can stay together, as a couple, in your own home with one carer- saving on care costs

### Residential

Move to an unfamiliar environment

Possibly have to share a room and/or bath room and other facilities

Eat set meals at set times

There is usually a television lounge which is shared with other residents

There are usually rules about bedtime

Pets may not be allowed

Permanent, live-in care is your only option

Most homes will operate restricted visiting

A team of carers work with all residents

Funding and benefits may be available

Your home may be taken into account and sold to pay care fees

A couple will usually pay double the cost



# Our rates – hourly care

## hourly charge rates

In Home Care personalise each Hourly Care Plan to meet individual needs and wishes. In Home Care Hourly Care charges and levels of care are detailed below.

### In Home Care Companion Care

Costs from £14 to £22 per hour

Our hourly companion care plan is designed to provide support with everyday tasks giving security and reassurance of a In Home Carer, as and when required, either a one off call or a regular visit.

Prompting medication	Support with Personal administration
Meal preparation	Arranging personal and medical appointments
Light housework	Arranging and accompanying on outings and family gatherings
Light garden maintenance	
Laundry care	
Pet care	
Shopping	

### In Home Care Personal Care

Costs from £14 to £22 per hour

Our hourly personal care plan is designed for those who require assistance and supervision with personal everyday tasks.

Includes all of 'In Home Companion Care' to include full assistance with all aspects of personal care, washing, dressing etc	Medication Administration Catheter and incontinence Assistance with mobility
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### In Home Care Specialist Care

Costs from £16 to £24 per hour

Our hourly specialist care plan is designed to assist those with more complex care requirements.

Includes all aspects of In home care companion and personal care plan' Specialist advisory depending on special needs	Stoma and Catheter care Assistance during the night to a *maximum of 2 visits *should more assistance be required we can arrange this
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### End of Life (Palliative)

Costs from £16 to £24 per hour

Our hourly palliative care service working in conjunction with the district nurse, GP and other specialist health care professionals. Our palliative service addresses the physical and psychological aspects of end of life care and aims to help the client and their family feel comfortable and supported

Includes all aspects of In Home Care Specialist Care In Home Care provide non-medical care and work closely with you and your family, friends and physicians to establish individual wishes and priorities for care This service provides care needs, combined with	psychological social and support services Implementing, evaluating and reporting on weekly goals for re-ablement Includes personalised care plans including turn charts, nutrition charts and fluid charts, as necessary
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### Dusk till Dawn or Dawn till Dusk - 10 to 14 Hours

Care by the day or night, either for reassurance and comfort, or in the more serious of instances where an 'awake' carer is required to provide constant care throughout the night.

'Sleep In' or 'Day Care' from £130  
Awake Care Overnight from £160

#### Additional Information

VAT is not chargeable on any fees.  
We welcome the care of couples, and will draw up a plan to suit.  
Bank Holidays will be charged at double the hourly rate.  
We are fully insured with regards to public and employer liability.

# Our rates – live in care

## live in Charge rates

In Home Care personalise each Live-In Care Plan to meet individual needs and wishes. In Home Care Live-In Care charges and levels of care are detailed below.

### Home from Hospital (re-ablement) with In Home Care

Cost dependent on assessment

This 6 week Live-In Care Plan is designed to assist our client with the short term adjustment of returning home from hospital. The Carer will assist the client to achieve weekly goals to ensure they can return to living independently within 6 weeks or have a reduced care package with domiciliary visits.

Preparation and cleaning of the home prior to return Stocking food, washing and changing bed linen Implementing, evaluating and reporting on weekly goals for re-ablement set by OT Assisting the client to	regain confidence to live independently in their own home and return to living within their community Supporting the client as required with personal care, housework, shopping and cooking ensuring nutrition is maintained to help prevent readmission
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### In Home Care Companion Care

Cost £700 to £750 per week

This live in care plan is designed to provide support with everyday tasks with the added security and reassurance of having a In Home Carer

Supervision of personal care Prompting medication Meal preparation Light housework Light garden maintenance Laundry care Pet care	Shopping Arranging personal and medical appointments Arranging and accompanying on outings and family gatherings
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### In Home Care Personal Care

Cost £720 to £750 per week

The In Home Personal care plan is designed for those who require assistance and supervision with most everyday tasks.

Includes all aspects of in home care companion care plan Full assistance with all aspects of personal care	Medication administration Catheter and incontinence Occasional assistance during the night
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### In Home Care Specialist Care

Cost from £750 per week

The In Home Specialist care plan is designed to assist those with more complex care requirements.

Includes all aspects of in home care companion and personal care plan Administration of medication Assistance with mobility	Stoma and Catheter care Assistance during the night to a maximum of 2 visits
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### End of Life (Palliative)

Cost dependent on assessment

In Home Care offer a specialist palliative care service working in conjunction with the district nurse, GP and other specialist health care professionals. Our palliative service addresses the physical and psychological aspects of end of life care and aims to help the client feel comfortable and supported

This service provides care needs, combined with psychological social and support services	Implementing, evaluating and reporting on weekly goals for re-ablement set by OT Includes personalised care plans including turn charts, nutrition charts and fluid charts, as necessary
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#### Additional Information which is applicable for all In Home Care Plans:

VAT is not chargeable on any fees.  
In Home Carers require two/three hour break each day and seven hours sleep in each 24 hour period. Bank Holidays will be charged at double the daily rate.