

For more information, visit
www.helpinghandshomecare.co.uk
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Helping Hands Homecare, Arrow House,
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Live-In Care



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Arrow House, Alcester

What is Live-In Care?

Live-In Care works if you are looking for a care solution that would enable you or your loved one to stay at home and receive bespoke one-to-one full-time care. It works for families in terms of peace of mind, knowing that someone is always there, and works for the person receiving the care because they remain at home avoiding the disruption and upheaval, without compromising the level of care and support received.

As the term “Live-In” suggests, the carer lives in the house with the person that they have been asked to look after. They sleep there (they will need their own room) and follow a bespoke care plan that will have been created specifically for that person. The care plan is very much the result of inputs from those that are familiar with existing routines and needs, so that the care is arranged on your terms and to fit in with existing preferences for meals and eating times, naps and favourite activities.

The carer will be able to support with:

- Personal care, e.g. toileting, bathing, overseeing medication, mobility etc.
- Housekeeping, e.g. cooking, laundry, shopping, cleaning.
- Companionship – sometimes just having somebody on hand to talk to makes a difference and gives relatives peace of mind that their loved ones are being looked after.



Some of the reasons we know Live-In Care works and why it may work for you:

- ‘Peace of mind’ knowing someone is there
- One-to-one care
- People value their independence
- Stay at home with their own front door
- The family want the freedom to visit and call whenever they want to
- They want to source carers with specialist training
- The care changes as needs alter
- They want to stay with their pets
- The costs are comparable with many nursing homes and can be offset against the capital appreciation of still owning a property
- Favoured routines are maintained.

Why choose Helping Hands?

As we continue to pioneer awareness of care options that are available across the country, more and more people are turning to us for a solution.

This is why:

- **We offer free assessments**

We do not charge for an assessment of your care needs for our ongoing packages of care. This would involve a trained assessor visiting you and your family at home to understand your requirements within the home environment.

- **We guarantee to provide cover**

Should you choose Helping Hands, we can guarantee that you will never be left without a carer. Breaks for carers are all scheduled in advance so that a suitable replacement can be found and a lengthy handover between the two be arranged. This often includes an overnight stay (at no extra expense) so that the full day and night routines can be understood.

- **Our training and backup support**

All of our care is overseen by our team of Registered General Nurses who work in conjunction with your local Care Manager. Your Care Manager will work closely with you to understand your care needs and identify suitable carers with the skill set you require. Profiles of any carers considered suitable can be seen before making a decision. Your dedicated Care Manager is your main point of office contact with a manned emergency line available out of office hours. We take our training responsibilities very seriously and to retain close management, we have our own training company and NVQ assessment centre. Covering all induction and ongoing training, we have developed an extensive portfolio of addition training for specific conditions including Dementia, Stroke Awareness and Multiple Sclerosis. A full list of our specialist training is available upon request.

- **We provide continuity of care**

We do not rotate our carers on a strict rota basis. We aim to identify a carer who will provide the best “fit” possible. We then monitor the care closely to ensure that you are happy with the arrangements and do not rotate carers unnecessarily. Continuity of care is very important to our clients.

- **We directly employ all of our carers**

What this means is that we assume all employers’ responsibilities such as pay, tax, insurance and employees’ liability. Over and above that, we then are accountable for the regular supervision, assessment and training of all carers on an ongoing basis. The Live-In Care we provide is for 7 days a week and can be for short or long term, indefinite packages.

- **Our Experience**

Coupled with our ability to comprehensively manage hundreds of packages of care across England and Wales is the pride we take in the personal attention to detail that a family-run business brings. We have provided Live-In Care since 1989, making us one of the most established and largest providers in the country.



“ I have nothing but praise for Erin, we found her very pleasant and very good and within a week she had settled into our family life very nicely.” (March 2008)

“ Magda is wonderful, please don't ever take her away. One of my most treasured things is my wife's smile which I have enjoyed for over 60 years which started to fall and now Magda has brought it back.” (April 2008)

Typical Clients

Helping Hands provide Live-In Care for many people and for many different reasons. To help you identify with some of our existing clients, here are their stories.

1. Harry has Dementia, and with no close family as support, his only other considered care option was to go into a nursing home. His underlying wish was to remain within the familiarity of his own home. Harry is unable to take responsibility for any of his personal or household care, and so the carer's tasks also include bill payment and pension collection. The same carer has been with Harry for nearly eight months now and has developed a regular, familiar routine with him. This continuity of care means that Harry's rate of deterioration is considerably slower than if he had gone into a nursing home.

2. Mrs Jacob and her husband have a joint Live-In carer. Janet had a stroke which has left one side of her body very weak with no use of her left hand, arm or foot. We previously provided hourly care for Janet while Mr Jacob had an alternative care package, this left Janet feeling stressed and confused about needing assistance when her carer wasn't present. Their joint Live-In carer provides care to meet their differing needs from personal care, help with moving and handling, overseeing medication to cooking meals and other household duties. Janet now feels relaxed knowing that one carer is on hand to provide assistance and routine for both her and her husband.

3. William is a retired Doctor suffering from Parkinson's. We have previously provided care for his wife, but now alone, he needed help to allow him to stay at home. Initially, the priority was to oversee his medication, assistance was also needed with handling items and increasing his general mobility. His condition has slowly started to stabilise and thus his independence has grown too. After nearly a year of Live-In Care he is now confident enough to venture out on occasional trips or sit outside and enjoy his garden.

4. Lisa is a young lady who is registered blind and suffers from Multiple Sclerosis. Because of this she needs one-on-one attention all of the time. Her family were keen to have an active presence in her life but unable to devote the time that full care would have required. They sourced Live-In Care as an alternative to a residential home and now often come and stay with her at weekends. As well as fulfilling all of the personal care tasks Lisa requires, the Live-In carer now arranges special taxis so that they can both go out together to the Day Centre and the shops. The carer regularly communicates with the family, who in turn, have peace of mind that Lisa is in safe hands.



“Cynthia has helped really improve Mum's condition and even reminds her to play the piano again after a long time not playing her favourite music. Live-In care far outweighs our initial expectations.” (March 2008)



Costs and Funding

The cost for Live-In Care is dependent on a full assessment of each individual's care needs.

With funding provision starting to become more readily available, Live-In Care has become a more viable prospect financially. Our specialist Live-In service can provide cost savings over hourly care and also compete with the long term cost of residential care.

The funding for the Live-In service is varied:

- It may be that you are able to fund the service privately.
- Social services may choose to provide total or split funding through direct payments.
- Choose to approach the Independent Living Fund (age dependent) for financial help. The purpose of the ILF is to support people under 65 with disabilities so that they can choose to live independently at home rather than in residential care.
- The costs can be offset against the capital appreciation of still owning a property.
- Helping Hands are able to work flexibly with multi-funding sources.

What happens next?

We are more than happy to visit you and your family at home so that everybody can ask questions on an informal, no obligation basis and an actual cost can be confirmed.

If you wish to proceed, your Care Manager will arrange for a full, free assessment of your care needs and environment. We will also ask for a full brief as to the type of carer you are looking for and will submit carer profiles for your consideration, so that you get the choice of carer you want. We are usually able to respond fairly quickly when providing care in emergency situations, a few days is usually plenty to complete the preparatory work in order for a care package to start with the best possible carer.

“Our carer's priorities are spot on and it's obvious she truly cares, we have really landed on our feet, she does so well caring for both parents and somehow manages to divide her time perfectly between them both.” (April 2008)



FAQs

Joan and Bertha

How do you select the carers that provide the Live-In Care?

At Helping Hands we appreciate the trust you place in us and the carers you allow into your home. We are therefore meticulous in the way in which we select our carers and ensure they go through a strict procedure of interviews, checks and thorough training before they are eligible to work. These include employment references, a Criminal Records Bureau check (see below) and also checks against the Protection of Vulnerable Adults List (POVA).

Do you police check your carers?

Helping Hands is a certified umbrella organisation within the Criminal Records Bureau and checks every potential carer before placing them with a client. Every potential carer has to complete a Criminal Records Bureau check. The Criminal Records Bureau (CRB) is an executive agency of the Home Office and provides access to criminal records and other information to organisations in England and Wales through a service called Disclosure. Its specific purpose is to help organisations make more informed decisions when recruiting people into positions of trust. Through the Disclosure service, organisations can provide greater protection for the vulnerable members of our society.

Most of your employees are from outside of the UK, why?

A good proportion of Helping Hands carers are British, with the majority coming from outside of the UK. The fact is there are not many British people who are willing to work the hours that Live-In Care necessitates. Very often, highly skilled staff from outside of the UK are better able to use their skills in the UK than they can in their native countries. Helping Hands adhere to the principles and practice set out in The Social Care Code of Practice for International Recruitment (for more information visit www.sscir.org.uk).

Does Helping Hands provide sufficient training for its carers?

Helping Hands has a dedicated team of trainers and assessors whose responsibility is to oversee the initial and ongoing training package for all staff. At Helping Hands our carers undergo an intense four-day training course which also includes in-depth interviews with our specialist recruitment team. We also then ensure that carers undergo a period of time where they "shadow" another carer so that they understand how the care works in practice. Once the initial training is complete, we then offer all carers the opportunity to undertake additional training so that they can increase their knowledge of caring for specific conditions. These include Dementia, Stroke Awareness, Parkinson's Disease, Multiple Sclerosis and many more.

What training do they undergo?

The topics covered in the induction training are as follows:

Moving and Handling, Health and Safety, Food Hygiene, Safer Handling of Medication, Emergency First Aid, Principles of Care, Role of the Care Worker, Needs of the Service User, Incontinence Care, Basic Infection Control and Abuse Awareness of Vulnerable Adults.

There is ongoing professional development in place and an expectation that carers work towards their NVQ in Health and Social Care.

If a carer has come from overseas, how do you ensure they have good communication skills?

Helping Hands spends a great deal of time not only training but interviewing and engaging them in conversation to ascertain their abilities. If we are not able to communicate with them clearly then we would not expect a client to do the same. As the principles of Good Practice set out by the Social Care Code of Practice for International Recruitment state, "International social care staff will demonstrate a level of English language proficiency consistent with safe and skilled communication with clients, carers and colleagues."

What happens if the client is unhappy with their carer?

We would never expect a client to stay with a carer whom they felt uncomfortable with. By taking into account a client's preferences, in terms of the type of carer and personality they would prefer, we are often able to find a suitable match. However, in the rare instances when this doesn't happen, we would endeavor to find a carer who was more appropriate as soon as possible with the minimum of disruption to your routine.

What happens when the main carer is ill or on holiday?

Helping Hands guarantees to provide cover either in the case of illness or holiday so that the client is not left alone for a period of time. Holiday is always booked in advance with the Live-In Care manager, so that an appropriate replacement carer can be sourced and a lengthy face-to-face handover be arranged. This way, a better understanding of the care needs can be imparted. You will of course be informed of any changes as they occur.

Is Helping Hands registered with the appropriate bodies/professional associations?

Yes, we are registered with The Commission for Social Care Inspection (Certificate Number E520002043), at our last unannounced inspection we were marked excellent with the top 3-star rating, visit www.helpinghandshomecare.co.uk to read the full report. We are also a member of the United Kingdom Home Care Association (UKHCA) and are an umbrella organisation with the Criminal Records Bureau.

To make the next step, call 0808 180 9488