



Helping Hands

The Home Care Specialists

Est. 1989



Professional
home care
local to you

At home with care

Helping Hands – a local family business serving families

“Helping Hands was founded by my mother, Mary Lee, in 1989 to assist people who literally wanted a helping hand in order to stay at home – my mother provided local Carers to help our customers do just this and, now over 25 years on, our founding principle of giving people choice and control in their home is as strong as ever.

I am passionate about providing Carers in the home environment to promote quality of life, empowerment and well being.”

“At Helping Hands we do not underestimate the importance of caring for a family’s loved one, that’s why Helping Hands is still run with family values at its heart and our passionate focus continues to be the training and development of our Carers. We recognise that from our customers’ point of view it is the Carers that matter and they make the difference.”



Tim Lee – CEO, Helping Hands

Tim Lee (left) with his mother Mary and brother Ben



As an organisation we are always open to new ideas and always striving to improve. If you would like to contact me my email address is: tim.lee@helpinghands.co.uk



Care local to you

Given that our roots are local, and have been for over 25 years, there is a good chance that you may regularly see Helping Hands Carers out and about in your community. Most of our Carers are local to the area they work in, so they know your local towns, villages, ways and people well.

We are accredited by, and have worked closely with various councils since 1992 and have the experience and scope to support our local communities. With community teams covering the counties, we support all private and some funded customers in the area.

Who needs a helping hand?

Whether it is assistance with day-to-day living or support for people with disabilities or health related illnesses including Dementia, there could be any number of reasons why you are choosing to consider a helping hand in your home. Our objective is to provide a service that suits your needs and supports your independence.

Typical examples include:


- Short term respite care
- Convalescent care after a hospital stay
- Companionship care, preparing meals and help with everyday tasks
- Home care from 30 minutes per week, a few hours a day, longer visits, overnight sleeps or even Live-in Care.



Many of our customers start with a little help and then this grows as time and support needs change. That is the beauty of the Helping Hands service. We are completely bespoke to your needs and we will find solutions to help you live well independently in your own home.

This is all possible because of the committed local Helping Hands Carers we employ and train. It is because of our Carers we are able to be flexible, it is because of our Carers we were the regional and national winner of The Great British Care Awards and it is because of our Carers we receive daily testimonials from our customers.





“I cannot praise dad’s Carers highly enough. From coming home from hospital through to pre-empting what he might need next, they are my eyes and ears – a real peace of mind which is priceless.”

Susan Baines

Meet Arthur

Arthur’s daughter Susan contacted us after her newly widowed father suffered a series of falls and was admitted to hospital.

Becoming increasingly frail, Arthur was heavily reliant on his daughter. Susan wanted Arthur to be able to return home, but could not care for him herself, so she contacted Helping Hands.

Within days, we had met them both, and had agreed a plan of visits, which would allow Arthur to leave hospital for home, and stay independent.

He now has a team of regular Carers who help him at the start and end of each day. They see that he is eating properly and give him the confidence to be outdoors, enjoying his cherished garden.

Care and attention in your home

Everyone's needs are different and our Carers can offer support in numerous ways. You may have specific care requirements or might need assistance to allow you to enjoy your social life to the full.

Examples of some of the ways in which we can help are:

- General housework, laundry and preparing meals
- Errands such as shopping, collecting pensions and prescriptions
- Administrative help including letter writing and phone calls
- Help getting out and about and visiting friends or going on trips out
- Offering companionship, simple activities that make a difference such as reading, chatting and listening
- A sitting service; providing brief relief for an existing care-giver
- Specialist care for people living with specific conditions, such as Dementia.



Personal care services include, but are not limited to:

- Help getting up in the morning – washing and dressing, personal care, bathing and showering
- Help with going to bed in the evening
- Overnight stays where necessary
- Supporting with medication
- Support with continence care
- Support for a main carer via our sitting service.





“I’ve met some amazing people and have heard a lifetime of stories. I really do feel privileged to be a Carer. I get out of bed in the morning and make a difference to people’s lives.”

Mandy, our longest serving Carer

Meet Mandy

Mandy, one of our Carers explains why she chose to care:

“As a mum of two, the only care experience I had was looking after my mum who had cancer. I’d never heard of people being employed to go into someone’s home and help but it makes complete sense and I now help people with all sorts of things including domestic tasks and personal care.

I love helping people maintain their independence and take charge of their own care, especially the elderly. Although I am there to physically help, I love to have a good chat with my customers and we soon become friends.

I’ve been a Helping Hands Carer now for 20 years and I can genuinely say it’s the most rewarding job I have ever done.”



Training your care team

We are incredibly proud of our Carers. We are a family run business and each person that joins our team is not only specifically selected for their unique skills but also must embrace the Helping Hands exemplary standards and be perfect ambassadors for care.

To become a Helping Hands Carer an intensive training course must be undertaken and passed. The training is held at our purpose built Centre of Excellence, where potential recruits are continually assessed, monitored and interviewed by our recruitment team during their stay.

Our training has been verified by the Education Development International plc (EDI). EDI is a leading provider of education, training qualifications and assessment services. We are proud to say that our training far exceeds the basic requirements set by the Care Sector Council, Skills for Care and we have become leaders within the industry for specialist Dementia care training.



What makes our training different?

Unlike other care agencies we go over and above the care training requirements set out by Skills for Care.

Here are just a few of the differences that places Helping Hands as a leader in UK care:

- Centre of Excellence training facility – hands on training. We do not believe care can just be taught in a classroom
- Award winning Training Manager
- On-going training plans for each Carer
- Extra conditions training – all Carers can provide medical support
- Intensive training for Carers who wish to become Dementia Specialists
- National Dementia Care Personality of the Year winner
- Great British Care Awards winner
- Completion of the QCF level 2 diploma in Health and Social care
- Carers receive daily support, regular supervision meetings and annual reviews
- The training team has extended its service to the public offering Dementia Family Training Days to help families and healthcare professionals understand the condition and provide practical tips.



We are passionate about exemplary standards of care



For more information call us on **0808 274 9731** or visit www.helpinghands.co.uk



Live-in Care

At Helping Hands we understand that care needs can change. Should you find yourself considering more permanent long-term or respite care then there is a proven and established alternative to a residential home or sheltered accommodation that we can offer – Live-in Care.

Helping Hands has been providing Live-in Care for over 25 years and has now grown into one of the largest, most experienced providers in the country.

Your Live-in Carer is on hand to help with:

- Maintaining independence in your own home
- Spending quality time with their companion, chatting and keeping you company
- Giving peace of mind with increased safety and security
- Overseeing medication and specific procedures
- Personal care such as toileting and bathing
- Eventually providing end-of-life care in the comfort of your own home.

Live-in Care works because it provides peace of mind, knowing that someone is there for you, whatever the time of day. In addition there is none of the disruption or confusion that often comes with a move to a new unfamiliar environment and the level of care and support received is incomparable.

For more information about **Live-in Care** and to receive a free copy of our brochure please call us on **0808 180 9455**.



“We are incredibly fortunate to have such dedicated people, like the staff at Helping Hands, caring for the vulnerable and elderly members of their communities.”

Lisa Carr, Director of the Great British Care Awards

The next steps

Now that you have received our brochure, the next step is a no obligation assessment visit by one of our team. During this meeting we can answer any questions, discuss our service, ascertain the level of assistance required and what outcomes you would like to achieve from having a Carer.

This meeting will allow us to start preparing an individual bespoke support plan. This will document all needs, from medication to mobility issues and preferred routines, enabling us to create an individual care plan that meets your exact requirements and aspirations. We then source a team of Carers local to you.



For a broad overview of costs, to book an assessment or to ask any other questions, please call us for on **0808 274 9731**. We are available seven days a week.

At home with care

For more information about quality home care from Helping Hands please call us on **0808 274 9731**, email us at **enquirieshelpinghands.co.uk** or visit **www.helpinghands.co.uk**

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Our local care branches:

- Alcester & Stratford-upon-Avon
- Alyesbury
- Bromley
- Chelmsford
- Chester
- Chipping Sodbury
- Evesham & Cotswolds
- Fareham
- Ferndown
- Horley
- Leeds
- Loughborough
- Maidstone
- Norwich
- Redditch & Bromsgrove
- St. Albans
- Sutton Coldfield
- Warwick & Leamington Spa
- West Bridgford
- Wilmslow
- Wokingham
- Worthing
- York



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