



Helping Hands
The Home Care Specialists

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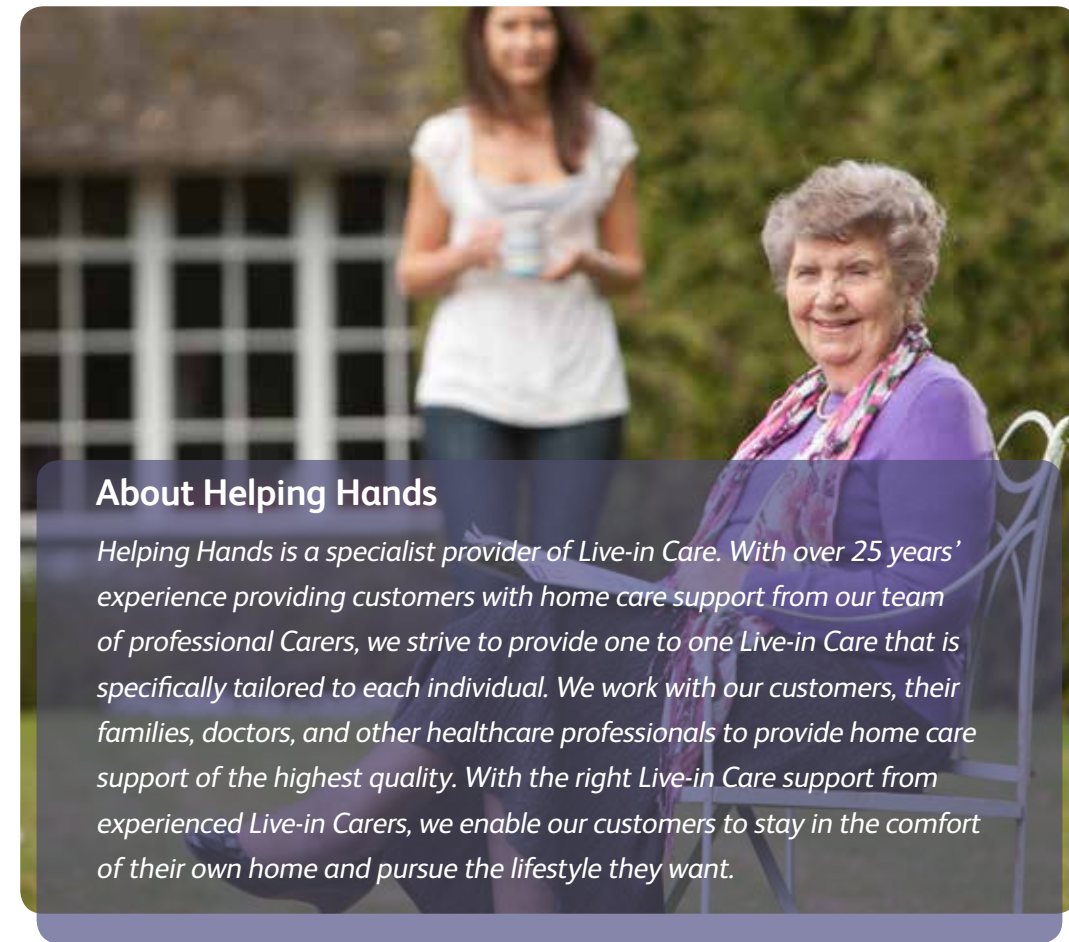
Live-in Care

A Guide To Live-in Care At Home

Introduction to Live-in Care At Home

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About Helping Hands

Helping Hands is a specialist provider of Live-in Care. With over 25 years' experience providing customers with home care support from our team of professional Carers, we strive to provide one to one Live-in Care that is specifically tailored to each individual. We work with our customers, their families, doctors, and other healthcare professionals to provide home care support of the highest quality. With the right Live-in Care support from experienced Live-in Carers, we enable our customers to stay in the comfort of their own home and pursue the lifestyle they want.

The guide:

We've created this guide to give you more information on the Live-in Care process, including how to recognise when you or your loved one needs full time home support, how the level of care you require will be assessed, and information on choosing your Carer.

You'll find out:

- What Live-in Care is?
- Advantages of Live-in Care
- When it's time to consider full time Live-in Care?
- How your home care needs will be assessed?
- What a care support plan is?
- How flexible Live-in Care can be?
- How to choose the right Carer for you?
- The importance of re-assessing the level of care you require
- Helping Hands' Live-in Care process, stage by stage





Introduction to Live-in Care

What is Live-in Care?

Live-in Care means that you or your loved one will receive the support you require in the familiar surroundings of your own home, by a professional home Carer who will live with you 7 days a week. Whether it is personal care, housekeeping or companionship you require, your Live-in Carer will be there on a full time basis offering one to one support.

They will help you with everyday tasks so you can stay in the comfort of your own home, close to friends and family, and in the environment, community and routine you already know.

*“The care needs of adults are rising.
Those living with long-term, multiple health
conditions and disabilities are living longer.”*

Live-in Care from Helping Hands

The Helping Hands team has over 25 years' experience in providing customers with Live-in Care services across the country. Our team of professional Carers are specially trained to support people with a number of different medical conditions and needs.

Our specialist award winning training facility provides continuous training to our team of professional Carers, who all gain in-depth knowledge on topics such as moving and handling, mobility, complex and personal care, and a range of conditions including Dementia Care, Stroke Care, Palliative Care and Cancer Care.

Unlike other care agencies that don't directly employ all of their Carers our Live-in Care is fully managed. Helping Hands customers and their families benefit from a large team of expert support staff, including Local Care Managers, regional trainers, registered nurses, and management teams, as well as our professional Carers who are employed directly by Helping Hands.



CQC regulates
**Helping Hands
Home Care Limited**
to provide care



NHS Choices Independent Reviews



Caring and professional

We started using Helping Hands back in March 2012, and for almost three years they provided my mom with the best care



Knowing when it's time to consider home care

There may be a time when you think you need extra support with everyday life. Perhaps daily household tasks are becoming increasingly difficult? Perhaps you need help with personal care? Or have you noticed that your partner or loved one is struggling to cope with everyday activities or taking care of themselves?

These difficulties could be related to medical needs, personal care needs, or the need for home support after an injury. If these issues arise it may be time to consider the option of support from a Live-in Carer which can be provided on a trial, short term or long term basis.

When considering home care choose a reputable company that has experience and accreditations.

The information below will help you determine if you require professional Live-in Care.

- Have you been discharged from hospital and require recovery time at home?
- Are you looking to leave a care home and are unsure whether your needs can be met at home?
- Are you struggling with everyday tasks, like dressing, shopping and cleaning?
- Do you have a progressive medical condition that requires an increasing level of assistance?
- Are you vulnerable to falls which may cause serious injury?
- Are you forgetful and getting easily confused?
- Do you require regular medical assistance for administering medication?
- Have you lost weight from failure to cook and require prompting to eat?
- Do you need assistance with personal care and hygiene?
- Do you or your family need a break?
- Do you need Palliative Care?

Things you need to consider:

Have I got a spare room for the Carer?

The Carer needs 2 hours break per day - how will I cover this?

How long would I like the care to last?

Do I have funding in place?



Our customer services team are on hand to help you consider your needs - call 0843 775 9570



Advantages of care in your own home from Helping Hands

We are a family owned and run business so we understand the importance of Live-in Care that is of the highest quality, and the great difference it can make to your family.

It's why we employ our team of Carers directly. Our locally based Carers are hand-picked by experienced recruitment managers, and trained at our very own Centre of Excellence. As a fully managed service we:

- Always guarantee cover
- Reassess and supervise the training of our Carers
- Provide a 24 hour on-call service
- Provide an extensive support network including Dementia champions, regional trainers and a clinical nursing team.

It's why we promote continuity of the Carer.

A placement can be anything between 4 and 8 weeks in length. Some families prefer shorter rotations, and we have some Carers that stay with the family for much longer spells. Whatever placement you require, we always try to ensure you receive care from one Carer who knows and understands your needs.

It's why we will create a bespoke care plan tailored to you.

So that you benefit from a care support plan that is tailored to your specific needs, and can change as your needs change whether they're medical or personal requirements.

It's why we offer nursing-led care.

We can provide specialist Carers who are trained in complex medical conditions so you have all the assistance you need in your own home, right through to end of life care.

It's why we promote independence amongst our customers.

High quality care means that you or your loved one is free to remain independent, and free to continue living in the comfort of your own home, whilst receiving professional support.



A Guide To Live-in Care

Step 1

Contact Helping Hands on **0843 775 9570** to find out more about Live-in Care.



1

Step 2

Consider whether Live-in Care is the right option for you and your family.



2

In your assessment we will discuss your:



Support Needs



Medical Requirements



Daily Routine



Interests



Nutritional Requirements



Housekeeping Preferences



Mobility



Care Costs

Step 3

Book an assessment with your Local Care Services Manager to determine the level of care you require.

3

Step 4

Choose your Carer.

You can:

- Choose your preferred Carer type



- Choose someone to discuss your interests with



Step 7

We regularly re-assess the level of care you require to ensure you are receiving the right level of quality care.



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Step 6

Benefit from Live-in Care in your own home. Continue to live comfortably in the familiar surroundings of your own home whilst receiving the support you require.

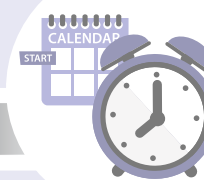


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Step 5

Agree on a start date, and your Carer will arrive at your home.

5



The Live-in Care process stage by stage



Contact Helping Hands. We are here 7 days a week to talk through your query and tell you about the home care services we can provide. You can call us on 0808 775 9570 to find out more about Live-in Care. We will be able to provide you with approximate costs of care over the telephone once we understand a little more about your current situation.



With the benefit of new information comes the luxury of choice. Now that you know more, this is the time to discuss Live-in Care with your loved ones, review the information and costs we have given you and to decide whether one to one care at home is worth more consideration.



Book a no obligation assessment to find out more about Helping Hands. In turn we will understand the level of care you require, and assess how we can provide care safely in your home. Working together we can create a care plan and provide you and your family with a definitive weekly cost of care. Your assessment and costing will be valid for 3 months.



Let's find you a Carer. Your Local Care Services Manager will work with our resourcing team to identify potential Carer matches for you to review. Each will have their own profile so that you get to know a little bit about their experience and personality.



Agree on a start date and your Carer will start providing care for you or your loved one. They will then complete a daily log and constantly review the care plan to ensure that we are meeting your expectations.



Benefit from care in your own home. Continue to live comfortably in the familiar surroundings of your own home whilst receiving the support you require from a professional Live-in Carer.



Re-assess the level of care you require. Over time it is important to re-assess the level of care you require to determine what level is right for you at that particular time.

How Helping Hands will assess the level of care you require

If after contacting us, you decide that Live-in Care from Helping Hands is the right choice of care for you, we will then begin to assess your specific care requirements.

As part of your assessment your Local Care Services Manager will carefully evaluate the type of care you require, and the level of care that you will need. All of this is conducted to ensure you are comfortable and involved with the support provided.

Our entire assessment process is flexible and bespoke to you. The assessment normally takes approximately 2 hours and is valid for 3 months.

Your Care Support Plan

To establish your requirements, you and your family will meet with a Local Care Services Manager who will carry out the assessment process, in the comfort of your own home, or in a hospital or care home setting if needed. This assessment is vital in gathering all of the information that your Carer requires to deliver and build on your care support plan.

The assessment looks at every possible aspect of care you could require and to what level it is needed. Each care plan is therefore unique to you and your family.

It is important that you are able to talk comfortably and that we have anticipated how the person being assessed may feel. If there is a designated Power of Attorney it is also important that they are present.

Firstly, and most importantly, we need to discuss which factors of Live-in Care support are the most important to you.

We want to ensure that you are comfortable with the care we provide. We will also discuss what outcomes you want to achieve with the care and support you receive.

This could be regaining independence, rehabilitation, post-operative recovery, or living comfortably and safely in your own home.

Helping Hands works collaboratively with families to understand not just the care needs but also the personality of the individual we are caring for.



Questions to prepare for include:

- Detailed information of any medical conditions.
- Required medication – are you taking any prescribed medication at the moment?
- Interests and hobbies – with the support of a Carer is there anything you would like to try?
- What do you like to eat? How and where?
- Religious beliefs.
- Housekeeping preferences – where do you like to do the weekly shop? And how do you like your home to be kept and maintained?
- Mobility assessment – how do you currently manage? Is there any equipment needed?
- Any specifics as to daily routine so that we can ensure continuity.
- Night times – how do you manage currently? Is there a need for support throughout the night?



The flexibility of Live-in Care from Helping Hands

Your care support plan is a working document that is entirely flexible depending on your changing needs. If you find that you need extra care, your Carer, along with your Local Care Services Manager, will adapt your care support plan so that it evolves with you.

We have the benefit of many experts within Helping Hands. We can introduce you and your family to our experts at any point in your care journey; whether it be a Clinical Nurse, Dementia Champion or Dietician. There is a large support structure in place to make sure that we can proactively support you and your family, every step of the way.

- ✓ Locally based managers
- ✓ Local training teams
- ✓ Clinical nursing team
- ✓ Fast response team
- ✓ No agency fees



Your Carer

Helping Hands offers a fully managed service, which means we directly employ all of our Carers rather than acting as an introductory agency.

Our professional Live-in Carers are market leading, having provided Live-in Care for over 25 years. Helping Hands has a very clear understanding of the calibre of person we require, and the training and ongoing support they need. This is how we get the Carer match with each family right.

“From our 25 years’ of experience, we know that matching a customer to a Carer is the most important factor in cementing a successful relationship.”

We know that matching a customer to a Carer is vital to your care and the relationship you will have with your Carer. Taking into account your personal preferences and the timeframe within which you want to start care, combined with knowledge of our Carer base, you will be offered a profile of each Carer that we would like you to consider. Once you are happy we will arrange all of the Carer’s travel and briefing.

Unlike some agencies the cost of travel is not passed on to the customer.



- ✓ Family owned 25 years
- ✓ Directly employed Carers
- ✓ Continuity & Carer choice
- ✓ Overnight handovers
- ✓ CQC Regulated

Getting the right Carer for you

Jean, 82

Jean has just had a hip replacement and requires regular physiotherapy as a part of her recovery. After leaving hospital, she struggled to get around so requested Live-in Care support from Helping Hands. We have completed her assessment to ascertain the level of care that she will require from her Carer. We now know that Jean struggles to get out of bed on her own, and she also requires help getting showered and dressed. Jean also told us that she will need help with housework and shopping as she can't walk far due to pain in her hip. Jean enjoys reading and regularly meets friends for lunch and a walk in the park. Due to her operation, she will need lots of help getting out and about to meet her friends, and her Carer will help her with physiotherapy exercises three times a day.



Melanie - Helping Hands Carer

Upon meeting with Jean and carrying out her assessment, her Local Care Services Manager proposed that Melanie would be a good fit as her Carer. Melanie has been working as a Carer at Helping Hands for the past four years, and was fully trained as a Carer at our Centre of Excellence. Melanie has had extensive moving and handling training, and also has previous experience supporting customers who require physiotherapy treatment after knee and hip replacement operations. Melanie is a keen reader and regularly keeps up to date with the latest crime fiction releases. She also likes to get out and about.

A positive outcome

Jean and Melanie are a good match. Melanie enjoys helping Jean's rehabilitation and helps her to stick to her exercise regime, with extra encouragement from Melanie when it is needed. While Jean was finding her feet again, Melanie took care of all of the household tasks so Jean could concentrate on her health.

What's next?

We work very hard to ensure that the Live-in Care process right through to starting care is as easy and as responsive as possible.

Sometimes we can start care the same day as your request, sometimes it takes a little longer, but we will always do our very best to find you a solution that works.

Fully managed Live-in Care from Helping Hands

Your Carer will arrive and will soon settle into the new routine. We expect them to complete a daily log to record details, such as what medication is taken at what time of day, any problems that have occurred, any visits from friends or family, or other factors that could potentially affect health or well-being.

Helping Hands very much believes in continuity of care, so we do our very best to ensure that our Carers stay with you for as long as you are comfortable.

Typically, this can be 4-8 weeks. When it is time for a changeover we aim for all Carers to provide a detailed handover, often overnight, so that all aspects of the care plan can be understood.

Our fully managed service means that your Local Care Services Manager will be your point of contact throughout. They will maintain regular contact with you, and your Carer, to ensure we are meeting your service expectations to our very high standards of care.



Need more information on Live-in Care from Helping Hands?

We hope this guide on Live-in Care at Helping Hands has provided you with all the necessary information you require to determine whether or not you would benefit from Live-in Care.

If, however, you need any further information on Live-in Care for you or for a loved one, you can contact our expert team on **0843 775 9570** or you can visit <http://www.helpinghandshomecare.co.uk/live-in-care/>.

One of our care practitioners will be happy to talk you through any aspect of the Live-in Care process.

This guide has been produced by Helping Hands, a UK based home care provider, specialising in Live-in Care tailored to the individual needs of each of our customers. We also provide hourly visiting care, complex care, respite care, nursing-led care, and palliative care.

If you want to learn more about the home care services that Helping Hands can provide, visit <http://www.helpinghandshomecare.co.uk/>

