



Professional live in care for your loved ones 24/7

Your Choice, Your Plan



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You can ask for a copy of this guide in other formats, such as in large print or Braille. Please contact our office for more information on: **01438 000 000**

If you ask, we will also be happy to go through this document with you.



## Individual care plans to suit your needs...

When you or a loved one needs care at home then we at 24/7 Live In Care are on hand to help. Our team are committed to providing long term live in care for both adults and young adults. We offer a range of comforting and respectful solutions to give you peace of mind whilst allowing you or your loved one to remain at home.

### Our services encompass:

- Care for the elderly
- Adult home care
- Parkinson's care
- Respite care
- Dementia care

As a care home alternative, we are part of United Kingdom Home Care Association (UKHCA) – on top of which, we are fully compliant with our latest Care Quality Commission inspection, ensuring that we uphold the highest standards of care.

For more information about how our services can have a positive impact on you and the lives of your loved ones, then please don't hesitate to contact us. We operate 24 hour care in the Stevenage, Hertford and St Albans area to help you preserve your dignity, wellbeing and independence.





## How do you build my care package?

We will always make sure that the services you receive meet, and often better, the Care Quality Commission (CQC) Essential Standards of Quality and Safety, and the Department of Health Domiciliary Care National Minimum Standard.

First, one of our care managers will visit you in the comfort of your home and will carry out a detailed assessment of your needs. If you prefer, you can arrange to meet the care manager at another place, for example your local Flexicare office, or in hospital (if appropriate).

After this you will receive the offer of an 'introductory pack' containing a personalised and flexible care package, which will be the basis of our contract with you.

At this stage, you do not have to sign a contract. We will be happy to answer any questions you, or your family or representative, may have at this stage.

We will carry out a number of reviews of your care package throughout our contract with you. The first will be in the early weeks of service, and then at least every six months after this. At these reviews we will ask if you would be prepared to give us feedback on the quality of our services. This feedback will help us better your expectations.





## Will my carer be able to give me my medication?

Carers know which medicines you have and this will be shown in your file which we keep in your own home. The carers will be able to help you with your medication. For example, if you give them your permission, they will collect your prescription and medication from the GP surgery or the pharmacy and help you get medicines out of dosette boxes if you ask. They will also keep a record of this in the file kept at your home.

If you need your carer to actually give you your medication, they will need to be trained by a named healthcare professional, for example the district nurse. The nurse will make a record of this training in your file and we can arrange this for you.

You may be required to take your medication slightly earlier or later than normal in rare circumstances, so flexibility is sometimes required. As we are committed to working with you and other professionals with responsibilities for your wellbeing, this will make sure that we keep to the best system for helping you with your medication.

## What are the 'safeguarding procedures' for me and my carer?

We have an excellent health and safety record spanning 14 years and are determined to maintain this in the future. All carers are in regular contact with their local Flexicare office, where our trained administration and management staff are based.

We pay Peninsula, a specialist company, to give us professional support and training in health and safety matters. Our health and safety handbook contains policies and procedures, which all employees have to understand and keep to. This leads to a safe and healthy working environment which benefits you and our employees. One of our care managers monitors your care package and carries out risk assessments on an on-going basis.

We have a strict key-holding policy. This means you need to give us written permission for your carer to have a set of keys to your home along with details of any relevant security arrangements. We train our carers to respect your property and to see that you are safe in your own home before they leave.

We thoroughly check all employees during the recruitment procedure, including checks we legally need to carry out as instructed by the Criminal Records Bureau (CRB). We also have a full domiciliary care providers insurance policy.





## What about moving me about?

We train our carers to the highest standard in moving you. Your needs are covered in your service needs assessment. This will involve input from healthcare professionals if this applies, and we will make sure that carers involved in your care are trained and competent in moving you.

## What happens if my needs change?

Because we assess your needs at the beginning of the process, we can quickly adapt these to suit your changing needs. As you would expect, we will involve you in reassessing and planning what you want and there is no charge for this. We will agree the new care package with you, including any extra charges that the package may involve.

## How do I check the service I have received?

Your carer is responsible for keeping a timesheet (Monday to Sunday) with the agreed dates and times that they will visit you. You will check that the dates and times are correct before signing each day and at the end of the week. If you arrange it with us, we will accept signatures from representatives or relatives if you cannot do so yourself.

## If there is an emergency involving me, my family or in my home, can your staff cope?

We train our employees in our emergency procedure if there is any medical, domestic or personal emergency. Our employees also have direct access to senior management or emergency medical advice.





## Are there any circumstances in which you may not be able to deliver my service?

Sometimes, we may identify a danger which exposes you or your carers to an unacceptable level of risk. These can include dangers within or around your home, physical, verbal or mental abuse, harassment, intimidation & bullying.

If our staff are exposed to an unsafe environment or toxic substances in your home or the area nearby, we may need to assess how best to continue with your care.

Obviously, we cannot provide a full list of these possible risks, but our managers will make the final decision. They will then write to you with the reasons why we cannot deliver the service (if this is the case).

## Is my personal information kept confidential?

Our policy is to keep your information strictly confidential and to maintain your trust. We will store information about you in both paper and electronic form. We have a very effective security policy that makes sure we store your information in a secure way and that only authorised people have access to it.

We need information about you so we can give you the best possible service.

We may also use some of the information for other purposes, such as:

- Making sure our services meet your needs
- Helping staff to review the service they provide to help them achieve the highest standards
- Investigating complaints, concerns or legal claims
- Auditing our services

We will always ask your permission to share information with health-care professionals involved in your care.



Schedule your complimentary care assessment today - [Call 01438 000 000](tel:01438 000 000)

## Can I give my carer a gift to show my gratitude?

We believe you should never feel that you have to buy a gift to show your gratitude. However, we understand it is your right and choice if you want to do this. To protect you, we ask our employees to only accept gifts which are of a very low value and to tell us about these. We then make a record of them.

We do not allow our employees to act as witnesses if you are signing any legal documents such as wills. We do not allow them to be an executor or a beneficiary under a will of any past or present client, and our employees must never accept a loan from you.

## What if I need to cancel the service?

If you want to temporarily cancel our services, please phone the office at least one week beforehand. This allows us to send your carer to help someone else. If you want to permanently cancel our services, please write to the office at least two weeks beforehand.

## What happens if my carer is sick or does not show up?

We run an alternative cover system for planned and unplanned absences (for example, holidays and sickness). We will let you know about the alternative arrangements and tell you when your normal carer will return. We do all we can to keep any interruption to a minimum.







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## 24/7 Live in Care

With our round-the-clock live in care package we can offer you and your family peace of mind by providing a carer to be there to look after all your needs. We listen to you and your loved ones to create a unique health care plan tailored around your needs. This includes your hobbies, interests, medical needs and your domestic home needs. Plus, with 24/7 live in care your friends, family and pets won't have to travel to see you, they can drop in at any time.

All of our 24 hour care plans are built with the aim of giving you and your loved ones a sense of independence once again. Our carers are skilled and compassionate when taking care of the elderly, young people and adults.

They wear identification badges at all times but are never left responsible for your medication without approval and training from a healthcare professional.

Here at 24/7 Live In Care, we operate in the St Albans area and beyond to provide live in care for those who don't wish to leave the familiar surroundings of their own home or face the traumatic upheaval of leaving. Do not hesitate to get in touch with us if you have any queries or if you'd like more information about our live in assistance package.



"I would like to thank you and all your carers for making my mothers life as pleasant as possible, please pass on my best wishes."

**Annie H** - St Albans







## Care for the young

The care we can provide is not just for the elderly; we also offer young adult care for those 18 and over who need support in all aspects of life. In providing residential youth care we can support you and your family no matter how simple or complex your needs are.

Often it is independence that young people crave, and by taking up a short or long term home care package you can rest assured that is what they will get. We work with the whole family to create a circle of care suited to any young adult's needs no matter what the reason. This allays any fears the family might have about the care their child receives while offering independence and a transition to adulthood.

We operate in St Albans, Stevenage and Hertford, and we aim to provide the highest quality of care for young people. We use only the most compassionate and respectful staff and answer to the Care Quality Commission to make sure our standards are upheld. Contact us at 24/7 Live In Care to find out more about home care for young people and to discuss your needs.





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## Dementia care

Dementia can be a difficult thing for a family to watch in a loved one, let alone for the person themselves. Here at 24/7 Live In Care we provide home dementia care to take some of the weight away from families when the strain is too much. We aim to provide continuity and familiarity of care which has been shown to nurture stability in those suffering from the impairment.

With our residential dementia care you and your family can have peace of mind about the care of your loved one, removing the worry and stress you might previously have endured in hard times.

With long term care you can have input on the routine and supervision your loved one receives from our empathetic and respectful carers.

If you'd like more information about how we can help you and your family deal with the care for a family member with dementia then don't hesitate to get in touch with us. We adhere to Care Quality Commission Inspections so you know that we provide only the highest level of care for our customers.



"I am very happy at the way things are going in Harpenden and Patience seems to be as equally professional and kind as Elena."

**Carolyn G** - Harpenden







## Parkinson care

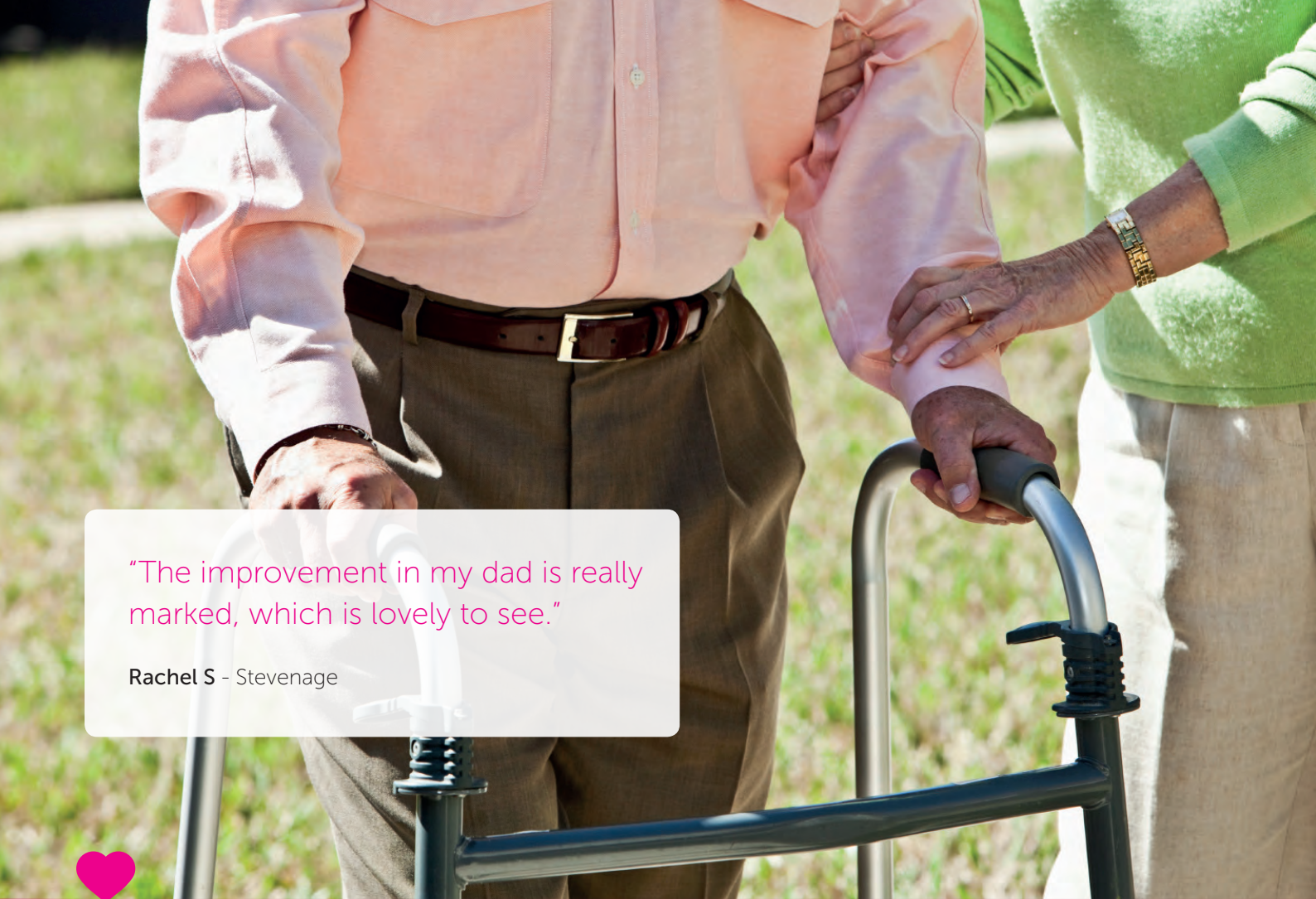
For someone suffering from Parkinson's life can become increasingly more difficult, with impairment of motor skills, speech and other functions. It can be hard for family and loved ones to witness, but a care home isn't the only answer, by offering home care for Parkinson's sufferers we can give stability and routine to your loved one helping both them and you cope with the effects.

Long term care at home allows your loved one to keep the familiarity of their surroundings and maintain a form of independence with help from a carer. We will help to create a plan with you and a carer for your loved one to set the worry and fear aside from the cognitive disorder.

Here at 24/7 Live In Care we provide private home care for Parkinson's suffer, to find out more information about how we operate as a home care agency then feel free to contact us. We operate in the St Albans area and beyond to give care to those who need it through our team of knowledgeable and comforting carers.







“The improvement in my dad is really marked, which is lovely to see.”

Rachel S - Stevenage



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## Rehabilitation care

As an important step between your full recovery and a spell in hospital we offer rehabilitation care at home. It can be a frustrating time as you battle to get back to your old self but with specialist care from our team we can help you recuperate, helping you with your physiotherapy and any exercises you need to perform as part of your rehabilitation. With long term care or even live in care you and your family can have peace of mind knowing that this important stage is all being supervised and supported by a dedicated carer.

We use compassionate and knowledgeable carers and are fully compliant with our Care Quality Commission inspections, ensuring the level of care you or your loved one received is of the highest standard.

Please don't hesitate to get in touch with us at 24/7 Live In Care, whether you want to make an enquiry about rehabilitation assistance care or just get more information. We have friendly advisors who can discuss your needs with you.

Our services are available in St Albans and beyond into surrounding areas for those in need of support while they recover from their time in hospital.



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## Stroke care

The effects a stroke has on a person can mean that they are no longer able to perform basic tasks they used to and it can be a confusing and difficult period for everyone.

Physical limitations will be greater than ever, but as part of stroke rehabilitation we can provide live in care so that the comfort and familiarity of their own home can be kept. Key to stroke recovery is stability and routine with which to put your loved one at ease.

Here at 24/7 Live In Care we can provide long term home care for anyone in need of stroke support and aid them in recovery from a stroke when they are trying to rebuild their day to day lives. With the carers we provide, recuperation will be easier for your loved one.

Communication and continuity of the relationship will be vital goals for us, all of which removes the weight of worry from your shoulders.

Covering St Albans and beyond we operate to the highest possible standards – check out our latest Care Quality Commission inspection to see just how high. Feel free to contact us if you need any information about our services.

Nothing is more important to us than the recovery of you or your loved one, which is why our stroke live in care is based on the foundations of compassion, warmth and support.







## Mental health care

Even with a supportive and loving family it can be difficult to overcome or adjust to mental health issues. With a private mental health carer, however, the lines of therapeutic communication are opened. Whether the issue surrounds depression, anxiety, schizophrenia or obsessive compulsive disorder, with care at home the familiarity of home coupled with a carer outside the family circle can be a soothing and comforting combination.

With our long term care you and your family will be able to have a hand in your loved one's daily routine without needing to be around constantly.

Using a range of skills, our carers will promote hygiene, safety and communication as well as coping strategies - no matter how severe your loved one's mental health issues are.

To learn more about how we can provide in home care for those suffering with mental health issues, don't hesitate to get in contact with us. We provide carers in St Albans and the surrounding areas. If you need reassurance then take a look at our latest Care Quality Commission inspection or read some of our customer testimonials.







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## Supervised care

Patterns of destructive behaviour can be hard to watch in a loved one, and no matter how much you want to help you may not know how. By providing residential supervised care you get the comfort of home surroundings combined with the reassurance that a care plan is in place. Whether it is a detox or creating boundaries and goals, our 24 hour care will cover the issues which have made you and your loved ones feel powerless.

At 24/7 Live In Care, we invest in the long term care of your loved one by creating a supportive atmosphere and providing companionship during a difficult period. When it

comes to adult care, we only provide the best carers who have proven to be compassionate and respectful, giving you peace of mind.

If you'd like to learn more about our supervised care services – which we provide in St Albans and the surrounding areas – then feel free to get in touch with us. Our friendly team will be happy to discuss your needs surrounding sensitive issues. For reassurance of our high standards, take a look at our customer feedback and our Care Quality Commission inspection.





"Thank you for your excellent service, I will be in touch if she decides she needs more care."

Maureen R - Hertford

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## Care home alternatives

Sometimes you might feel like you don't know where to turn. While you don't want to send a loved one into a care home you might also feel like you can no longer take on all the pressure that comes with caring for them. As an alternative to care home living you might want to consider our in home care.

By choosing care at home you can avoid the upheaval of moving your loved one away from the comfort and familiarity of their home. At the same time you can rest easier knowing that all your loved one's needs are taken care of with long term care plans in place. You will even

have input into what kind of care they will receive, no matter the reason they require a carer.

In a care home your loved one may go unsupervised for long periods as there may not be enough staff to dedicate care to each individual. With our long term care plan you know your loved one will get one-to-one care at all times. To learn more about our care home alternative schemes then please feel free to get in touch with us - we will be happy to discuss your needs and propose the right plan for you.





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