



Image: careimages.com

Care at Home

Flexible support services allowing people to stay in the comfort of their own home

www.nurseplusuk.com

Introduction to Nurse Plus Homecare

Welcome to Nurse Plus Homecare

We provide a flexible support service to allow people to stay in the comfort of their own home, close to familiar surroundings and people.

Whether you require short term or long term care, one call to multiple calls per day, Nurse Plus are here to help.

Homecare and One to One support has increasingly become a popular choice for many people, allowing them to remain in the comfort of their own homes amongst familiar surroundings and people and allowing them to live as independently as possible, for as long as possible.

Choosing the Right Domiciliary Care

This can be a daunting prospect with so many to choose from. **Here at Nurse Plus we have been arranging reliable personal homecare support service since 2005, recruiting Personal Assistants, Carers and Nurses for people with varying care and support needs**

Nurse Plus is **registered with the Care Quality Commission** and is a member of the **Recruitment & Employment Confederation**.

Our Experience

We have considerable experience in supporting people with a range of complex needs including:

Autistic Spectrum Conditions (ASC)

Asperger syndrome

Behavioural and Emotional issues

Bipolar disorder

Challenging behaviour

Cerebral palsy

Dementia

Downs syndrome

Epilepsy

Multiple disabilities

Personality disorder

Schizophrenia

Brain and Spinal injuries

With experience for people with various needs including tracheostomy, ventilatory support, Peg feeding, Stoma care and other complex needs.

Nurse Plus Homecare Services

The range of care packages we deliver include:

Personal Care at Home

- Bathing
- Dressing
- Assistance with getting up
- Assistance with going to bed
- Reposition bed-bound clients to help prevent skin breakdown
- Assist with active range of motion activities

Companion Care Services

- 1:1 Support
- Conversation
- Reading
- Appointments
- Outings
- Carer relief

Developing Life Skills

- Meal Planning/Preparation
- Cooking
- Domestic help
- Shopping
- Respite/relief
- Day/night sitting service
- High Dependency
- Live in care
- Escort service

Specialist Needs

- Palliative care
- Live in Care
- Home from Hospital
- Respite for carers



Why Nurse Plus?

Nurse Plus has been trading since 2005, amongst our Head Office and branch network we have **over 100 Years Experience** of provide Domiciliary/ support care, recruitment & training in the healthcare sector.

With our network of branches located across the UK we can provide the service from a **local office with local staff**.

Nurse Plus operate an **out of hours on call service**, allowing you to contact our branch staff at anytime, for any reason.

We invest heavily in our staff training, regular training is carried out at our **in-house training centres** by experienced trainers ensuring the staff we provide you with have the right skills to offer the highest quality care and support.

All Nurse Plus staff go through a **rigorous recruitment process** and **complete enhanced DBS checks**.



Image: careimages.com

**Contact Nurse Plus Today to
arrange a free assessment**

Key Benefits

- ✓ Over 100 Years Experience
- ✓ Local office with local staff
- ✓ Out of hours on call service
- ✓ In-house training centres
- ✓ Rigorous recruitment process
- ✓ Enhanced DBS checks.

We offer a flexible service, we work with you to create a personalised support plan at times and days to suit you.

**To find your local branch visit:
www.nurseplusuk.com**

Typical Care Package example:

08:00 - 08:30 - 30 minute call

To assist with personal care needs, assist with breakfast

12:00 - 13:30 - 1.5 hour call

Take food shopping, prepare lunch, light household duties, assist with toileting

20:30 - 21:00 - 30 minute call

To assist with personal care and going to bed

Your Care Package, Your Choice

Whether you require one or two hours a week or multiple calls per day, short term care following a fall or hospital discharge, or long term care we offer a personalised service of care enabling you to stay in the comfort of your own home, close to family and familiar surroundings.

The Next Step

What Happens Next

One of the team would visit you initially at your convenience to discuss your requirements and agree a tailor made package to meet your needs.

What will we look for?

We would take the time to get to know you and your environment in order to identify the best person to suit your personality.

Every member of our staff is required to undertake annual mandatory training updates that cover: manual handling, health and safety, fire safety, safe guarding adults and children, nutrition, food hygiene and Infection control. We are committed to continuously offering further training to our staff and run specialists courses such as epilepsy, medication, challenging behaviour and more. All of our staff members are also given the opportunity to work towards a Diploma in Health and Social Care Level 2 & 3.



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Frequently Asked Questions

What is a risk assessment?

Under the Health and Safety Regulations 1992 we must assess the risks to the health and safety of our staff whilst in work. We need to identify any risks to yourself and staff entering and leaving your home as well as in your home. As a result of the risk assessment, we may make suggestions for changes that ensure a safe working environment.

What standards do we work to?

Our staff are committed to providing you with a quality service. They are all trained, skilled, and work to high standards. Nurse Plus are governed by the CQC (Care Quality Commission).

What happens if I go into hospital or go on holiday or are having a night out?

Services will be suspended during hospital admission and started again when you come out. If you are going on holiday or a day out it is important to contact us so we can suspend your services.

How do we check you are receiving the right service?

We will hold regular reviews with yourself, care staff, family and friends to discuss the service you are receiving. The discussion will help us ensure that we are meeting standards and providing a quality service for you. We also carry out regular spot checks on our care staff.

How do I make Complaints, Suggestions or Compliments?

Nurse Plus is committed to providing quality services. We need to hear from you if you have any complaints, suggestions or compliments about the service you receive. You will be issued with a copy of our complaint procedure within your care plan documentation.



Homecare Checklist ✓

Nurse Plus can provide all of the below

With so many agencies to choose from, it can be a daunting task to find the right one, below are some questions that you may find useful when considering using the services of a home care (domiciliary) provider.

- ✓ What experience does the agency have in your particular field of need?
- ✓ How hard or easy would it be to make a complaint and how are things then put right?
- ✓ How long has the agency been operating?
- ✓ How does the staff rota operate and what happens if your carer goes on holiday or is sick?
- ✓ How can you contact the agency in an emergency or outside office hours?
- ✓ Is the Homecare agency registered with the Care Quality Commission? Ask to see a copy of their registration certificate.
- ✓ If this is a private contract ask for a copy of the agency's contract terms and read these carefully with someone you trust. Get as much help as you can going over it and ask any questions you may have before signing anything.
- ✓ Staff should be fully trained or be in ongoing training. Ask the agency about their policies on this.
- ✓ You will have a care plan drawn up by the agency which the carers will work to. Ask how often this plan will be reviewed by the agency.
- ✓ Carers must be checked with the Disclosure and Barring Service (DBS).
- ✓ If paying privately check carefully the fee rates charged and exactly what the payment covers.
- ✓ Can I pay by Direct Debit?



Direct Payments

Contact your local Social Services Department today for an assessment

Direct payments are payments given to individuals by Social Services Departments (following assessment) to enable them to buy services they have been assessed as needing.



Who can get direct payments?

If you have been assessed by Social Services as needing a social care service. This includes people with:

- physical or sensory impairment
- mental health problems
- learning disabilities
- a long-term illness or who need help because of the effects of growing older

What can direct payments be used for?

Direct Payments must be used to meet the needs for which Social Services have agreed you should have help. You can do this by:

- employing your own support staff
- paying for daytime opportunities
- buying services from private care agencies

What are the advantages of direct payments?

You can choose who supports you, how they support you and when. People who use direct payments enjoy the flexibility and choice that direct payments can bring, and frequently comment on how they have gained greater self-esteem, confidence, and control over how they live their lives.

What Our Clients Say About Us

“ The visit of the Nurse is always like the visit of a friend. We talk and laugh a lot and I feel cheerful for the rest of the day. ”

“ All the staff you have sent to help my father have been of the highest quality and have really been pleasant to have in the house, they have help him to manage to recover during this difficult period, I have already recommended your agency to two other friends and shall continue to do so with confidence. ”

“ My father was against the idea of having a carer but after a few days with Maureen he didn't want her to leave, I feel this says it all. ”

“ The ladies in the office are always fantastically friendly and have a really good sense of humour and nothing is ever too much trouble. ”

“ The service has been well appreciated, I couldn't ask for anything more, well done Nurse Plus. ”



“ We would like to thank the carers who supported Mum so well when at home and enabled her to maintain a quality of life and the independence, which was so important to her. She spoke very warmly about her carers and was touched by the kind care she received. ”



“ The carer was a lovely person, she was always punctual and a pleasure to have in our home, she got on very well with my mother who will be coming to stay with us again at Christmas and we look forward to working with you again then. ”

“ This is an excellent Service, I feel I can go on holiday knowing my mother is not alone and will have somebody to call on her everyday and make sure she is ok. ”

“ Nurse Plus carers go above and beyond their duties in respect of the care they provide for my daughter and I cannot praise them highly enough. ”

“ I used the services of Nurse Plus for my mother while she was visiting us recently. I will certainly contact you again if she is able to travel to visit in the future. Excellent service from the very first contact. ”

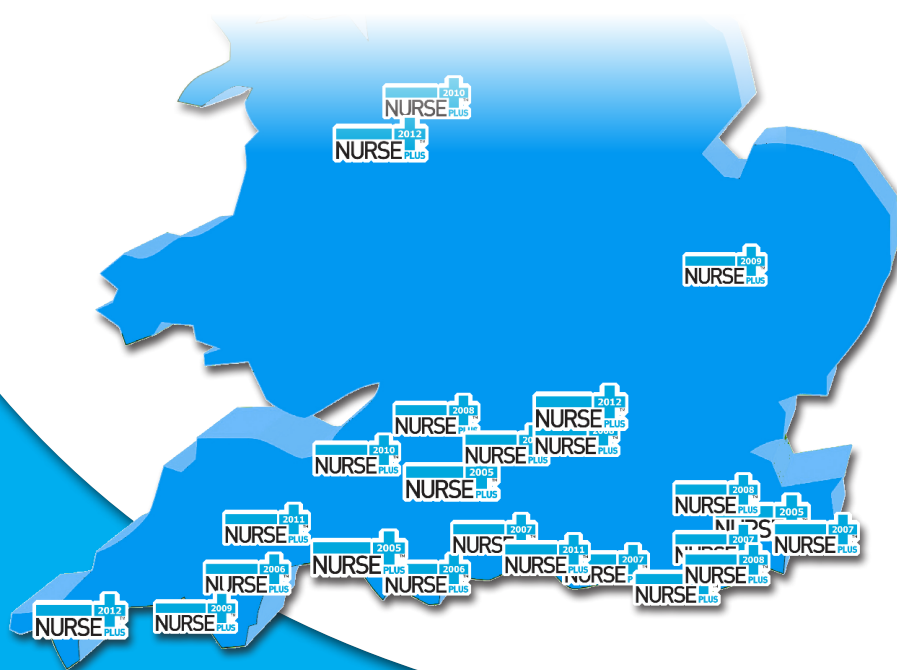
“ I couldn't be happier, Nurse plus are like angels to me. So kind an helpful and not treating me like I am old. ”

Home Care Services Covering:

- ✓ Personal Care Services
- ✓ Home Care Services
- ✓ Companion Care Services
- ✓ Specialist Needs



www.nurseplusuk.com



For more information
please contact your local branch

