



Kare Plus Basildon and Southend-on-Sea Home Care Service Brochure



The Caring Company - Our aim is to deliver the highest possible standard of care and first class customer service.

Welcome to Kare Plus Basildon and Southend-on-Sea

Dear Reader,

Thank you for taking the time to review Kare Plus Basildon and Southend-on-Sea Home Care Services' Brochure detailing the care and support we offer.

Kare Plus Basildon and Southend-on-Sea was originally established as a Health Care Agency in 2013 to assist our clients to maintain their independence within their own home. The guiding principles behind everything we strive to do are set out in this brochure.

We believe passionately in the significance of our work and feel it should have a positive impact on the lives of our clients, their families and the communities that we offer support to. Our objective is to deliver excellent care and to see our clients live life to the full.

I hope that you will see from the pages that follow that the Kare Plus Basildon and Southend-on-Sea team will be here to help throughout your whole process.

Kind Regards,

A handwritten signature in black ink that reads "Kellie Packham". The signature is written in a cursive, flowing style.

Kellie Packham

Home Care Registered Manager

Our Services

Kare Plus Basildon and Southend-on-Sea supply carers to a wide range of different clients; such as elderly and frail, mental health, learning disabilities, supported living and many more, and we aim to deliver the highest possible standard of care and first class customer service to all our clients. Each of our staff is highly trained; their expertise, professionalism and reliability guarantees we deliver exceptional service every time. All of our care packages are tailor-made as we believe that care should be as individual as the people who receive it. Our services are available 24/7, all year round. We believe in a person centred approach to care, and the customer is involved at every stage of the decision making process. We promote independence and choice and encourage living life as fully as possible.

Every care package will be different depending on the individual's needs, we can offer the following services;

Personal Care

Our Personal Care Services can help you with activities of daily living, which you would normally undertake for yourself, but are unable to do so due to illness, disability or frailty. We can assist with;

- Mobility
- Medication Prompting
- Toileting and Incontinence Support
- Bathing and Showering
- Oral Hygiene
- Grooming
- Dressing
- Meal Preparation
- Posture and Positioning of Clients
- Light Cleaning and Household Tasks

Companionship

Our Companionship Service gives you the support that you need to live independently, providing you with the assistance of a care assistant at times that are most convenient to you. Your carers will provide company and conversation as well as providing support with your household and social activities. We can provide support in a number of ways, including;

- Company
- Household Activities
- Daily Routine
- Social Activities
- Day Trips Out
- Religious Services



Hospital/Doctor Appointment Transport

We understand that it can be a difficulty to take your loved ones to every health care appointment, or to arrange the transport to these for yourself. We can offer a transport service to and from these appointments and stay while the appointment is carried out. We ensure all of our staff have a car that holds a fully passed MOT and in-date Service. Please find below the list of appointments we can assist with;

- Hospital Appointments
- Doctors' Appointments
- Dentist Appointments
- Opticians Appointments

Mental Health Needs (Adults)

We all value our independence, but sometimes a short or long-term mental health condition can make it more challenging to live independently. In these circumstances, Kare Plus Basildon and Southend-on-Sea can make a real difference in your life and well-being.

Together, we will look at the ways we can support you, then help you make the choices that give you control over your life and your mental health. If your needs change, we'll adapt our home care plan to meet your new circumstances. We can support you with the following;

- Choosing What to Wear and Getting Dressed
- Laundry
- Eating, Drinking and Preparing Meals
- Shopping
- Medication Prompting
- Attending Appointments
- Cleaning
- Involving Clients in Their Local Community
- Religious Services
- Social Events



Learning Disability (Adults)

We want the people we work with to live their lives their own way and to realise their potential, whatever their impairment or disability may be. You don't have to live your life any differently because you need a little extra help. We are committed to empowering individuals with Learning Disabilities by enabling them to develop daily living skills and relationships, as well as increasing their confidence. The service aims to help people with Learning Disabilities to live as independently as possible and involve them in making decisions and choices and assist clients with Learning Disabilities with the following;

- Choosing What to Wear and Getting Dressed
- Laundry
- Eating, Drinking and Preparing Meals
- Shopping
- Medication Prompting
- Attending Appointments
- Cleaning
- Involving Clients in Their Local Communities
- Religious Services
- Social Events



Our Team

At Kare Plus Basildon and Southend-on-Sea, we take great care in selecting and developing our team. We aspire to employ the best carers and adopt a team approach that helps deliver the highest standards and provision of care and service.

Recruiting the right people is a fundamental part of our success. Our care teams not only need knowledge, skills and experience in the ways of best practice, but also need empathy, warmth, compassion and excellent listening and communication skills. A genuine understanding of client's needs are required to ensure that people benefiting from our services have the best quality of life possible.

Our extremely rigorous recruitment and selection process guarantees we only employ the very best. Every applicant who wishes to join Kare Plus Basildon and Southend-on-Sea must have a wealth of experience and undergo a series of checks including an enhanced DBS, proof of identity, written professional references and a complete employment history.

Our training includes;

- Basic Life Support
- Manual Handling
- Health and Safety
- Fire Safety
- Infection Control
- Food Hygiene
- Safeguarding Adults
- Medication Awareness
- Mental Capacity and Deprivation of Liberty Safeguards
- Communication
- Equality and Diversity
- Supporting People With Dementia
- Safeguarding Children
- Palliative and End Of Life Care
- Nutrition

We also offer all of our staff members a chance to complete an NVQ in health and social care.

Testimonials

Lorna – “To Kellie and your wonderful care team at Kare Plus Basildon and Southend-on-Sea, I want to say a huge 'THANK YOU' to you and all of your excellent team who came to the house and took great care of my dear sister during the final days of her life. Without all of your warmth, care and compassion we would have really struggled towards the end but you allowed us the precious time to spend with my sister whilst you dealt with the not-so-pleasant bits! All the carers who came to the house were amazing and so dedicated to their work, whilst being so lovely to my sister. There are not enough words to say how much we appreciate everything you did for my sister, so on behalf of all my family, my brother and myself, thank you so much. Much love and warm wishes.”

Rob - "Thank you to you and all your staff for your hard work and making my Dad's final days peaceful."

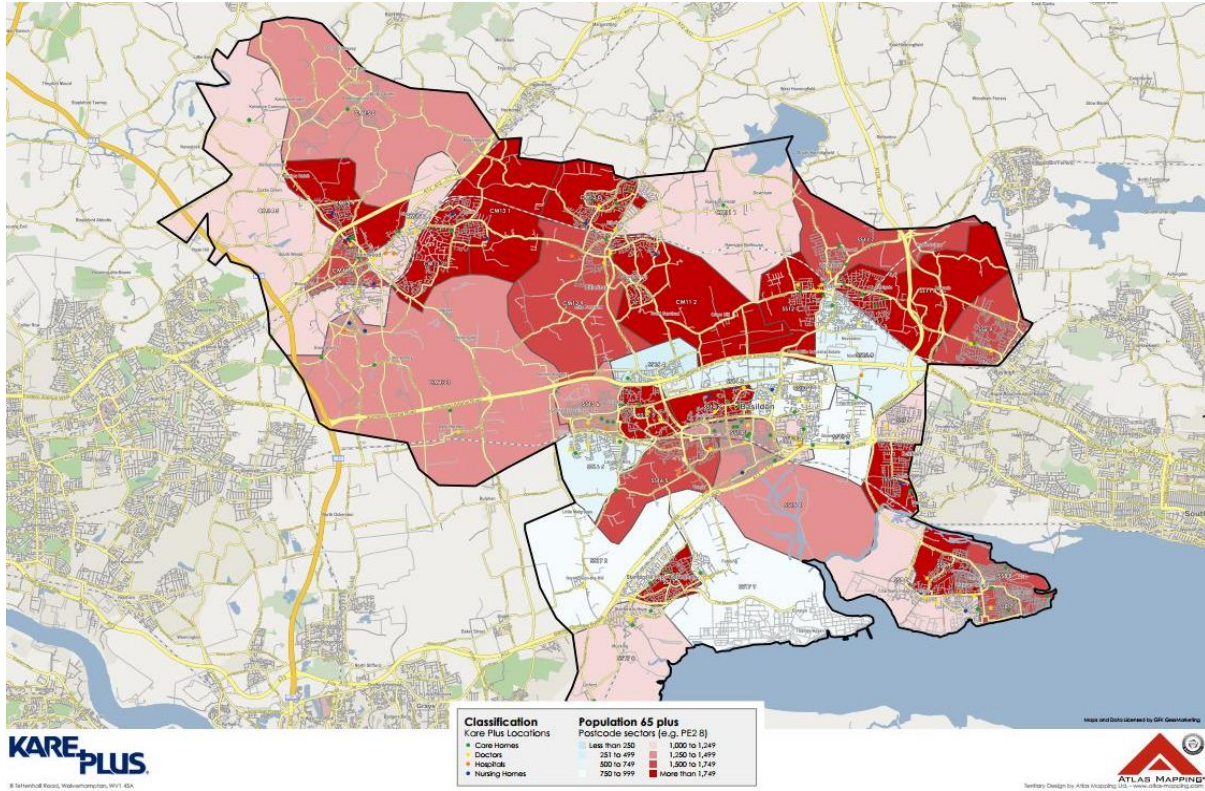
Mr J Potter - "We used Kare Plus Basildon & Southend-on-Sea when we needed care for my mother who lives locally, the staff were so nice and well spoken, we had the same carer regularly and she was very helpful and caring even the manager made regular visits to see her. Very happy with the service!"

June - "To all at Kare Plus Basildon and Southend-on-Sea, Kellie and all the wonderful carers, thank you all for the wonderful care and kindness, we couldn't have wished for any more in my husband's last months. Love to you all."

Eileen – “I’ve been receiving care from Kare Plus Basildon and Southend-on-Sea for almost a year, and I have never had any issues with any of the staff. Since starting to need care, I feel a lot more at ease with having the helping hand and I now find that I enjoy it! I look forward to seeing the carers in the morning and before I go to sleep, they brighten up my day when I do not get to see many others. Kellie has always been more like a friend than a manager and I like to speak to her regularly. So, thank you very much to all of the Kare Plus Basildon and Southend-on-Sea team for being the best care agency I have ever experienced, and I hope I get to use your services for many more years.”

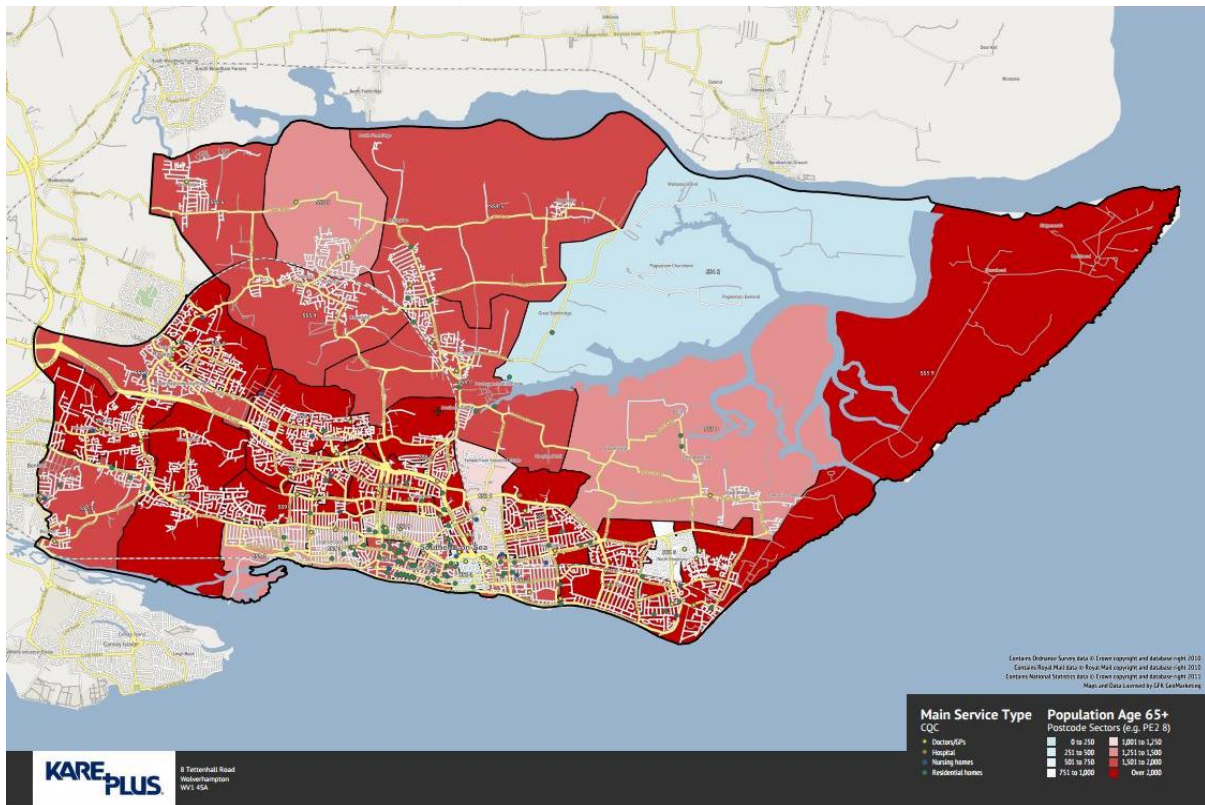
David - "Kare Plus Basildon and Southend-on-Sea has transcended beyond being a place of work to an atmosphere of unity, love, support and responsiveness to staff and clients alike. I am happy to be part of this great vision."

Our Working Areas



Top – Basildon and Brentwood

Bottom - Southend-on-Sea



Support Steps and Fees

We understand that arranging care for you or a loved one can be an incredibly sensitive, and sometimes a confusing time. It is vital that you understand what care at home actually involves before making the important decision.

The first step is to get in contact with us either by phone/email or visit our office. We will then have an initial chat with you to find out what the care needs are, then organise a convenient time for one of our friendly team to make a home visit to carry out an assessment.

Together, we will create a care plan which will be tailored to the individual's needs. When an agreement is in place, we will match one of our fully trained carers to start delivering the help and support needed.

Our care fees have no hidden extras, there is no VAT to be added. Costs differ with what sort of care package you will be requiring, also if the work is over a bank holiday. We will discuss and agree this with you at your **free** assessment.

We can offer visits of 30 and 45 minutes as well as an hour or longer, so that your care needs can be met in as flexible way as possible that will suit your budget.

Our assessment is **free of charge**, so even if you decide not go ahead with us, we won't charge you.

To find out more, get in touch with us on **01268 560 246** and we will be more than happy to talk to you through your fees and arrange an assessment.

Step 1 – Talk to us – 01268 560 246

Step 2 – Free Care Assessment

Step 3 – Care Plan Tailor Made To You

Step 4 – Care Plan Is Flexible and Free To Exit

Frequently Asked Questions

Can you support me for only a short amount of time each day?

Usually, our minimum duration of visit is half an hour, although it depends on your care requirements and where you are located. Should you require short visits, please contact a member of our care team who will be able to advise how we are able to help.

Will I have the same carer?

We will try our utmost to keep the same carer in on all your calls as we feel that continuity of care is paramount, however, we like to ensure you feel comfortable and confident with around three of our carers. This is in preparation for if anything happens, like a carer calling in sick, someone else you recognise will be with you.

Can I contact you anytime?

Yes. We have an on-call phone that can be contacted 24/7, 365 days of the year. Please call the office number for it to divert to who will have the phones.

Am I going to get the times I want?

We aim to give you the call times you require, if we cannot give you the exact time then we tend to find a half an hour time window either before or after the call time you request.

Can your carers help me with my pets?

Whilst our carers will do everything they can to support you, we cannot guarantee support with your pets. If you do require help with looking after your pets, we will do our utmost to match you with a carer who will feel comfortable doing so.

How soon can my care package start?

Our service can often commence within 24 hours of your initial enquiry. Upon receiving your enquiry, we will arrange for an assessor to visit your home and carry out a full assessment of your care requirements and a risk assessment to ensure yours and our carer's safety. A personalised care plan will be produced for you, which we will finalise with you and your family, making sure that you

are happy with every aspect. We will select a carer to provide your care based on your needs, personality and preferences.

We understand that in an emergency you need us to react quickly to allow a care package to start immediately, in such circumstances we will simplify our service delivery process and carry out an immediate assessment in order to facilitate a faster response.

How much notice will you require to cancel/add a call?

We require as much notice as possible for us to inform the carers to any changes, typically we would need at least 24 hours but if it is an emergency then we can accept less, as long as the notice is prompt.

Do you have a CQC rating?

Yes, we are rated as good and striving for outstanding. Please see below and online at -

<http://www.cqc.org.uk/location/1-2142546754>



Last rated
14 December 2016

MD Care Ltd

MD CARE LDT T/A KARE PLUS BASILDON



Are services

Safe?	Good
Effective?	Good
Caring?	Good
Responsive?	Good
Well led?	Good

If you have any further questions, please contact our care team today.

Kare Plus Basildon and Southend-on-Sea,



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<https://www.kareplus.co.uk/basildon/>



