



KARE PLUS BROMLEY

# HOMECARE

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## KARE PLUS

# ABOUT US

Established in 1989 Kare Plus is a leading provider of homecare services and healthcare solutions.

Kare Plus homecare services are fully registered and regulated by the Care Quality Commission (CQC), the Care Inspectorate of Scotland (CIS) and the Care Inspectorate of Wales (CIW).

As an established homecare provider, Kare Plus has the experience and knowledge required to ensure that the care of you or your loved one is managed with the utmost discretion, consideration and commitment..

While we ensure that we meet the care needs of the individual, we also promote privacy, dignity and respect in everything we do.

At Kare Plus, exceptional care is our daily standard.

As a company we have evolved and strengthened the broad scope and range of services which we can offer to support you or a loved one.

As such we will always ensure that you or your loved one's life choices, aspirational goals and dignity are respected.

So whether it is a little or a lot of care, or indeed just a chat to discuss options, Kare Plus could be just what you are looking for.

## KARE PLUS

# WHY CHOOSE US

The Kare Plus brand is built on quality, support and collaboration. We provide care that is led and shaped by you, we aim to support you or your loved one to live as independently as possible.

As a provider Kare Plus has a reputation for healthcare support and quality that speaks for itself, allowing you to focus on living life in the best way you can, with as little stress or worry about your care as possible.

As a care provider Kare Plus has established itself as a leader in the industry by always working with, and supporting our customers to find a package of care that is tailored to their needs.



## **BE MORE THAN A CUSTOMER, BE A PARTNER IN YOUR CARE**

Kare Plus prides itself on its approach to involving our customers and their loved ones in shaping the care delivered. Whenever possible, your care is led by you.

Homecare is focused on supporting you to live as independently as possible, by involving customers at every step of the journey, Kare Plus knows that they will feel that their care is not just built for them, it is built around them and shaped by their needs and can develop as they do.

## **KARE PLUS HOMECARE HELPS YOU STAY IN YOUR HOME:**

Many people would be surprised to learn that private care in your own home could be more cost effective than alternative options.

Care establishments such as nursing and residential homes will usually have a high level of on-going costs, these overheads include everything involved in running and maintaining the premisses as well as delivering the care itself.

With Kare Plus homecare, you only pay for what you need.

Kare Plus homecare also provides guaranteed one-to-one care, something that is much harder to come by in shared occupancy residence.

## **EXTENSIVE TRAINING:**

The demand for homecare has continued to grow over the last few years and is expected to continue this trend. Inevitably the increase in demand will lead to more providers coming to market, creating more choice for customers and clients.

The standard and quality of training required at Kare Plus is something that the company takes great pride in. All Kare Plus carers are required to meet a high standard of training and supervision as well as being expected to continue to develop their skills and knowledge through continuing professional development.

## KARE PLUS

# HOMECARE SERVICES

For three decades Kare Plus has developed a broad range of services that achieve the high standards of quality that its customers have come to expect of the Kare Plus brand.

All Kare Plus services are fully tailored around the customer's needs and focus on creating a partnership that allows individuals to live the best life they can. While a number of services have been grouped into categories such as personal care or companionship, no two customers are the same, and neither are their care needs.

The Kare Plus tailored approach to care extends beyond care plans and runs throughout its approach to working with the family and representatives of customers. Every interaction an individual has with a Kare Plus carer, nurse or a member of staff should reflect the values the company has built its services around; promoting independence, compassion, dignity and respect.

From 30 minute calls to 24 hour care, Kare Plus can provide support that is tailored to your needs.

## Key services include:

### PERSONAL CARE

Your carers will support you to maintain your standard of independent living, helping you to carry out day to day activities such as bathing, dressing, meal times and medication.

### HOLIDAY CARE

Many people may feel that their health or age related limitation will prevent them from enjoying things like holidays, however in many cases carers can support you by accompanying you on trips in the UK and abroad.

### GP/HOSPITAL TRANSPORT

Getting to and from appointments with your GP, hospital or other health provider can be a difficult and often stressful experience, especially if it needs to be done regularly. Your carers will be there to support you with getting to and from visits and appointments.

### SIT-IN SERVICE

Sometimes an individual doesn't need extensive or complicated care, but simply needs someone to be present for a set period of time.

### TRIPS IN THE COMMUNITY

Kare Plus knows that most people wish to live their lives to the fullest, including taking part in activities in their local communities, this can include things like going to activities or events, meeting friends or visiting family.

### EMERGENCY AND RESPITE CARE

For most people care is planned in advance and is arranged with family, friends or a provider. Sometimes the unexpected can happen and you will need emergency support or need to give your regular care provider a break while ensuring continuity of care.





### **COMPANIONSHIP**

Not all care is built around treating or managing a clinical or medical requirement. For many people loneliness is a major concern, especially those with limited mobility. Companionship care focuses on maintaining healthy social interactions.

### **END OF LIFE CARE**

Kare Plus supports people of all backgrounds who have been diagnosed with a life-threatening illness. Helping to achieve the best quality of life possible for them and their loved ones.

The focus for end of life care is to ensure that Kare Plus customers have the opportunity to spend their precious time in the way they see fit.

### **NIGHT CARE**

Your night care support package will be designed to support you with the management of your additional care needs that will require care during the night hours.

### **LIVE-IN CARE**

Sometimes care is required around the clock or with sufficient frequency to require a member of staff to live with you.

Live-in care provides the highest quality dedicated care, in your own home.

More information about the live-in care service is available in a separate Kare Plus live-in care document which can be requested from your local Kare Plus office.

## HEMOCARE SERVICES

# PERSONAL CARE

Most people will at some point in their lives face a reduction in their mobility and ability to carry out tasks independently. Whether it is due to age, illness or disability; the lack of self reliance can cause both discomfort and distress.

The kare Plus personal care service offers a discreet level of personal care that is built around your ongoing needs. Your carer will support you with day-to-day tasks, focused on not only helping you live your life as you wish, but also providing emotional support and guidance to help you retain your feeling of self determination and independence.

The dignity and safety of customers is the most important factor in a Kare Plus personal care package. Carers are trained in maintaining and encouraging dignity and respect at all times, whether it is when helping you with your bed routine, seeing to your hygiene needs or administering medication.

### **BATHING**

Your Kare Plus carer will be on hand to support you with as much or as little assistance as you need during the very personal process of bathing. Ensuring you are able to get in and out of your bath or shower with safety and dignity.

### **DRESSING**

Even at the best of times buttons, buckles and laces can be fiddly and difficult to handle. For many people who have additional care needs they become too difficult. Your Kare Plus carer will be able to support you in getting dressed and undressed.

### **BED ROUTINE**

Starting and ending your day should be a peaceful and stress-free experience, that is why your carer will be on hand to support you with getting in and out of bed.

### **CONTINENCE**

Whatever your continence requirements your carer can help you to get to and from the toilet and can also monitor your personal hygiene if required. Kare Plus carers understand how personal and intimate continence issues are, that is why our continence care is fully flexible to suit your needs, so you always feel in control.

### **MEALTIMES**

From the planning of meals to doing the weekly shop and preparing the meals for you, your carer can assist you every step of the way in ensuring your mealtimes are enjoyable and stress free.

### **HOUSEHOLD TASKS**

If there are tasks around the house that you are unable to complete yourself, your carer can assist you with light household work as part of your Kare Plus personal care package. Tasks such as doing the laundry, washing up and vacuuming can be done to assist you living in a home that meets your standards.

### **MEDICATION ASSISTANCE**

For many people managing their medicine is an additional task that they may struggle with. It can be easy to forget to take medicines, or it may be difficult to take the medications in the correct way.

Kare Plus carers are trained in the proper administration of medicines and will be able to remind you to take your medication on time and in the correct quantities. They can also support you with the physical act of taking the medication in most circumstances.

## HEMOCARE SERVICES

# GP/ HOSPITAL TRANSPORT

Often the people who most need to visit their GP or hospital are also less likely to be able to access reliable transport and may struggle to interact with such a service without substantial added stresses occurring.

Kare Plus is able to offer staff who can facilitate arranging your travel to and from your GP or hospital for you. Your care staff can also accompany you on the way to your appointments with support being provided before and after your journey.

## HEMOCARE SERVICES

# SIT-IN SERVICE

Everyone's care needs are met in different and unique ways and for many people who do not have complicated care needs, their circle of family and friends become essential to the supporting of their needs. Even individuals who have regular care through a provider like Kare Plus are often also supported by family and friends.

In these circumstances it can often be the case that long term care needs are not a consideration but it may still be necessary for support and companionship to be provided for a specific short period of time.

This can be for anything from a gap in previously arranged care, through to ensuring a relative is supported while their family do the weekly shop.

The Kare Plus Sit-in service is designed to supplement other care arrangements or to simply offer short term social support and companionship.

## HEMOCARE SERVICES

# HOLIDAY CARE

For many people it can feel as though age or illness can prohibit their ability to enjoy life to its fullest. Holidays and trips are something that most people will look forward to and plan well in advance, however for those who have additional care needs it can seem like a daunting prospect.

Managing your care needs in the comfort of your own home can already be a complicated and stressful experience, doing it elsewhere in the UK or even abroad is a lot for a person to manage on their own.

That is why the Kare Plus holiday care service is designed to take the same quality of care and support you receive in the comfort of your own home and maintain it at all stages of your holiday or trip.

### ON-GOING CARE

Your Kare Plus holiday care plan will always aim to maintain the same routines, quality and type of care you usually receive, regardless of whether you are 10 or 1000 miles from the comfort of your own home.

### CARE DURING TRANSPORT

Whether you are travelling by plane, train, car or boat it can be difficult to ensure that you have all your clinical and personal needs taken care of before and during your journey. Your carer will ensure that every consideration is taken to ensure continued delivery of your care.

### STAY-CATIONS

More people are choosing to holiday in the United Kingdom, this makes providing care comparatively simple compared with international travel. Meaning it is often fairly simple to arrange support for a UK holiday or trip.

### INTERNATIONAL TRAVEL

Holiday care isn't limited to just travelling within the United Kingdom, there are many countries that Kare Plus can support you in travelling to and enjoying while you are there. Speak to your local Kare Plus team about the availability of care staff to travel to your intended destination.



## HEMOCARE SERVICES

# TRIPS IN THE COMMUNITY

Remaining involved in your local community can be important in maintaining your social well-being. Whether it is taking part in activities in your local area, meeting friends and family or just ensuring you get out of the house where possible.

Your Kare Plus carer can be available to support you with one-off or recurring support during your trips out and about in your local area, giving you the extra confidence of having someone with you at all times.

## HEMOCARE SERVICES

# COMPANIONSHIP

Social support and companionship is key to the successful delivery of care, isolation and loneliness are never beneficial, but when combined with the need to recover, take respite or otherwise manage an ongoing need for support, it becomes a significant concern.

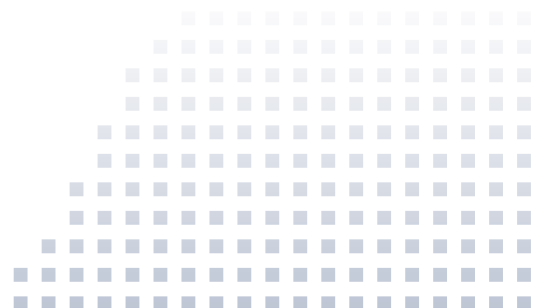
Companionship is about providing support through being present and engaged in someone else's day. Kare Plus carers can work to ensure that you or your loved one is actively engaged with conversation and company. Whether it is as someone to talk to, watch favourite films with or just as someone to be there for the company. Kare Plus companionship care can ensure you or your loved one is having their medical and social needs met.

## HEMOCARE SERVICES

# EMERGENCY AND RESPITE

Sometimes no matter how well planned your care may be, there could come a time when whether it is due to illness, accident, emergency or just bad luck, you may have to suddenly change your care plans.

Emergency and respite care is built around providing cover when your care needs suddenly change or your regular care is interrupted. One of the most common causes for a temporary increase in care needs is if a family member or friend that usually supports you is unable to do so for whatever reason.



## HEMOCARE SERVICES

# NIGHT CARE

At the best of times a good nights sleep can make all the difference and care requirements don't stop just because the sun has set. This is why Kare Plus has developed its night care service, which takes the same quality of service provided during the day and applies it to the night hours.

By providing experienced carers to support customers throughout the night, Kare Plus aims to ensure that you will feel safe and supported and can focus on getting much needed rest and sleep, knowing that you are not on your own.

Your carer will make sure that your sleeping environment is comfortable, clean and suitable for you including helping you with dressing and undressing as well as seeing to your toilet and hygiene needs.

Your carer will be there to support you and ensure that you get the assistance you need, whether it is with medication, personal care, mobility or just as company to make you feel reassured that you are not on your own.

### SLEEPING NIGHT CARE

With a Kare Plus sleeping night care package your carer will sleep in an allocated bedroom in your property once they have ensured that your needs are taken care of.

Your carer will then be available to you should you need them, this type of night care is usually best suited for individuals who do not need additional attention during the night, but rather need support with personal care and reassurance.

You can call on your carer to help with getting in and out of bed, going to the toilet and seeing to your hygiene needs.

### WAKING NIGHT CARE

Unlike the sleeping night care package, waking night carers are alert throughout the night and are able to support you with more frequent or complex support.

Having someone awake and alert nearby can be a great source of reassurance for Kare Plus customers, especially those who may struggle to sleep themselves.

Your waking night carer will be able to support you with all of the same duties as a daytime carer, so whether you need help getting a snack or simply want to have a chat with them, there is someone available at any hour.

## HEMOCARE SERVICES

# LIVE-IN CARE

Requiring additional care needs is something that is often associated with a reduction in freedom and independence, many people also associate needing care with needing to move into a care facility.

For many the idea of having to leave their home will bring about a number of emotional and financial considerations which can be both complicated and upsetting. With live-in care however it becomes possible to receive quality care, in the comfort of your own home.

The Kare Plus live-in care service is designed to maximise independence, enabling you to remain living at home and within your own community. The service is a highly realistic and affordable alternative to the high costs of residential living and the trauma of leaving your home environment.

Kare Plus can provide you with a completely tailored solution supporting you as an individual.

- You can remain in your own home for as long as you want to.
- You can make choices about how all of your care is delivered.
- You eat and drink what you want, when you want, with who you want.

You continue to be surrounded by your own belongings, in a place that you are completely familiar with.

A live-in care service also gives your loved ones friends peace of mind, knowing that you are receiving the care you need, in the place where you are most comfortable.

Whereas most care establishments like care or nursing homes will have a number of customers to look after, a Kare Plus live-in care package is tailored to your needs on a one-to-one basis. This approach allows for a high level of flexibility and cost effectiveness.

Because your live-in carer will be living with you in your property there are a number of additional steps Kare Plus will take in shaping your care. Every effort will be made to match your carers to your situation and personality as well as clinical experience and needs.

More information on the live-in care service can be found in our separate live-in care brochure, request yours today from your local Kare Plus office.





## HEMOCARE SERVICES

# END OF LIFE CARE

Kare Plus supports people of all backgrounds who have been diagnosed with a life-threatening illness. Helping to achieve the best quality of life possible for them and their loved ones.

The focus for end of life care is to ensure that Kare Plus customers have the opportunity to spend their precious time in the way they see fit. Your carer will support you during your illness, aiming to reduce concerns and stress wherever possible.

The Kare Plus end of life care package is entirely flexible and can be tailored to any and all of the stages of end of life care. Your carer will be able to support you and your loved ones right through from diagnosis to treatment and bereavement.

Your carer will be able to support you in staying in the comfort and familiarity of your own home for as long as possible, surrounded by your loved ones and dedicated carers who will provide you with not only high quality care but also compassion and piece of mind.

Your Kare Plus end of life care plan will be built around your personal preference and can factor in as much or as little support for you and your loved ones as you wish. Giving you full control over how your care is shaped and delivered.





## **BEREAVEMENT**

The Kare Plus priority is based on ensuring clinical quality, safety, dignity and respect. But you can rest assured that your care will also take into account the impact that your illness has on your loved ones.

Your carers will respond to the wishes of you and your family and can also provide support to help your loved ones make arrangements after your care has come to an end.

Because it is impossible to know exactly how long a person will need end of life care we will always aim to ensure continuity of care by supplying the same carers to you whenever possible.

This helps you to built up a rapport and a level of understanding with your carer, meaning that they understand your needs and wants.

As your circumstances change and your end of life care develops your Kare Plus end of life carer will be on hand to support you with everything from appointments at your GP or hospital, through to supporting your loved ones by providing respite care so they can see to their own emotional or care needs, knowing you are being well looked after.

## **EMERGENCY RESPONSE**

If something unexpected should happen you may need a care package to be developed and start immediately.

Wherever possible we will aim to provide a quick turnaround of assessment and in turn put in place a care plan that will support you in the short or long term.

## KARE PLUS

# FUNDING FOR YOUR CARE

There are a number of methods available to fund your Kare Plus homecare service.

The funding options break down into three distinct groups which are:

- Funding care privately
- Funding by local council/authority
- Funding by independent budget

As with any kind of commitment we strongly advise any potential customer to seek advice about what funding options are available to them.

It is usually the case that if you have a long term care requirement, your local council can support you with funding dependant on your level of savings or income.

Alternatively you may be able to get non-means tested support for funding such as with Personal Health Budgets.

The simplest process for those with the means is to pay for the care privately, thereby removing the need for funding assessments or having to worry about having too much saved.



## FUNDING YOUR CARE PRIVATELY

Privately funding your homecare is a relatively simple process and a significant number of customers in the industry choose this method where possible.

It provides a high level of adaptability and customisability, whereas with other sources of funding you will likely be limited in the exact care you can get, private funding leaves the exact specification of care up to you.

## FUNDING BY LOCAL COUNCIL/AUTHORITY

Depending on how much you have saved, how high your income is and how severe your care needs are, there may be funding available to you from your Local Council or Local Authority.

This funding is usually divided into means tested and non-means tested varieties, you may also be eligible for funding from a number of benefits and support funds that can be used to help pay for your continuing care.

## FUNDING BY INDEPENDENT BUDGET (Direct Payment and Personal Health Budget)

It may be possible to have the money that is set aside for your care paid directly to you or a third party acting on your behalf. Your council may offer direct payments which is money they have determined you need for care. Enabling you to purchase the care yourself.

Personal health budgets can be paid directly to you by the NHS in order for you to set up a package with a care provider of our choice. A separate document concerning Personal Health Budgets is available from your local Kare Plus office.

GET IN TOUCH

# CONTACT US

Your local Kare Plus office is available to support you with any questions or queries you have around the care needs of yourself or your loved ones.

## Contact Kare Plus Bromley:

**0203 745 4465**

**KPBromley@kareplus.co.uk**

**<https://www.kareplus.co.uk/bromley/>**

**Provident House, Business Centre**

**Burrell Row, Beckenham**

**Kent**

**BR3 1AT**

## WHAT OUR CUSTOMERS SAY

# TESTIMONIALS

*"Many thanks indeed for your care. It's wonderful that you are so proactive and responsible. I know Kare Plus will always ensure Mum's medication is correctly administered at the right times and that she will receive the highest quality of care. Many thanks also for taking Mum out to get her hair done, which she really appreciates."*

**Andy**

"Kare Plus has looked after me with great care when I have been ill with chest infections. I am on oxygen 24 hours a day and I cannot thank them enough for all they do."

**Mrs A A Howells**

"Barbara gives 110% when looking after Dad, it is nice to have peace of mind that Dad is looked after."

**Jade**



## KARE PLUS BROMLEY HOMECARE

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If you have any queries or comments on this or any other Kare Plus marketing materials, or if you require this document in an alternative format, please get in touch via:

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