



A Fresh Approach to
Independent Living at Home

My Life

An Introduction to our Services

Welcome

MyLife Home Care offers professional and compassionate support in the home to enable a more independent lifestyle. There are many ways we can offer assistance, from simple companionship, to bespoke visiting services which can include personal care and household tasks, right up to providing complex medical or live-in care.

MyLife is the private client sister company to Carewatch, one of the leading UK home care brands that has been providing quality care to many thousands of individuals for over twenty years.

This brochure will give you an indepth look at the services we provide, but we would love the opportunity to meet you in person to discuss how we can help you achieve your goal of independent living at home.

We look forward to hearing
from you,

Your MyLife team



How we can help



My home

Recognising and respecting your home, dignity and privacy is of the utmost importance to us. We understand that it is not always easy to ask someone new to come into your home and make sure the transition is made as easy as it can possibly be.



My needs

We put your needs at the heart of everything we do for you - understanding that your MyLife assistance needs to be individually tailored and focused on the choices you have made. Our 'can-do' positive attitude enables us to achieve this.



My assistant

Your dedicated assistant is hand-picked by our management team for their professionalism, compassion, integrity and dedication. We always want the best match possible between assistant and client possible so also look at shared interests and passions so you will 'click' straight away.



My plan

We offer a complimentary initial home support assessment, which provides an opportunity for you to meet us and discuss the range of assistance services that will suit you. Once you decide to proceed, we will then create your Personal Assistance Plan, which will consist of everything you have asked us to assist with, reflecting all your needs and wishes.



What we can offer

Companionship Care	7
.....	
Visiting Home Care	8
.....	
Live in Care	10
.....	
Specialist Care	12
.....	
Respite Care	15
.....	
Home from Hospital Care	17
.....	
End of Life Care	19



Companionship Care

Social isolation is a growing concern nationwide, and, for many families living far away from loved ones, it can be very difficult to help an older parent or a family member living on their own.

A health condition or increasingly limited mobility can increase isolation, or maybe there just aren't as many friends around as there once was.

Loneliness can have a significant impact on health and wellbeing, which in turn can delay recovery from illness and injury.

Companionship home care can provide a friendly face whenever needed and help people to take back control of their lives, re-enabling their involvement in social events and activities.

The benefits of using Mylife companionship home care

- ✓ A friendly face on hand whenever it is needed
- ✓ Someone to chat with at anytime
- ✓ Opportunities to share experiences and have a companion for social events and trips
- ✓ Companionship to help reduce loneliness
- ✓ Domestic help around the home and help with pets
- ✓ Personal care if required

Why choose a MyLife Companion?

A MyLife companion will also be able to provide domestic help around the home and personal care if you wish, or you might choose to have another assistant specifically for this.

MyLife offers companionship designed around the individual; choosing what they would like to do for the day, or planning the week. This could be baking cakes, having a coffee and a chat, going shopping, providing support with medical appointments, learning how to use a smartphone or tablet, or starting a hobby - all of this becomes much easier when there is someone else around to help make it happen.

MyLife Visiting Home Care

MyLife provides a bespoke visiting home care service, to offer a little extra support to people who want to continue living independently in their own homes.

The service is extremely flexible - our MyLife Assistants can visit once a week, or up to several visits a day throughout the week, depending on what is needed.

The benefits of using MyLife Visiting Home Care

- ✓ Regular companionship through the week
- ✓ No need to accommodate a live-in carer
- ✓ Flexibility of service, you can increase/decrease calls with just 24 hours notice
- ✓ Small team of care assistants who will get to know your loved one
- ✓ Ability to spot any changes in health enabling a quick diagnosis
- ✓ Flexible, 'on-demand' respite care service
- ✓ Easy introduction to the concept of having help for more resistant people
- ✓ Personalised care planning that can be adapted as and when required
- ✓ Discreet service; you choose uniformed or non-uniformed assistants
- ✓ Peace of mind for you, knowing your loved one is being looked after

How does visiting home care work?

The first step is to organise a visit from a member of our local MyLife support team, to meet you and your family in your own home. This visit is free of charge and allows us to make sure that everyone is happy with introducing visiting home care.

Working closely with you, we will create a personalised plan that meets your specific needs. A visit also helps us to identify the MyLife Assistants that will be best suited to the role.

We understand the importance of continuity, and depending on requirements, there may be two or three MyLife Assistants who will visit on a rota basis.

At MyLife our assistants have the ability to carry out a number of different activities when they visit, whether it be a trip to the shops or helping with hoovering followed by a cup of tea and a chat.

Your MyLife Assistant will help with whatever is needed at that time, and activities might be:

- ✓ Help with getting up in the morning
- ✓ Help with dressing and personal care, such as showering or hair washing
- ✓ Preparing meals
- ✓ Light household duties such as cleaning, laundry and ironing
- ✓ Looking after pets
- ✓ Help with a trip to the shops
- ✓ Making the home secure
- ✓ Help with getting ready for bed at night.

Our care plans are flexible and responsive, regularly reviewed and updated to ensure we are always providing the right level of care. The visiting support service can be paused for holidays and topped up when additional hours are needed.



MyLife Live in Care

For many people, live in care has become the popular alternative to being in a residential care home. Live in care offers one to one support in your own personal and private environment. It enables people to stay within their local communities and near friends who may live nearby, as well as favourite places to eat, go walking and visit. Families often live apart from each other and find it hard to provide the support to older relatives that they would like to. Having a Live in Assistant gives families the peace of mind that somebody is there to always help in the home as well as being a friendly and encouraging presence.

The benefits of using MyLife Live in Care

- ✓ One to one support, day or night
- ✓ Carefully selected assistant short list to choose from
- ✓ Peace of mind for families
- ✓ Long lasting friendship and companionship

How Live in Care Works

Live in Care means that you have a dedicated live in assistant with you, living in your home. You will need to be able to provide the assistant with their own private room that has a bed.

Your live in assistant will be there to support you day and night, keeping you company and helping you to spend each day the way you want to.

There will usually be two assistants to support you; your main Live in assistant and a second person who will cover the main assistant when they are taking their time off.

Your main assistant will be with you for six to eight weeks, then take two weeks off, and this is when the second assistant will cover.

The MyLife team is always on hand to both you and your live in assistant to support if needed.

Your live in assistant will be closely matched to your interests and personal preferences which will have been discovered with you when your first book the MyLife live in service.

Why Choose Live in Care

Live in care is gaining in popularity as it allows you to stay in your own home while receiving constant one to one support, completely personalised to you.

Often when care is needed full time, families think a residential care home is their only option. Live in care means support can be provided 24 hours a day, 7 days a week with the added bonus of being surrounded by all the things you love and even keeping a much loved pet for example.

Using a Live in Assistant also means that you are not restricted to the times arranged by visiting care. For example on a sunny day you may decide spontaneously to go out - with a Live in Care service you are not restricted to the times you have arranged for an assistant to attend, giving you much more freedom.



MyLife Specialist Care

MyLife Specialist Care offers high quality, personalised care planning and delivery for adults and children with specialist health care needs, so they can stay in their own homes.

Our Specialist Care teams are led by registered nurses, supported by Health Care Assistants all with a minimum of two years care experience and who have completed the MyLife Specialist care training programme.

All our Health Care Assistants complete practical and classroom-based training for each individual customer, ensuring the highest level of competency and professionalism in delivery of specialist care for each of our customers.

As important as their professional skillsets, our Registered Nurses and Health Care Assistants are carefully recruited for their personal skills, namely compassion, integrity and commitment to their vocation.

The Specialist Care service is overseen by the MyLife Clinical Governance Board and regulated by the Care Quality Commission in England and the Care Inspectorate in Scotland.

Our Specialist Care services support a range of health needs and conditions including:

- ✓ Specialist Neurological Care
- ✓ Spinal and Brain Injury Care
- ✓ Palliative Care and End of Life Care
- ✓ Specialist Care Live in Care
- ✓ Post-Injury and Post-Operative Care
- ✓ Rapid Response and Health Monitoring
- ✓ Home from Hospital Care
- ✓ Respite Care

Why choose Specialist Care with MyLife?

Our Specialist Care teams have a branch based support team that take pride in ensuring your requirements and expectations are always met.

We understand that specialist support can be complex and personal to the individual. We make sure time is dedicated to you and your requirements, so that you can fully discuss what you need and find out how we can help before making any decisions.

- ✓ A professional, nurse led service that meets best practice standards
- ✓ Highly experienced, motivated and compassionate Health Care Assistants
- ✓ A bespoke, tailor-made service
- ✓ Monthly reviews by the Clinical Nurse Specialist
- ✓ CQC/CI registered and regulated
- ✓ 24 hour support





MyLife Respite Care

Caring for a loved one, whether a partner, parent, sibling or friend, can be very rewarding but also physically and emotionally draining. It is particularly important for someone who is caring for another to give themselves regular rest breaks so they are refreshed and full of energy.

Taking a break can benefit both the carer and the person receiving care. MyLife Respite Care enables carers to have a break, without their loved ones having to leave home. A MyLife Assistant can cover all caring responsibilities during the respite period, which can be arranged as a regular scheduled break or on an ad hoc basis.

The benefits of using MyLife Respite Care

- ✓ Regular breaks for you when you need them
- ✓ Flexibility to do the things you want to do, for example taking a holiday
- ✓ Less burden on you, helping to preserve family relationships
- ✓ Emergency cover to aid you if you're not well or something unexpected happens

What is Respite 'On Demand'?

Respite on demand care can give you emergency cover when you may need support at short notice.

It's also good to take respite to preserve relationships. Becoming a carer for a parent or spouse can change the dynamics of the relationship and the way that you feel. The person providing the care in the relationship may feel tired, but guilty for feeling tired and not having the energy to be how they want to be, and the person receiving the care may feel they are a burden due to how tired you seem to be. It's therefore important to both people in a caring situation that the carer gets to take a regular break.



MyLife Home from Hospital Care

MyLife offers a Home from Hospital service to help people get back on their feet after a hospital stay, promoting rest, healing and recovery with a focus on regaining independence.

This can be a worrying time for families, especially if they live far away, but a MyLife Assistant can help with the whole hospital journey, from helping to pack a bag and securing the home beforehand to providing support and medical care following discharge.

Each Home from Hospital care plan is bespoke, as everyone has different needs following a hospital stay. We will work with you to put together a personal plan based on your specific needs and wishes.

The benefits of using MyLife Home from Hospital Care

- ✓ Less stress on you and family members
- ✓ Support for the patient, to allow rest and recovery
- ✓ Before and after hospital care for your loved one
- ✓ Personal care plan to tailor care for each individual

How does Home from Hospital Support work?

Our home from hospital support is approached with a personal care plan, as with any of our services, as this enables us to discover individual needs. Everyone has different things that they would like support with following a hospital stay, and different things that need doing, so we like to make sure that we have everything covered.



MyLife End of Life Care

If your parent or loved one has been told that they may not get better then End of Life care (also known as palliative care) provides treatment and manages pain and other physical symptoms resulting from a terminal and/or complex illness while they near the end of their life.

With a complex and terminal illness, symptoms may need to be controlled and managed where possible. MyLife can offer a clinically led Specialist Care service at home to offer the full spectrum of medical support, as well as the practical and emotional support required during this time. We are usually asked to become involved at an early stage to help with medication and practical help, sometimes also helping with getting out and about while health still permits this. This is a very emotional time and we understand that.

The benefits of using MyLife End of Life Care

- ✓ Professional support and care in your loved one's home
- ✓ Support for any psychological, social or spiritual needs
- ✓ Choice on where your loved one spends their final days

We will help to retain a decent quality of life

We can support any specific need - our aim is to help your loved one to achieve the best quality of life, as well as ensuring you are also supported during this difficult and emotional time.

Dying in a dignified way at home is enabled by our Specialist MyLife team supporting your loved one by providing professional, qualified Registered Nurses and Healthcare Assistants to provide their care if required. This helps to retain a good quality of life for the time they have left by providing relief from pain and other distressing symptoms, keeping them as happy and as comfortable as possible while allowing visits from family and friends.



The MyLife Assistant

What we look for in our Assistants:



THOUGHTFULNESS

Our Assistants display a natural empathy and help people to feel better about themselves.



GOOD LISTENING SKILLS

Our teams are made up of understanding people who listen intently to the needs of others.



A CARING TOUCH

You'll find dedicated people who really care about making a difference and pay attention to how people are feeling and can spot changes in their wellbeing.



A WARM PERSONALITY

We choose happy people who bring a friendly, smiling face into the lives of the people they care for each day.



TRUSTWORTHY

Our Assistants are reliable and know how to adapt to the needs of each person they care for to make them feel safe at all times.



EMPOWERMENT

Our staff are empowered to be the best they can be, through great training and professional development.

Your dedicated Assistant is hand-picked by our management team for their professionalism, compassion, integrity and dedication. They are referenced, security checked, fully trained and supported in their professional and personal development. We always want the best match between assistant and client possible so also look at shared interests and passions so you will 'click' straight away.



We are here to help

Paying for your assistance

We can advise you on different ways of paying for MyLife Home Care which can include:

- ✓ Self-funding
- ✓ Direct Payments
- ✓ Personal Independence Payments
- ✓ Individual Budgets

Care Needs Assessment

Everyone has a right to a needs assessment by the local Adult Social Services Department. Make sure you take advantage of this. If you are going to pay for care privately, MyLife will create a more personalised care plan, taking into account your personal lifestyle choices.

Home Adaptions

There are certain home adaptions you may be able to get for free. Check this with your local Adult Social Services Department. Disability equipment and small adaptations costing less than £1000 are generally provided free of charge if you've been assessed as needing it and are eligible.

MyLife is:

- ✓ CQC/Care Inspectorate registered, regulated and inspected
- ✓ Fully insured for public & employee liability, medical negligence and transportation
- ✓ A member of UKHCA, Scottish Care and other trade associations.

For further advice please contact us at one of our branches:



East Sussex

Castle House
Sea View Way
Woodingdean
Brighton
BN2 6NT

01273 207111



Kent

Unit 5&6 Dennehill
Business Centre
Dennehill
Womanswold
CT4 6HD

01227 937780



Edinburgh

15 Alva Street
Edinburgh
EH2 4PH

0131 603 4449



West Scotland

Unit 6 Beardmore
Business Centre
Beardmore Road
Clydebank
G81 4HA

0141 739 8888

We provide live in care services throughout the UK.
Please contact your nearest branch for further details.

Your life,
Your way

MyLife and Carewatch are part of CSN Care Group Ltd.
Registered address: 160 West George Street, Glasgow, G2 2HG. Company number SC617634



mylifehomecare.co.uk