



Welcome to Alina Homecare  
It's all about you

 **alina homecare**  
*Care at Home*

[www.alinahomecare.com](http://www.alinahomecare.com)



“

In truth I don't know how we would have managed without Alina Homecare, not just for the practical help, but also the emotional support. You are all very special people.

”

**Jackie, Brighton**



## It's all about you

At Alina Homecare we know that care is best when it's at home. It gives you options. It helps you stay in control for as little or as long as you want. It's there when you need reassurance and to help you stay independent.

We can help your mum, dad, children, neighbours or yourself to live in familiar surroundings and as part of the local community. We care for you and your choices, just as much as your physical needs.

Whether you need a few hours support a week, or full time live-in care, we help you achieve whatever you choose.

**WE SUPPORT YOU TO MAKE LIFE EASIER**

*Sugar in your tea. Places to see. Lunch at the pub. Songs to sing. Friends to stay.*

We all value different things at home and in our community that make us feel like we belong. So if an injury, medical condition or even responsibility for the family home start to affect your confidence or ability to live alone, there's an awful lot at stake. Our job is to understand what makes life good for you and what level of independence you want. We then suggest ways to help you achieve it. To find out more call 0800 292 2210.

## Your Homecare choices

Choose **Domestic Care** for a hand with everyday jobs like cooking, washing, cleaning, shopping and transport to and from appointments.

Or **Personal Care** for help with bathing, shaving, getting dressed, getting into bed and remembering medication.

**Companion Care** means someone to chat to, share hobbies or go to the cinema with.

**Respite Care** is the next best thing when your usual carer takes time out or goes on holiday.

An accident or medical condition creates a sudden need but our **Emergency Care** can step in within 24 hours.

When sensitivity and compassion are vital, **End of Life Care** is there for you and your family. We care for

you and do all that we can to improve your comfort and quality of life.

Whether it's one visit a day or several, we can stay for as long as you like. We can support you 7 days a week, 24 hours a day, at home or abroad. Whatever you need, we can help.



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*Birthday traditions. Summer school fete. Christmas shopping. Favourite pew.*



## Your Live-in care choices

Our experienced, live-in carers look after you 24 hours a day in your own home, for as long as you need. They are compassionate, gentle and respectful of your privacy.

Working with you, we can help with straightforward jobs around the house, meal preparation, appointments, managing your medication

and personal care. We will be your constant companion to help you stay independent.

We recognise that sharing your home is a big step so we spend time getting to know you and your routine before we introduce a carer to you. Whatever you need, we can help.

“ Without Alina’s help and support we would have struggled to get to where we are. They really are an organisation with staff who actually care about their clients.

**Louise, London**



*Spring clean. Children growing. Woodland pathways. Allotment prizes.*



## Individual care designed for you

Our carers deliver positive, quality care that is compassionate, gentle and belongs to you. We want customers to be delighted with their homecare so we encourage them to get involved.

We start by meeting you at home to chat through your situation. We follow that with a Care Plan that covers your needs and how you wish to be cared for. Together, we review it frequently to check it still works for you.

Our quality training helps to ensure that every visit is carried out safely and is completely focused on you.

We educate our care workers about the range of physical and mental conditions that our customers have and equip them with the right balance of skills and empathy to support all your needs.

We are kind and compassionate and put your rights to privacy, dignity, independence, safety and diversity at the top of our list so we are always totally professional and appreciative of you and your wishes – especially when they change.

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# Contact us now

Each of our branches deliver the full range of homecare and live-in care services. Wherever you find Alina Homecare, there's an open door and an understanding, caring, helpful approach seven days a week.

Please contact us to ask about care for yourself or someone you care for.

You can get in touch in the following ways:



**Call us on 0800 292 2210**



**Email us at [info@alinahomecare.com](mailto:info@alinahomecare.com)**

**Visit [www.alinahomecare.com](http://www.alinahomecare.com) to find out more**

# Added reassurance and wellbeing with our new technology.

Our carers are fully trained to record all the necessary information about their visit as it happens onto the mobile device without compromising on the quality of the one-to-one care delivered.

This new technology is our commitment to improving quality of care and making life easier for our care teams so that they can spend more time helping you. In a COVID world, it also plays a vital role in supporting infection control measures as carers don't use your phone to login and office staff don't have to visit to collect paperwork.

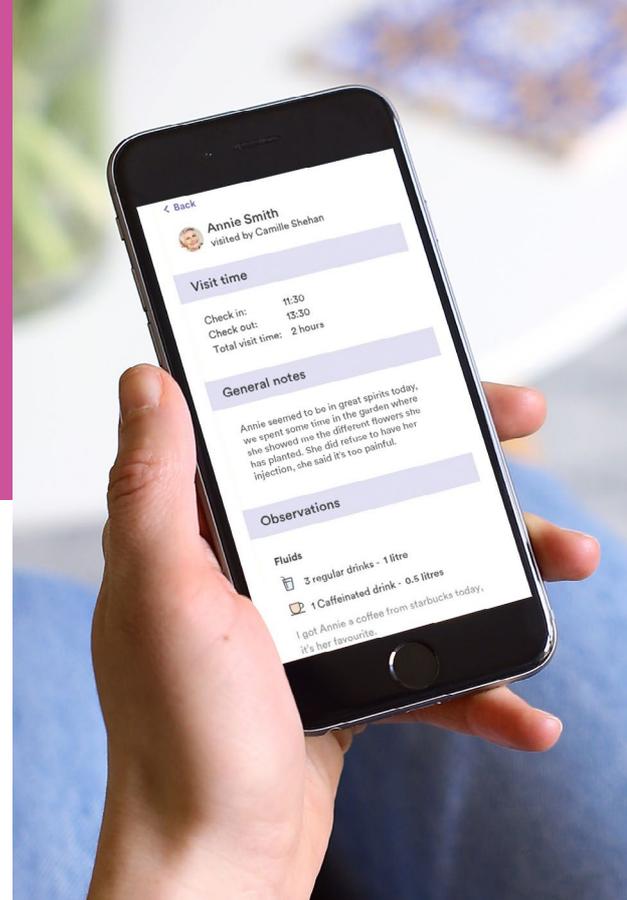
Please be reassured that we are totally committed to protecting and respecting your privacy and security and that the appropriate safeguards have been put in place to protect your data and prevent unauthorised access to it.

As such, if you initially consented to sharing your information, you can withdraw this consent at any time without giving a reason by contacting your branch team.

We're proud to have partnered with Birdie Care, an innovative care technology that enables us to digitally log, track and monitor the support we provide.

Our carers are guided by the Birdie App to instantly make notes, record medications and flag concerns during visits so nothing is overlooked.

**birdie**



In the office we monitor changes in real-time, make decisions quickly and most importantly, ensure we're providing you with the highest quality care.

The Birdie Family App allows your family to have full visibility at any time of how your care is being delivered.

## Your peace of mind.

We want you to be fully confident in Alina Homecare and the care workers who help you. That's why we use technology to enhance our service. Put simply, your carer records everything about each visit on a mobile device as things happen during their visit. This information is immediately shared with our office teams so if needed they can act quickly to help keep you safe.

## Your carer records.

- the time they arrive and leave
- if you've had something to eat and drink
- if you've taken any medication
- if you've gone to any appointments
- how you're feeling
- information to ensure you're receiving the care and support you need.

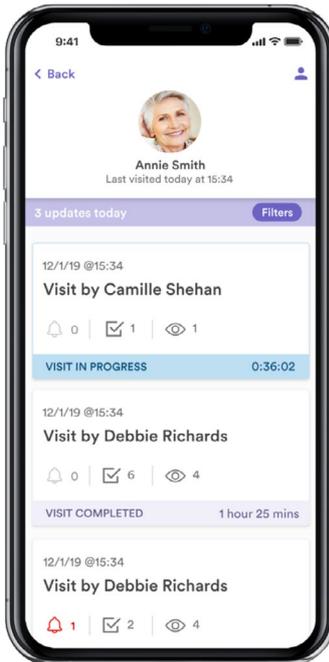
## Your family's peace of mind.

If you choose, your family can access your records giving them added peace of mind when they can't be with you.

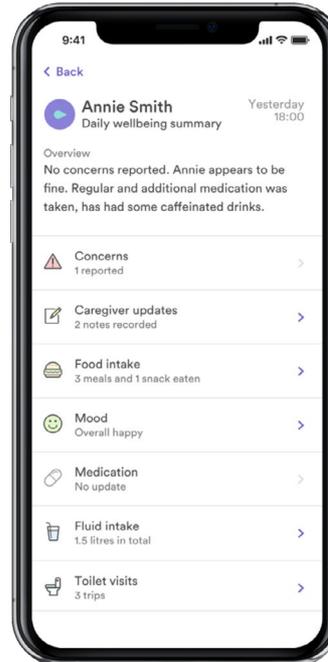
They will see everything that has happened during your care visits including your general wellbeing to reassure them that you're OK.

They can do this any time of the day.

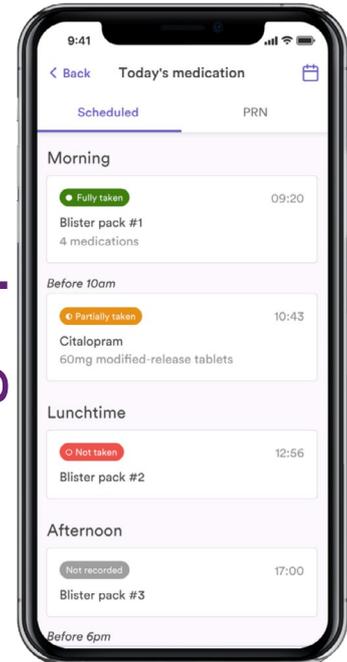
### Visit schedule



### Visit record



### Wellbeing report





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*Care at Home*



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