

Appendix 1 –

Home Care Facts Sheet – Serendip Home Care

If you're considering Home Care Support for yourself or a loved one, you probably know that help is available for things like transportation to appointments and medication management, but Serendip Home Care includes so much more! Read on for additional services and surprising facts about this growing source of help for seniors and their loved ones.

Home Care Support helps keep seniors independent

It can be hard to watch your loved ones struggle as they grow older and you may feel overwhelmed and unable to help as much as you'd like. Even with the best of intentions, simple tasks take time and effort on your part. Whether your family member struggles with hygiene, preparing meals, or managing his or her health and medications, Serendip Home Care can help keep your loved one independent – and stay at the comfort of their own home!

Home Care Support isn't just for seniors

Many people think of Home Care Support as being a resource for their senior loved ones but help at home is available for almost anyone who needs it. Whether recuperating from a hospital stay or coping with a long-term disability, home health care services can provide independence and trusted help where and when it is needed most.

Home care is great for individuals with low or moderate needs

You may think of home care as a service available for individuals who have serious medical conditions or challenging needs, but this is not necessarily the case. Home care can benefit individuals with all types of needs. Here are some services that Serendip Home Care should be able to provide:

- Respite care
- Personal care, including help with hygiene and mobility
- Housekeeping, including help with cleaning and laundry
- Nutrition, including meal preparation and feeding
- Companionship
- Escorting and errands, including transport to and from appointments, shopping, and dining out

Home Care Support is affordable

Many people hold the belief that Home Care Support is expensive, and this can certainly be the case, but overall, it is manageable and usually more affordable than an assisted living, live in care or nursing home facility.

Our latest price list is available on request.

As a rough guide:

- the average fee that a self-funder pays for a residential care home in the Hampshire County Council area is £840 per week or £43,680 per year
- the average fee that a self-funder pays for a nursing home in the Hampshire County Council area is £1,034 per week or £53,768 per year

Source: Fees paid by self-funders: LaingBuisson surveys of care homes 2020.

- Hampshire county Council might be able to help with Fees ;
Before we decide if you are eligible for funding, we will first carry out an assessment of your care needs.
If you have 'eligible needs' that qualify for help from us, someone from our Customer Financial Management Team will visit you to carry out a financial assessment.

If you have:

- **more than £23,250** in assessable savings (usually including the value of your home), you will need to pay the full cost of care yourself. (There are times when the value of your home is not taken into account. See information under 'What if I own a property' and 'Can you disregard the value of my property?')
 - **between £14,250 and £23,250** in assessable savings, we will look at your savings and assessable income to work out what contribution you will pay towards your care costs. Savings between £14,250 and £23,250 are assessed as if you have an assumed (or 'tariff') income. For every £250 or part of £250 above £14,250, you are treated as if you have an extra £1 a week income
Example: If you have capital of £14,750 you are treated as having £2 a week income (two lots of £250)
 - **less than £14,250** in assessable savings, we will take into account any assessable income you have to work out what contribution you will pay towards the cost of your care
- Private aides can be hired to provide many of the same services with fees that are lower, but it's important to keep in mind that independent carers are usually uninsured, do not undergo background checks, and may not be able to provide a back-up in case they are unavailable to work.

Frequently asked questions:

- **Do you currently provide care for people with similar needs to mine?**

Serendip Home Care tailor the care packages to the individuals needs, every person is different. We concentrate on providing person centered care.

- **Will you carry out an assessment of my needs and draw up a personalised care plan**

Yes, Serendip Home Care carries out assessments up to two weeks before agreed date of start date of the care package. Our care coordinators or manager will arrive to your home to assess the Client and the environment.

- **How will you ensure that carers follow the care plan?**

Serendip Home Care use Online System Care Line Live that gives all needed information and care plan to the carer visiting the client. They also complete notes and observations online, those notes are accessible by client or families on request. This is called Care Circle, you will be given online access to notes.

- **How will you match the most suitable carers to my needs?**

On the assessment of needs we get to know the Client, their wishes and preferences. We look at gender preferences, hobbies, likes and dislikes. We know our team well and we can easily match the carer to suit the preferences of client. If at any point carer is clashing with Client, we take on preferences to exclude this carer from visiting or if carer is preferred we mark them on the system to allocate as first choice.

- **Will I have a regular carer or carers?**

Serendip is small Team, we have currently 12 employees including office staff. We are trying to allocate regular carers to the areas. We cannot promise the same carer all the time, but we take preferences of client into account

- **If I'm incompatible with a carer, can I request a different person?**

Yes, we will exclude the carer that is incompatible with client.

- **Can you provide carers at the times I need care?**

At the assessment we decide how many visits is needed for the client, we looked at preferred time of visit. Unless specified by us we usually do not promise specific time. We consider time preferred by the client and try our best to allocate visit around that time with 30 min leeway each way.

On some occasions carer visits might be scheduled to up to one hour of preferred time. We send out the schedule to clients every Friday.

If for emergency reason the schedule changes Serendip Home Care reserves the right to move the visit 30 min either way of scheduled time. Any visits that needs to be moved before or after 30 min of scheduled time will be informed to client by phone call.

Please be mindful we are allowing our carers to be earlier or later 30 min if changes to the schedules had to be applied. We try our best to avoid unnecessary changes to schedules.

- **What happens if I need to increase the number or duration of visits in future? Will this be possible?**

Serendip Home Care require at least one month's notice to increase or decrease the visits. In some cases, we might be able to apply changes sooner.

- **What will happen if my carer is off sick or on holiday?**

We ensure that you will still receive the care visits from replacing carer if you have been allocated regular carer.

- **What is your policy if carers are late or miss a visit?**

If carer is running over 30 minutes late, we advise you to contact the office, there could be an emergency or accident, we usually inform client if carer is running significantly late.

- **How will carers get into my home if I can't answer the door?**

We advise for families to supply your home with key safe outside your door, this way carer will be entering your home is well ensure is securely locked when they leave. The key safe number will be requested on the assessment.

- **What happens in the event of a medical emergency? Will the carer stay with me until help comes?**

If family member is not available to stay in medical emergency, we will make arrangements for carer to stay or we will send care coordinator to take over while client waits for an ambulance or family member.

Some challenges at the care visits that carers could face:

- Clients declining support – this is one of the most common challenges that care assistants are facing. In some cases, clients just want to talk to carer first to get to know them, in this case we take slow approach to let them get used to carers first. In some cases, clients feel they don't need help and decline support full stop. Its hard to accept the help when individual has been independent all their life.
- Clients turn carers away or don't let them in – in this case we can try persuading client to let us in but if client declines visit, we record this on our record and inform office staff. In some cases, client might let the carer in to do one task and tell them to go soon after, in this case clients are still charged for the full time of visit.
- Client refuses medication – Care team need to follow medication policy and respect clients right to refuse. Carer will record the refused medication and report to seniors in charge. Family members will be informed of missed medications if this is a safeguarding or health concern.
- Abusive behaviour and lashing out- in this case carer is required to remove themselves from immediate impact of the behaviour, inform the person in charge and record what has happened. The family or relevant local authorities might be informed of this event depending on severity.
- Road closures, accidents, emergencies– we will inform the client if carer is running late due to emergencies
- Clients refusing to change clothing- we are unable to physically change client if they do not wish to change their clothes; we can suggest to clients that their clothing is dirty or damaged, but we have to respect their choice. Carers will do their best to persuade the client to change their clothing.

Our care team had duty of care to follow relevant policies and procedures, government guidelines, Care Act or Care Commission regulations.