

**Find out more about our home & live in care service**

## WSB Care

### For many people the questions about care don’t arise until there is suddenly a need.

However, home care is for most people, the first initial thought when you or a loved one are looking for support.

At WSB Care we believe that the best care is delivered in the comfort of your own home, where you can keep the things that matter to you most, close by. Our team of care assistants can be a trusted companion that you welcome into your home as little or as much as it suits.

Every individual is unique and you or your relative will require different levels of care and support, but this doesn’t mean you cannot stay at home. We offer a realistic and flexible alternative, supporting individuals to stay at home.

Our team of care assistants are trained to a high standard, we nurture and support our team in building strong, empathetic relationships with our customers and their loved ones.







### How can we help you?

Tasks can include:

* Helping you start the day; getting up, washed, dressed and having a good breakfast
* Support with medication; remind and assist you in taking medicines, as well as collect or return medication from your pharmacy or dispensing GP surgery
* Mealtimes; prepare meals with or for you and assist you at

mealtimes

* Outings; collect your pension for you or with you, shop with you or help you to make a shopping list, go to the shops, plus come back and put it all away
* Household; help with your laundry or ironing and keep your home clean and tidy
* Social outings; support you with social activities like going for a walk, attending a day centre, visiting friends or family, or going to your local church or club
* Personal care; a little pampering when you need it – the occasional visit to organise bathing, clean clothes, fresh bedding and a prepared meal before bedtime
* Helping you end the day; at the end of the day, support with getting ready for bed

### Implementing your care

Home care with WSB Care can be anything from a 30 minute care visit to 24 hours live in care, helping you with everyday essentials, whilst supporting you to remain as independent as possible, living the lifestyle you choose.



# Live in Care

### What is Live in Care?

Live in care can be a great alternative to moving into a care home. At WSB Care we believe that the best care is delivered in the comfort of your own home, where you can keep the things that matter to you most, close by.

This can be either long term if you have complex care needs and health challenges, or a short-term care solution if you have recently been discharged from hospital and need support in regaining your independence.

Both a realistic and affordable alternative to residential care, our live in care service is tailored to your individual needs and requirements. This allows you to remain in the comfort of your own home with your loved ones.

# Frequently Asked Questions

How do I arrange a care service with WSB Care?

Contact us using the details in this leaflet and make an appointment for us to visit you for a chat about how WSB

Care can work for you. We are happy to visit you at home to

discuss ways we can help and then once you have decided, you simply leave the rest to us!

#### What tasks will my care assistant carry out?

We agree a ‘care plan’ which details exactly what you have instructed us to do. This then becomes the work list for each day. As part of our ongoing and unique relationship with pharmacies, we are also able to assist or administer your medication. Care plans frequently evolve and we check regularly to ensure that the care we are providing is appropriate.

#### How can I be sure that my care assistant will stay the full period of the care visit and carry out all the tasks?

We take a considered and comprehensive approach to ensuring that your care service is exactly what is required. After every visit the care assistant will record all details of activities undertaken during the visit and this will be kept in your record.

Is there anything that my care assistant is not able to do? Once we have established exactly what you want on each visit, we will work to that list. We are not able to give injections or

change sterile dressings. Also, we cannot carry out tasks which

are likely to cause risk to either the person we provide care to or to the WSB Care assistant. Tasks will be agreed with you in advance, any changes to the care plan can be discussed with the WSB Care team.

#### What happens when the office is closed?

Our offices are normally open from 9.00am to 5pm Monday to

Friday. Aside from this, we operate an out-of-hours emergency

service which is manned from 7am to 9pm.

#### What if I don’t like my care package or want to make changes?

Our experience tells us that people’s care needs very often change. We therefore understand that care may need reviewing from time to time. This is why we carry out reviews on a regular basis and why we are pleased to hear from members of the immediate family about effective methods for delivering the care service to their relative.

#### Will I have the same care assistant each day?

This depends on how many visits you have each week. We very rarely have just one care assistant assigned to a particular customer. This allows for periods of time where your care assistant may be on holiday, however we do try to keep the number of your care assistants to a minimum.

#### What about my personal security?

Every member of the WSB Care team has been through a rigorous vetting procedure before they start working for us. In addition, all staff will always be in uniform and carry a personalised identification card which shows their name, photograph and signature.

**How do I start?**

It really is simple.

**A** telephone call to discuss what care you need.

**W**SB Care will come and visit you to have a face-to- face chat.

**C**are packages will be tailor-made for you.



“The best care for me is in my own home.”

**WSB Care**

Call and talk to one of our friendly professionals today:

**01493 719010**

*We are independently regulated by the*

*Care Quality Commission*

E: [info@wsbcare.co.uk](mailto:info@wsbcare.co.uk)

W: wsbcare.co.uk