

**Homecare Select**  
for later life



# The more **personal** homecare service





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# Homecare Select – the more **personal** homecare service

## **We do more to keep your loved ones happy**

Asking for help can be difficult, but the right kind of help can mean greater independence for you or a loved one and less demands on your family. That's why Care UK provide a wide range of services designed around your individual family's needs – from help with housekeeping, cooking, washing, dressing and management of medication to enjoying a more active life within your local community.

## **A more personal service**

We understand the need for trust in any relationship, and know it is important to find

someone you and your family will get along with, who you would be happy to have in your family home. The answer is our unique matching service.

## **A trusted service**

You can take reassurance from the fact that Care UK is accredited by the care sector's regulatory bodies. Recommended by GPs nationwide, we are trusted by the NHS to run many of its own services - in fact over 12,000 customers have chosen Care UK's homecare service. We also vet and train all our people to a high standard so you can expect both a professional and personal level of service.



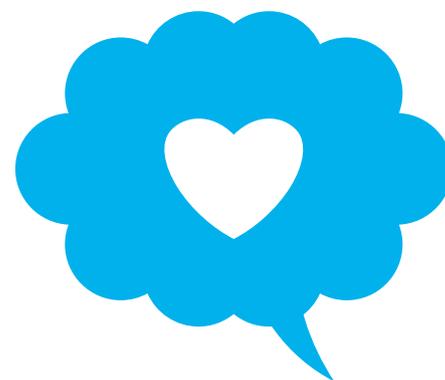
## **A service that goes beyond the home**

Should your family need it, you can also book day care or a short stay at one of our fabulous care homes. Through our fantastic network we can also connect you with other like minded people, enable access to a range of social activities in your area or simply organise Favourite Days or days out for you or your loved one.



## **A service that is tailored to your individual needs**

We tailor every package we deliver to the exact needs and wishes you have and our services are available around the clock, 365 days a year. With options starting from as little as an hour a week right up to full time live-in care, your choices are limitless.





# Helping you to tackle the difficult conversation of care

At Care UK we understand that choosing the right support for someone you love (a parent, husband, wife or other cherished family member) can be a daunting task – and that approaching the topic with them is often equally as challenging.

We appreciate that the offer of any type of care or support in these situations (even from a family member) can be very hard for a loved one to come to terms with. It may force acknowledgment of not being able to cope, or stimulate feelings of uncertainty or fear amongst loved ones. For many, it may also raise concerns and worries that residential or nursing care is just around the corner – but with Homecare Select it doesn't have to be.



From listening to people like you – facing the same challenges and dilemmas – we have learnt that there is a general acceptance from loved ones of support around the home in the form of a home help, domestic cleaning or housekeeping service, as a first step.

Once established and a bond of trust has been built by the home help, we know that loved ones feel more comfortable accepting additional help from the same individual. For example, help with personal care including washing, bathing and dressing or companionship and support with routine events like going out, shopping or attending appointments.

In all instances we know that if a loved one feels they are in control and free to choose – including their home help and the additional things they may ask them to do along the journey - then accepting support may come more readily.

## **An approach that may help you overcome the first step**

In the pocket on the front of this brochure our “loved ones” booklet offers no more than a suggestion of a home help and housekeeping service – designed to be shared – and limit the suggestion that someone you care about cannot cope.

It is deliberately designed not to focus too heavily on our corporate image or credentials nor indeed the qualifications of our people or the full range of services we can offer in homecare. Instead it simply focuses on what we can do under the banner of “your home your choice”, listing the services designed to unburden them of daily tasks such as housework, laundry and meal preparation. Our hope is by simply doing this we help you to overcome the first step.

## **Taking it from there**

We will work hard to ensure that once the offer of a home help and housekeeping service has been accepted by your loved one, the person delivering it is the right person for them. This is achieved by including them in the ‘matching’ stage – as well as ensuring their home help (or housekeeper if they prefer this) visits them at their chosen times and days of the week. We do this by way of a clever little thing called one page profiling – whereby we capture their likes, dislikes, interests, hobbies, personality and abilities and profile these against our own people – ensuring a true match.

All of this is worked out at the initial home visit – when one of our Customer Experience Team will meet with you all - and listen to what you want.

## Beyond home help and housekeeping

Safe in the knowledge that our people's skills and qualifications extend beyond the domestic tasks delivered under a home help and housekeeping service, you can be confident that as and when your loved one is ready to accept more – their trusted 'home help' will be able to deliver a comprehensive range of professional services (detailed from page 21). When the time comes you simply need to let us know and we can increase our support to cover things like personal care, incontinence care and medication management, right up to full time live-in care.

Our aim in approaching it this way is that your loved one need never be made to feel that they have a carer. They simply have 'Mary' or 'George' or whoever they chose at the beginning of the process.



**'A comprehensive range of professional health and social care services'**



# Transparent charges and contracts

## Prices that listen to our customers

Over the years we have listened to our customers and we understand that value for money and transparency in relation to service pricing is very important.

For this reason we conduct regular price comparisons with our competitors to ensure we are always offering you a fair price for our services. Our approach to charging is based on a menu of services with associated prices for each individual service, rather than an average price for everything that we do.

Our pricing menu is structured in such a way that domestic services (home help and housekeeping) represent our lowest hourly cost, with prices increasing proportionately for more complex services such as personal care. Similarly, as you would expect, our live-in services represent a discount against our standard hourly charges. This compensates for the fact that our customers will provide accommodation (a bedroom) and make a contribution towards meals for the person living-in.



In all instances when it comes to calculating the cost of the range of services you may need – the total cost of our service to you will be based on a package comprising the individual services that you want, priced at their individual rates for the duration of time that is needed to deliver them.

Your locally-based Customer Experience Team will work with you to determine what this package looks like, tailoring it to your liking and ensuring that you are happy with all costs before the service commences.

**'We conduct regular price comparisons with our competitors to ensure we are always offering you a fair price'**

## Try before you buy with our Taster Bundles

You can even 'try before you buy' with our easy purchase Taster Bundles. These bundles offer you the opportunity to purchase a no-obligation 'taster' of our service. They can be paid for by credit or debit card and there is no long term contract to sign.

Taster Bundles can also be used as a gradual introduction to the concept of receiving care, particularly where there might be some initial nervousness or resistance.

Our trial sized options include a:

- 1 or 2 hour package
- Half day package (4 hours)
- Full day package (8 hours)
- 24 hour package
- Night sleep package



## **Customer friendly contracts which are easy to terminate if you change your mind**

We know that many people are nervous about committing to a new service – for fear of being tied up in lengthy contracts that will penalise them for early termination.

We recognise that it takes time to build up trust in any new relationship. During this period we want to reassure you that if you feel the service is not right for you, you can easily walk away.

This is exactly why our contracts are only as long as you need them to be – and are easily terminated in writing without penalty. These terms are clearly laid out in our ‘terms and conditions’ – a copy of which will be provided to you prior to agreeing to any package of services or signing a contract.

Contracts can be as short as a day or as long as you need them to be. Our job is always to make you feel comfortable by being transparent and honest.

**‘Our contracts are  
only as long as you  
need them to be’**



# **A range of services that cover all of your needs**

## **Local services provided by local people**

As a national health and social care provider, Care UK is enviably positioned to offer a host of care and support solutions, supporting people with an equally varied level of need. We have close relationships with many external health care professionals, such as GPs and District Nurses, and work closely with the NHS in nearly 250 locations across the UK.

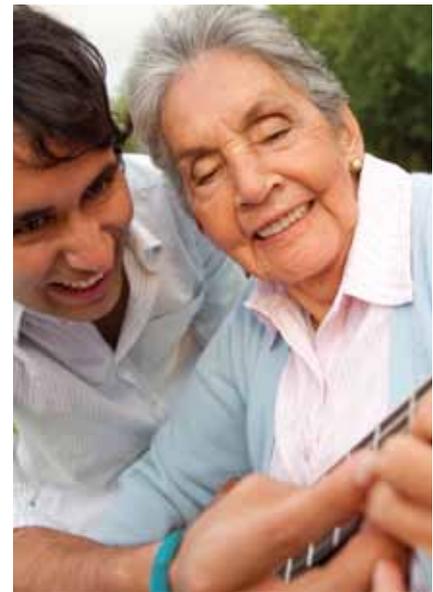
Our size and scale enables us to provide a strong support structure to our skilled teams of local professionals. This balance means that we are able to offer the best of both worlds; the assurance and financial stability of being a well established national company, combined with the knowledge and expertise of a strong local team who live in your community.

## A more personal service

Our unique matching service ensures that we match the interests, views and personality of your loved one to one of our team when making a support placement – quite literally. Our skilled team leaders work up what we call a ‘one page profile’ of your loved one which outlines who they are and what is important to them.

Our trainers do exactly the same thing with our team of Enablers (the name we give to the individuals we employ, who enable a loved one to enjoy an independent life whilst living at home).

With these Enablers’ one page profiles we can match the individuals we feel you may get along with (and share them with you), so you can make your choice as to who best fits your family.



**‘Our size and scale enables us to provide a strong support structure’**

## **A service that does more to keep your loved ones happy**

We believe that by keeping in contact with you on a more regular basis we can do more to keep you happy. For this reason our service is different in that we complete package reviews more often than many others do.

Not only do we offer a formal review every 3 months – like many others – but we also offer a face to face review at the end of the first month of providing service to you, as well as 2 other reviews by phone at the end of the first week and the first day.

Having listened to our customers we know that this is something they really appreciate.

## **A service that lets you know about the good things that are happening**

We do more to ensure that communication is maintained with loved ones and families – ensuring we talk to you about the good things that happen and how your loved one is getting on. We find this of real benefit particularly where families live at a distance from someone we are supporting.



# Housekeeping and help around the home

Help around the home can be as much a luxury to some as it can be a necessity to others. People's individual health and mobility circumstances have no bearing upon the consistently high standard of service that our people deliver, nor upon the companionship, trust and friendship that they provide.

Our team take as much pride in looking after the homes that they are entrusted to help keep as they do in looking after their own.

We can provide a range of services which include:

## **Domestic services**

- Dusting and vacuuming
- Cleaning bathrooms and kitchens
- Changing bed linen and towels
- Laundry and ironing

**Meal preparation and nutrition**

- Shopping for weekly groceries – we can shop on behalf of your loved one, accompany them to the supermarket or local grocer, or even provide an internet-enabled laptop and shop online with them from the sofa!
- Help with meal planning and balancing nutrition
- Meal preparation, cooking and supporting to eat

**Housekeeping and home management**

- Preparing the home ready for, and receiving guests
- Support with correspondence
- Assistance with managing bill payments
- Running errands such as fetching a newspaper, a fresh pint of milk or collecting dry cleaning
- Wardrobe management and help shopping for new outfits or clothing

**Companionship**

- Conversation and reminiscence
- Encouraging contact with family and friends
- Supporting with (and encouraging participation in) hobbies and interests - in or away from the home such as spending time in the garden, stamp collecting, visits to the theatre or gentle exercise
- Managing a monthly diary, supporting with scheduling appointments including home help and housekeeping services





# Favourite Days and Support Bundles



## Favourite Days

This service is all about reconnecting someone with the life they once knew. Favourite Days are also a real opportunity for treating a loved one to quality time doing an activity they enjoy or taking an outing they would love. **(8 hours)**

**'A real opportunity for treating a loved one to quality time'**



### **Mary and Peter's story**

We provide a Favourite Days service for Mary and Peter, organised and paid for by their son who, a few years ago, retired to Spain. Mary and Peter had spent much of their time since their son and his family moved, confined to their bungalow in the pretty Cheshire village in which they grew up. It wasn't that they had limited mobility, but just lacked the confidence to go far.

After their marriage 63 years ago, Mary and Peter honeymooned in the Lake District, a place they returned to each year for over half a century. Growing older saw their confidence starting to drift away and the arrival of grandchildren meant their family life grew increasingly busy. For 12 years the trips to the Lake District stopped.

### **'A walk around Grasmere village, an afternoon tea and a trip to the famous Grasmere Gingerbread shop'**

On a recent trip back to Cheshire to visit his parents, their son heard about our Favourite Days service from one of his neighbours. After making the arrangements with his local Homecare Select team, Mary and Peter were delighted to hear that the very next weekend they were off on an outing to Grasmere, their favourite Lakeland village, with an experienced member of our team.

Once a struggle, Mary and Peter now enjoy a range of escorted Favourite Days throughout the year. A walk around Grasmere village, an afternoon tea and a trip to the famous Grasmere Gingerbread shop remains their favourite, but their re-established love of the countryside keeps them smiling all the time.

## Support Bundles

There are limitless possibilities as to how we could construct a Support Bundle, providing an opportunity to purchase a one-off short term package, or sample something new. Here are some examples:

Your loved one could enjoy a **weekly shopping trip** to the local supermarket with one-to-one companionship and support, enabling them to shop for weekly groceries at leisure. The companion we provide can lend a hand with planning the weekly menu, carrying shopping bags and of course, unpacking the groceries when back at home! **(2 hours)**

With our **Mini and Midi leisure outings** your loved one could enjoy the confidence of an accompanied trip to the high street, the hairdresser, a place of worship, a favourite café or restaurant, a stroll in the park, an evening at

the bingo or any other favourite pastime. The list really is endless! **(2 or 4 hours)**

Our **Sunday Special** has always proven to be as big a hit as has the Great British roast dinner! With companionship and support to prepare a Sunday Roast, including laying the table and preparing the home for the arrival of family and friends, we ensure a loved one can continue to manage and enjoy important family traditions with confidence. **(3 hours)**

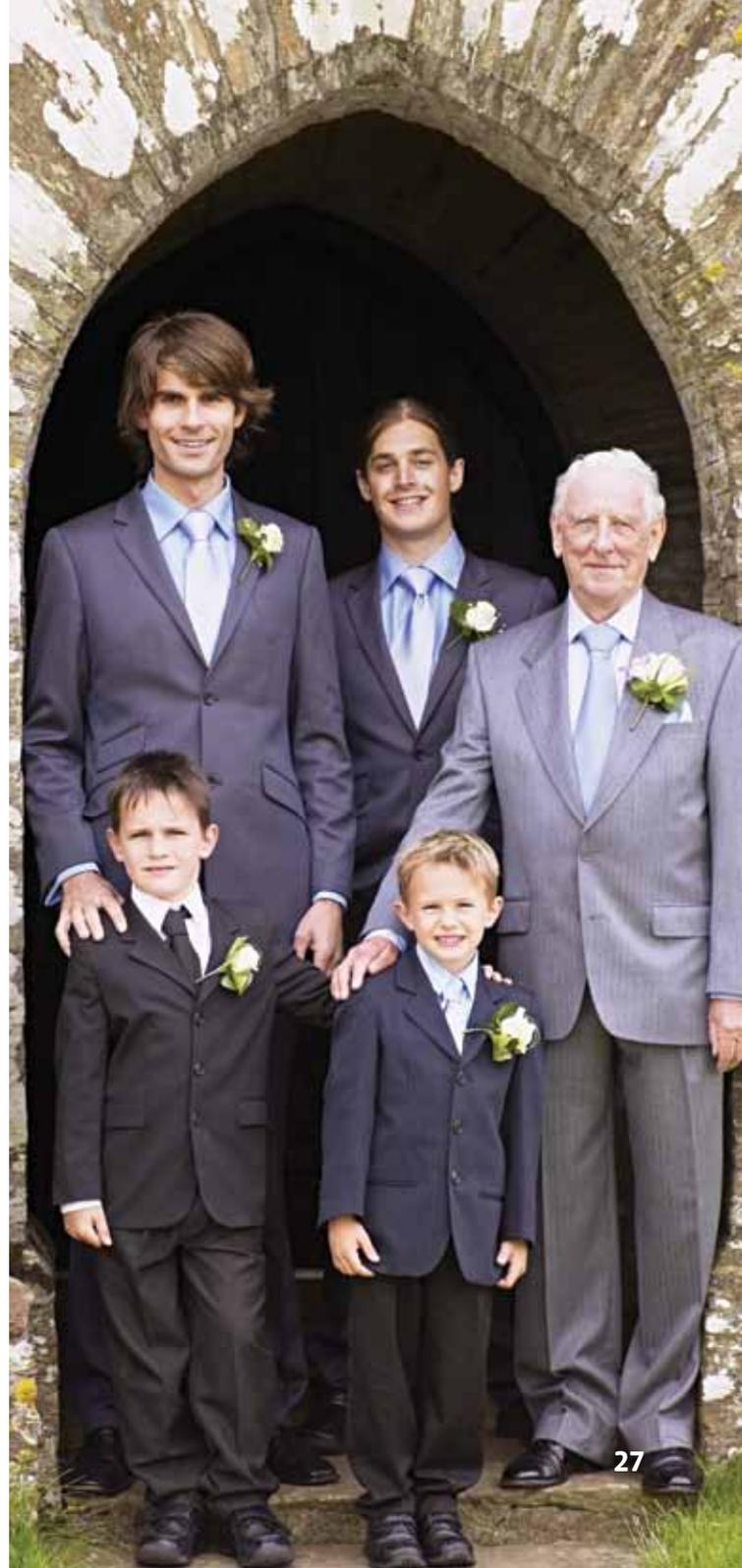
Attending a **health or wellbeing appointment** alone can be a daunting task. Our people can support your loved one to get ready for an appointment, arrange any samples for testing if required and arrange transport to and from the hospital, clinic or surgery. We also offer practical and emotional support during the appointment and can feedback to you immediately afterwards. **(2 hours)**

### **Favourite Days and Support Bundles can be:**

- Purchased on a one-off basis
- Bolted onto a regular package of support
- Gifted to a loved one at any time
- Used to introduce the concept of care or support
- Paid for by debit or credit card
- Used to support a loved one's attendance at special days such as a family wedding

When purchasing a Support Bundle or Favourite Day mileage may apply as an extra charge depending on the location of the chosen activity. Alternatively taxi fares may need to be covered to and from an activity. This will always be discussed and agreed with you beforehand.

**'Enjoy the confidence of an accompanied trip'**





# Personal care

As loved ones begin to find dressing and undressing, as well as bathing difficult without assistance, the need for a personal care service is often a natural progression from help around the home and housekeeping.

## Sharing the responsibility of care with you

Many family members we work with wish to support a loved one as the primary carer – or share care between a number of family members. We respect this totally and work with you where required as a ‘shared care’ partner – stepping in only where and when you need us to.

This works especially well when a loved one requires an increasing level of personal care. Our experience shows us that showering,

bathing and continence care can sometimes cause discomfort or embarrassment for either or both parties – particularly where family relationships span a generation e.g. a mother and son or father and daughter.

We are here to take on as much or as little responsibility as you like, whether that is on an ongoing basis or whenever some respite is required.

### **We provide a range of personal care services, which include:**

- Dressing and undressing
- Washing and bathing
- Shaving
- Assistance with hair and makeup
- Nail care and supporting appointments with the chiropodist
- Access to physiotherapists
- Support in taking prescribed medication as well as collecting prescriptions and liaising with external healthcare professionals
- Continence care including the supply of continence products (delivered direct to home) should you require them

Typically our personal care service is delivered in the mornings and at bed time. In such we are able to ensure that loved ones are up safely for

the day and securely supported to bed at the end of it. As well as offering companionship at these key times, we can provide peace of mind that any appropriate medication is taken, as well as ensuring that doors are locked securely when we leave.





# Respite and 'Just for You'

Although we may not always realise it, there comes a time when everyone needs a break. Supporting a loved one can be both mentally and physically draining and when constant, can often lead to deterioration in the relationship. This can be equally as difficult for parents and children where the parent/child dependency can switch in a parent's later life, as it can be for a spouse and their partner.

Making the decision to take some respite away from a loved one or your home may seem challenging or even selfish to you – but it doesn't have to be.

Our Homecare Select Respite and Just for You service is just that – it offers a break just for

you both. Taking some time out to recharge your batteries is not only what you deserve, but it can open up a world of possibilities for your loved one too.

We can match one of our experienced, professional team to your exacting needs, building a service that is completely bespoke around your individual situation.

Our service could be purchased as a one-off – perhaps there was a specific event that you wanted to attend, or on a more regular basis – perhaps offering you guilt-free access to the golf course or local tearoom on a Wednesday afternoon.





**'Time out to recharge  
your batteries is what  
you deserve'**

## **Respite at home or in out and about in your local community**

Our transparent menu of pricing and flexible offering means that you could enjoy anything from an afternoon break each week to a fortnight in the sun, safe in the knowledge that your loved one is comfortably enjoying the companionship provided by one of our caring people.

As with any one of the Homecare Select family of services, the opportunities are literally endless. For example our respite service can also be used to ensure stress free days out – freeing you up to enjoy quality time with your loved one. We know that weddings and formal family events for instance can be particularly straining; and experience has shown us that often, a loved one's frailty or health may pose a barrier to their attendance. We can provide

someone who is able to take the pressure away – helping your loved one to prepare for the day, arranging their transport to and from the venue and being on hand throughout to ensure that any care and support needs are handled seamlessly with dignity and respect shown at all times.

## **Short term stays in one of our care homes**

Taking a holiday away from a loved one you care for can often present the hardest dilemma. Many families we now work with have in the past found this impossible to contemplate.

As well as offering respite in the form of temporary 'live-in' care in your loved one's home – for those who prefer it we can also offer temporary respite in one of our beautiful care homes. With over 100 homes to choose from across the UK and the ability to seamlessly

move the support we provide for you from the home to a residential setting and back again – this has provided the security and reassurance needed for families to give themselves permission to take a holiday.

If you would like to know more, please do not hesitate to ask us how we could make this work for you.



# Live-in care and support

Our Homecare Select live-in care and support service is the perfect option for those choosing to stay comfortably in their own home as opposed to opting to move into a care or residential home. Not only is our service a real alternative to residential care, it can also be more affordable whilst ensuring the asset of the family home is protected.

As 'live-in' suggests, your loved one benefits from our team member living with them – always on hand to provide truly bespoke support, genuine companionship and around the clock assurance.

As our team member will live-in, the person in receipt of support simply needs to provide them with their own bedroom and make a

provision for their meals. In return, our price for the service reflects a discount off our standard hourly charge rate.

We are here to provide as much or as little support as is required; so for this reason we have developed our offering over 5 levels of service, ensuring flexibility around the weekly fee. Quite simply, you only pay for what you need.

**'Knowing there is always someone to call on – ensuring safety and security'**



Our service can be purchased on an ongoing basis or for short periods of time to provide a carer or family member with a rest break or holiday. Our contract terms mean that the service can be stopped at any time with only 4 week's notice.

As well as any regular combination of 'housekeeping', 'personal care' or 'Favourite Days', our live-in service offers peace of mind to both you and your loved one.

If you would like to find out more about our live-in services, you can contact your local Customer Experience Team for a confidential chat or to request a copy of our service guide.

**The benefits of our live-in service:**

- A real and cost effective alternative to residential care
- The ultimate peace of mind
- Bespoke one-to-one attention
- Complete control, choice and flexibility
- Balancing independent living with health and wellbeing
- Support throughout the day and night
- The option to stay at home in familiar surroundings with familiar people and treasured possessions

**'A life to be shared and enjoyed'**

# A trusted service

## Confidence you are in safe hands

You can rest assured that we have a long and successful track record of delivering a high standard of service. At Care UK we involve our customers in the planning and delivery of their individual services and ensure that they are safe, that their welfare is protected and that their needs are constantly met.

We recognise the importance of the compliments, comments, views and complaints received by the people we support and those important to them. We believe that this feedback is vital in shaping the services that we deliver and for that reason we like to call it



'what's working; not working'. You can find out more about our feedback mechanisms in our 'Transparency in everything we do' booklet.

Quality plays a key role in the achievement of excellence throughout our services. Led by the Director of Quality and Governance, support is extended through a team of locally deployed Quality Managers. They work in partnership with our regulators to achieve consistently high standards of service delivery.



## **Exceptional people make for an exceptional service**

At Care UK we recognise that our people are by far and away our most valuable asset and that our high service standards can only be met by carefully selected, motivated and able individuals.

Our selection process ensures that every person we invite to join our team has a full employment history check, an enhanced Criminal Records Bureau disclosure, a vetting and barring check, 2 verified references and an occupational health check as well as needing to pass other rigorous screening criteria.

## **Accredited trainers delivering forward thinking training**

As our service is all about people, we know that it is vitally important to match your loved one's needs, personality and interests to one of our team. Once we have done this you need to be confident that they are fully qualified to deliver the services that you are looking for.

For us this starts with having professional, accredited trainers to deliver forward thinking training and ongoing support to all our people. Each of our 25 trainers is skilled in their own right and certified to deliver the courses they run. They are all employed fulltime and are deployed locally to ensure that the right training is delivered to the right people at the right time.



At the core of our 'customer service and skills' training programme delivered to our teams is 'person centred approaches' – a market leading philosophy that ensures our people listen and respond to our customers' needs in everything that they do.

'Person centeredness' is a training course which is mandatory for every team member to pass. It includes developing the ability to plan and respond to any changing needs at any point within the customer's life. Although you have a pre-agreed service package, if you wish to change it at any time, any one of our team is able to respond appropriately to facilitate the required changes through communication and agreement with all concerned.

Similarly, our people are confident in their roles and sufficiently flexible in their approach

to ensure that daily preferences are always accommodated.

Every team member is also required to pass training courses in a range of disciplines, giving them a broad set of skills to equip them to deliver our full range of services. This approach makes each person universally adaptable.

You can be confident that whether it is a meal being prepared, a bath being taken or prompting medication at appropriate times, every team member has the right skill set to put your mind at ease.

**'Our people are by far and away  
our most valuable asset'**

Each of our people are trained in (but not limited to just):

- Person centred techniques
- Respects for belief and preferences
- Confidentiality and data protection
- Communication techniques
- Health and Safety Act
- Fire safety and food hygiene
- Personal and incontinence care
- Moving and positioning (safe lifting techniques)
- Emergency first aid
- Recognising the signs of dementia
- End of life and bereavement care

Training is provided at induction to our team and annually thereafter as a minimum. What makes us different is that we also run regular 'open door surgeries' for individuals to drop in throughout the year and work with our trainers to build confidence or practical knowledge in any areas of care and support.

We assure you that unless a member of our team holds an up to date training certificate (many of which have to be updated annually), we will not allow them to work with any customers in their home.

**'What makes us different is that we also run regular open door surgeries for individuals'**





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