



Accuro House
18 Belvedere Road
Taunton
Somerset
TA1 1BW

Freephone 0808 126 1523

Chameleon Court
Lower Bristol Road
Bath
BA2 9ES

Freephone 0808 126 1525

Head Office
1-3 The Courtyard
Higher Comeytrove
Taunton
TA4 1EQ

01823 462804

info@wayaheadcare.co.uk

Text 'Care' to 78070 (message charged at your normal network rate)

www.wayaheadcare.co.uk

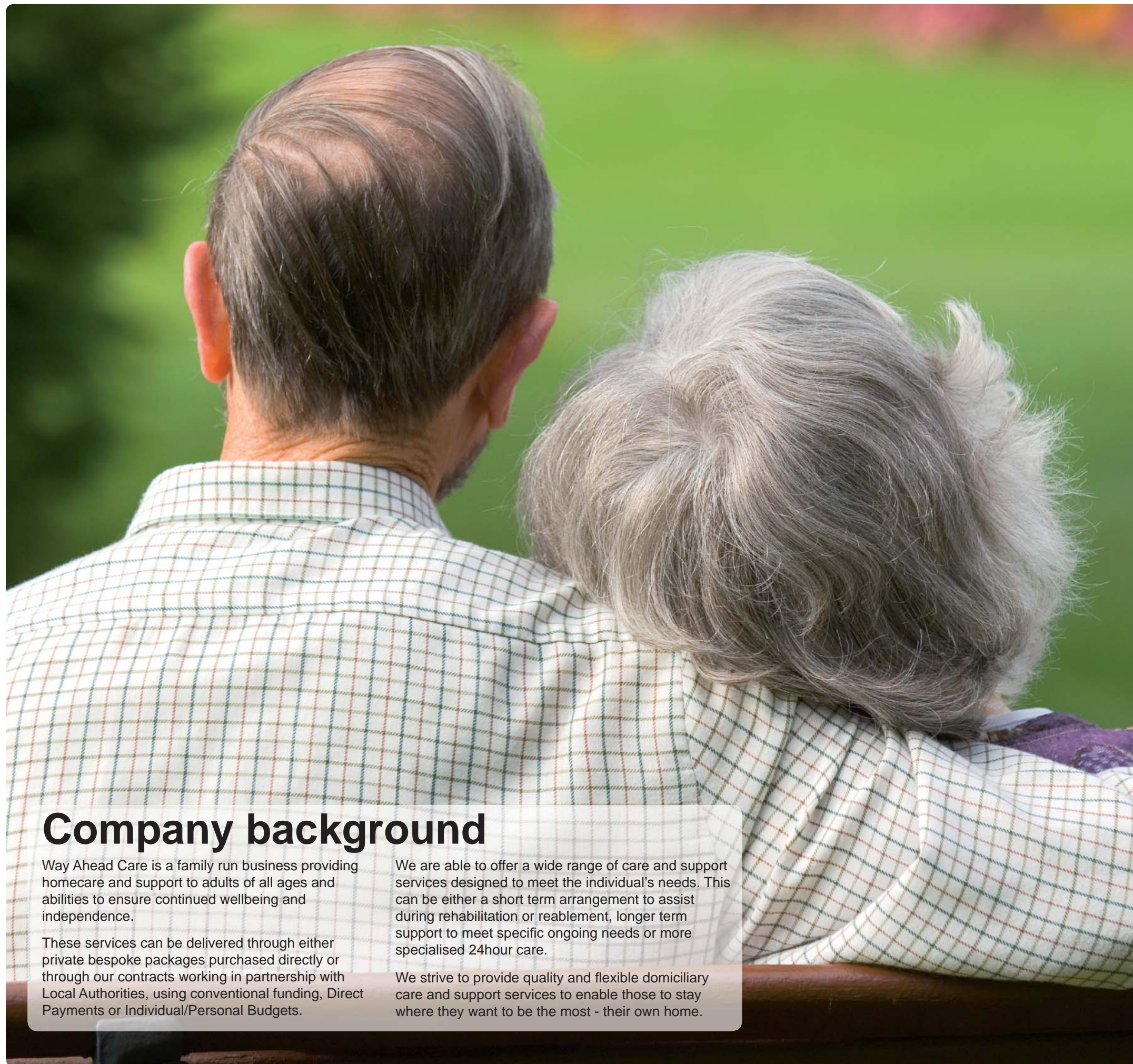
Follow us on Facebook - www.facebook.com/wayaheadcare

Way Ahead Community Services Ltd is registered with Care Quality Commission
Way Ahead Community Services Ltd, Registered in England - 3116636



Care & Support Services with Way Ahead Care

www.wayaheadcare.co.uk



Company background

Way Ahead Care is a family run business providing homecare and support to adults of all ages and abilities to ensure continued wellbeing and independence.

These services can be delivered through either private bespoke packages purchased directly or through our contracts working in partnership with Local Authorities, using conventional funding, Direct Payments or Individual/Personal Budgets.

We are able to offer a wide range of care and support services designed to meet the individual's needs. This can be either a short term arrangement to assist during rehabilitation or reablement, longer term support to meet specific ongoing needs or more specialised 24hour care.

We strive to provide quality and flexible domiciliary care and support services to enable those to stay where they want to be the most - their own home.

Quality Assured

Throughout the life of any care and support package delivered by Way Ahead Care it will be subject to our Quality Assurance (QA) processes which can include QA Visits, surveys and consultations.

The data collected is vital in the development of quality services and delivery. We continue to monitor services and develop projects to improve, where possible, service delivery for all Service User groups.

Way Ahead Care's own training division, Step Ahead Training, ensure that all staff, regardless of their previous experience, undergo a robust induction programme. All induction courses have been developed in line with the national occupational standards as well as the Common Induction Standards recognised by Skills for Care the sector skills specialists. This Induction programme ensures that all staff employed by Way Ahead Care are capable and competent to deliver the quality services we expect - and you deserve.

Way Ahead Care is registered and regulated by the Care Quality Commission (CQC) and our current inspection report can be viewed by visiting CQC's website www.cqc.org.uk

Area of Operation

Way Ahead Care delivers services across Taunton Deane and Wellington within Somerset and throughout Bath and North East Somerset.

Way Ahead Care continues to expand its services through its private and bespoke services purchased by members of the public. For a more accurate map of the areas in which we deliver services please visit our website or feel free to contact us to discuss your requirements.

Way Ahead Care is a Strategic Partner of both Somerset and Bath & North East Somerset Local Authorities. This is only achieved through completion of a rigorous tendering process and subject to annual review and assessment of service delivery.



The services we can provide

Way Ahead Care offer a wide and diverse range of services to those wishing to remain living within their own home. Regardless of how much or how little care and support is required our flexible and well trained staff can tailor a package to suit your individual needs. This can be anything from regular 'pop in' visits as a preventative measure, to more specialised 24hr care depending on need. This can include:

Personal Care

This can typically cover a wide range of everyday personal requirements including

- Washing and bathing
- Dressing and undressing
- Assistance with getting up and/or putting to bed
- Toileting services
- Moving & handling with or without the use of mechanical aids
- Structured rehabilitation programmes
- Assisting or prompting medication *
- Assistance in the application of preventative creams/ointments *
- Monitoring of and the collection of prescriptions

* There are limitations regarding the extent of services provided. Please contact us for further information.

Food & Nutritional Requirements

We all worry that a family member, friend or partner is not eating or drinking properly.

Either in isolation or as part of an ongoing care and support package we can assist in the preparation and monitoring of food and nutritional requirements. In addition we can also assist with:

- Ensuring compliance with dietary needs e.g. diabetes
- Weekly menu planning
- Assist with or supervise eating and drinking
- Preparation of snacks and drinks in advance

Domestic Services

Being unable to complete the day to day housekeeping tasks is sometimes a hard thing to accept and some assistance within the home can go a long way to improving someone's wellbeing. We can relieve the worry of being unable to complete these tasks by providing flexible effective assistance around the home, specific to the individual's requirements and preferences. This can be provided on a regular or ad hoc basis and can include:

- Purchasing shopping on behalf of, or accompanying on shopping trips
- Light domestic tasks (vacuuming & dusting)
- Laundry
- Dishwashing
- Assistance with the care of pets
- Collecting pensions/paying bills

Night Care

Care and support services that are required throughout the night can be delivered in two ways depending on the individual's needs. Traditionally services have been used in situations where individuals live alone and have specific short-term requirements or when the informal carer, whether it be family, friend or partner, is in need of a break.

Sleepovers – Are when a member of staff is allocated to your home for the night and sleeps within your home and assists with the needs of the individual as and when required.

Waking Nights - Are when a member of staff is allocated to your home for the night and remains awake to assist with the needs of the individual as and when required.

Sitting & Companionship Services

There are an estimated 6 million informal carers dedicating their time to providing unpaid care to a relative or friend that is ill, frail or disabled. Often, family and informal carers willingly put their own needs aside due to the complex needs of the person they are caring for. Carers miss out on basic things that most take for granted: a weekend away, a nice meal, even a full night's sleep. There are many ways the Sitting & Companionship Service can benefit an individual or their carer.

We can provide flexible and highly trained staff to sit with, or accompany individuals, for periods of the day to either achieve specific outcomes or enable informal carers to attend appointments, or just have a well earned rest. For example the time could be used for:

- Attending appointments or social engagements
- Activities outdoors including day trips and exercise
- Support with hobbies and interests

There is no end to the types of things that can be achieved or delivered within this service, whether it is for just a few hours a week or to cover periods of time while an informal carer is away or even ill themselves. We would welcome the opportunity to discuss how Sitting & Companionship Services can assist you, a family member, friend or partner.

You may also be able to claim funding or money to subsidise the cost of this service, especially if it is being used to support a Carer in need of some respite. We would be happy to help advise or support you in obtaining this funding.

Domiciliary Care & Support for People with Learning Disabilities

Way Ahead Care also offers domiciliary care and support to Service Users with Learning Disabilities. This can help people with personal care needs or some of the practical household tasks that help them retain their independence within their own home.

Way Ahead Care is also a Strategic Partner for Somerset County Council and one of their preferred providers for this service. This service can typically cover a wide range of everyday personal requirements including assistance with getting up and/or putting to bed, meal preparation, night care and 24 hour support.

Our highly trained staff are able to provide a flexible and responsive service.

These are just a broad outline of the types of services Way Ahead Care can deliver.

We would welcome the opportunity to discuss further your care and support needs and how Way Ahead Care can help either you, a family member, friend or partner.



Support services

Housing Related Support can help you find, or stay in the home of your choice. This includes help to develop and sustain your capacity to live independently in your home with the help of various support services.

Housing Related Support generally aims to prevent the problems that may cause vulnerable people to become homeless, build up debts or rent arrears; need hospital treatment or move into a care facility.

Some examples of housing related support are:

- Managing money, paying bills and working to a budget.
- Understanding the rights and responsibilities of a tenancy agreement.
- Signposting to other agencies - such as drug & alcohol services, education & employment.
- Access training, education, and work.
- Support with accessing leisure activities.
- Accessing primary health care services such as GP's & Dentists.

Living independently isn't always easy, finding or keeping your accommodation can sometimes be a real challenge. Way Ahead Care helps individuals to begin, or maintain a life of independence in a place they call home.

Housing Related Support does not include services such as personal care, help with eating, washing and dressing, or day care, however these services can be provided by another department within the organisation but our Support Team can support individuals to attend medical appointments, access community resources and social interaction.

Support services can be accessed by simply contacting our local Support Team who will be able to tailor a support service to meet your individual needs by working with you to develop your unique support plan.

Take Control

Personalisation is a government initiative to give more control and choice to individuals who require care & support services.

If you are eligible for social care funding to purchase your care and support you maybe given the choice to use a Direct Payment, an Individual Budget or Personal Budget (it varies within different Local Authority districts). This allocation of funds gives you more control of the services you require by enabling you to purchase your own care and support, rather than have it arranged for you through conventional methods.

Ultimately this can give you more choice and flexibility within the arrangements of your care provision.

Initially an assessment will be carried out to determine the level of the care and support needs and how much funding can be made available. A 'Carer's Assessment', if you have a family member pivotal to your day to day care and support needs, can also be included.

A Care & Support Plan would be developed with your 'Care Manager', usually your Social Worker, detailing what services you would like the budget to be spent on and how these services will be delivered.

The budget can be used to meet your assessed needs in lots of different ways, which is where it differs from conventional Local Authority provided services.

For example you can use the budget to:

- Save up part of the budget so it can be used for short breaks away or respite for your Carer
- Fund activities or other things you enjoy doing to enhance your wellbeing and quality of life.

Your Care Manager will then agree the Care & Support Plan using key criteria, such as levels of risk and cost, before the funding can be released.

Way Ahead Care are very experienced in delivering services through Individual Budgets or Personal Budgets and can help you manage your allocation. Our flexible and highly trained staff will be able to provide all the social care and support services you would wish to purchase when you need them.

Using our experience throughout the different departments of the company we can help tailor a package of care and support to meet both your needs and preferences .

Our administration team will liaise with you regarding the types of services you would wish to purchase and when, as well as inform you how much of your budget you have remaining month to month.



Staff training

Step Ahead Training is Way Ahead Care's own dedicated training division. Step Ahead Training ensure that all new and existing staff are comprehensively trained so they can deliver the quality care our Service Users require and deserve.

All new employees are put through an extensive Induction programme which includes a program of training courses to give them the essential foundation knowledge required to deliver the range of services we offer. Our Induction provides the solid knowledge base which is required to give the professional standards we expect.

The Induction Programme includes:

- Principle of Safe Manual Handling
- Medication Awareness
- Health & Safety for Care & Support Staff
- Basic First Aid
- Basic Food Hygiene
- Continence Management
- Safeguarding
- Dementia Awareness
- Death, Dying & Bereavement
- Aggressive & Challenging Behaviour
- Equality & Diversity

All induction courses have been developed in line with the National Occupational Standards as well as the Common Induction Standards recognised by Skills for Care the sector skills specialists.

In line with industry standards all staff are actively encouraged to enrol on nationally recognised work based Diplomas that are also delivered by Step Ahead Training along with other nationally recognised awards which are open to all our staff.

Throughout their employment all staff are encouraged to continue with their own personal development with relevant training courses and internal pathways.

This commitment and investment in our staff training and development is recognised by Way Ahead Care's continued accreditation by Investors in People since 1999.



Way Ahead Care Online

Way Ahead Care's website is regularly updated to ensure that it reflects the ever expanding services Way Ahead Care is able to offer its Service Users.

In addition the 'Latest News' section of the website is continually updated informing you, and your family members, of developments within the care industry, recent achievements and during times where there might be disruptions to service - for example during times of adverse weather conditions.

Visit: www.wayaheadcare.co.uk

The social networking site Facebook now boasts over 20 million members in the UK. Way Ahead Care is an active member of the site using it to raise the profile of the Homecare industry and the people that work within it.

Using our community page we are able to deliver regular news updates and events from both within Way Ahead Care and the care industry as a whole.

Come join us!

Visit: www.facebook.com/wayaheadcare

We Care!

We Care! is our regular newsletter sent to our Service Users. It is full of serious and light-hearted articles keeping everyone abreast of the achievements and changes at Way Ahead Care and developments within the care sector which may be of interest.

We actively encourage our Service Users and their families to be involved with *We Care!* by suggesting article subjects, taking part in competitions or posing questions for the Q&A section.

What happens next?

If you feel that you could benefit from some extra help from Way Ahead Care all you have to do is:



1

Phone one of our Freephone numbers and talk to us about what you are looking for in the way of care and support

Taunton 0808 126 1523
Bath 0808 126 1525

Alternatively you can email us direct on:
info@wayaheadcare.co.uk

2

We will visit you in your home, or the home of those to receive the care and support, to discuss your specific needs and learn about what we can do to make all the difference.

We will produce a Care & Support Plan individual to you and ensure all is in place before the start of the service.

3

We will confirm the package of care and support we have agreed.

We will introduce the staff that will be involved within your package, and ensure they know exactly what you require and when.

At Way Ahead Care we care about the same things you do.

We care that your nearest and dearest are treated with respect and dignity.

We care that they are happy and safe.

We care that you are completely satisfied with the service we provide.

