

A Guide to Care at Home

About Me

Passionate about spreading awareness when it comes to all things social care.

As the owner of a homecare company, I have years of first-hand experience of working with people who need care for themselves or a loved one, and understand the challenges and emotions people face when it comes to finding care for someone.

Why I created this guide: Having helped hundreds of people through the homecare discovery journey, I know first hand about the gaps in knowledge and lack of awareness of just how much social care can support someone at home, and in turn, support their families.

What I hope this achieves: This brochure is designed to help guide you through the journey to accepting care, for you or a loved one, by helping you understand the great things social care can do for those needing care in the community, and how the process works.

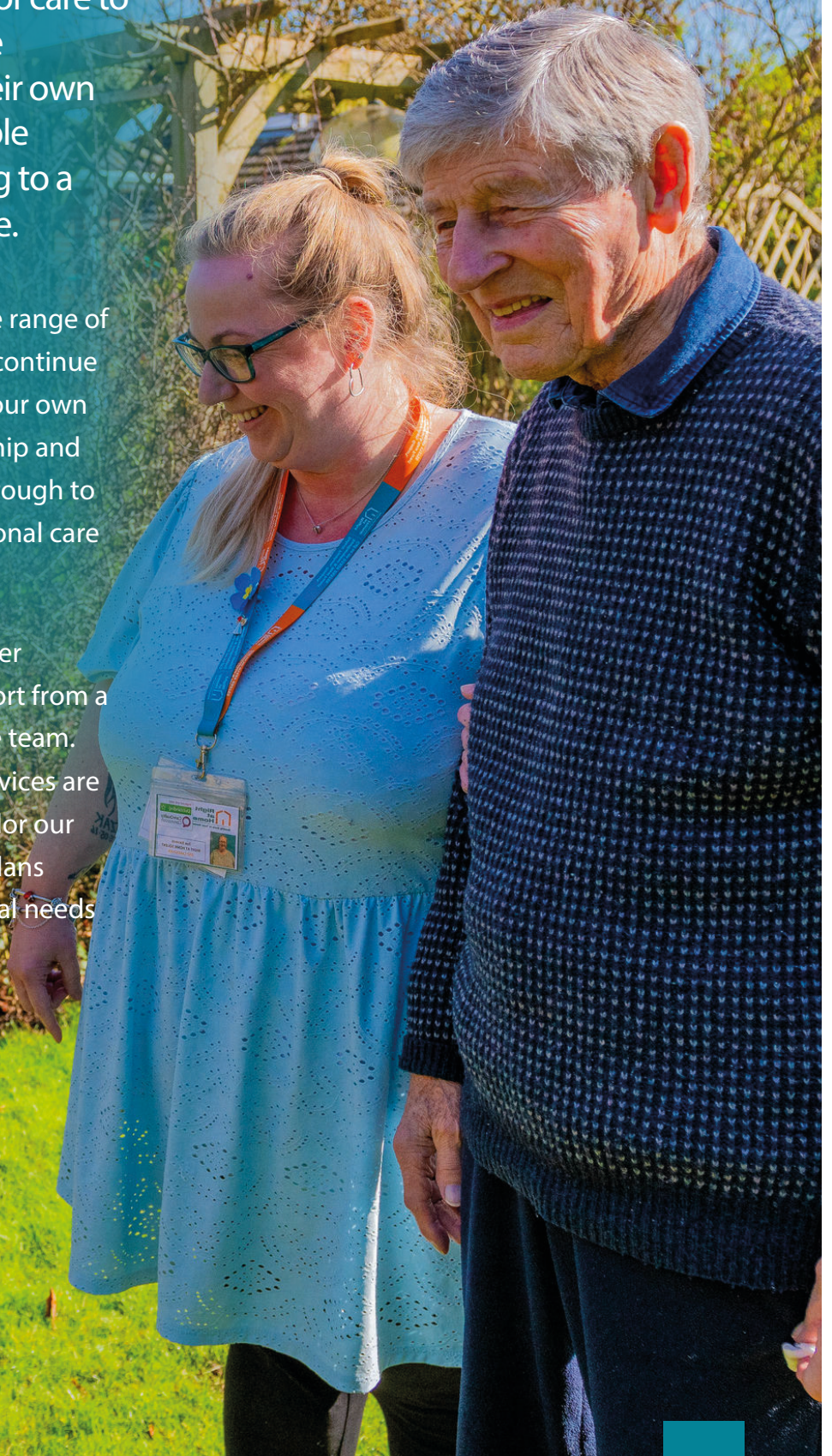


What is homecare?

To us, homecare is providing an exceptional level of care to those wanting to live independently in their own home. It is also a viable alternative to moving to a residential care home.

Homecare covers a whole range of services enabling you to continue living in the comfort of your own home, from companionship and medication reminders through to light housekeeping, personal care and cooking meals.

At **Right at Home**, we offer dedicated care and support from a professional, friendly care team. Our home health care services are person-centred, as we tailor our visits and personal care plans according to the individual needs of our Clients.



What types of help can I get at home?



Homecare support covers a wide range of service types:

Personal Care: It is the support that involves physical contact between CareGiver and Client – this can include washing, dressing, grooming, toileting and continence care, all within the comfortable and familiar surroundings of your own home.

Dementia Care: Supporting someone living with Dementia requires a patient, trained and understanding CareGiver. It is also vital the people supporting the client often visit so they have good continuity.

Medication: This is the support given to safely manage and take daily/weekly medications. Before supporting with any medication, Clients should be assessed to understand how much support they want or need, so they remain in control. Medication support can include: collecting/returning medications, opening medication containers, applying/administering medications and recording medications given.

Hospital-to-Home: Whether short term or long term, find a provider that specialises in assisting people to get home, back to the place they love and the routines they enjoy.

Respite: Respite care is temporary care to provide relief for a primary CareGiver. Often this is a family member caring for a loved one. You may need someone to cover a permanent CareGiver's - apostrophe for possession - they own the time off, or alternatively, respite homecare may simply provide extra assistance as and when you and your family need it.

Cleaning & Home Help: Whether you require help hoovering, mopping floors, or cleaning bathroom and kitchen surfaces, CareGivers can support with home help too so you continue to feel proud of where you live.

Companionship & Outings: Helping people attend the groups or places they want, with the support of a trusted CareGiver can make the world of difference. Companionship can also mean staying at home and having a chat about the good old days, completing a puzzle, or a board game together.

Some homecare companies, such as Right at Home, can also support with clinical task, provided CareGivers receive the relevant training from an appropriate Health Care Professional. These tasks include:

- Catheter Care
- Stoma Care
- Diabetes Monitoring
- Insulin Administration
- PEG (Percutaneous Endoscopic Gastronomy) Feeding

What should I consider when choosing a care company?

Choosing a homecare company is an important decision for individuals and families. It is vital to maintain open and honest communication during the selection process and throughout the care period. Additionally, reviewing feedback on various platforms is crucial to making an informed choice.



When CareGivers are happy in their role, supported by management and enjoy working at the company, they are best placed to give amazing care.



Find Client reviews for homecare companies in your area.



Read CQC reports, detailing the good areas of a homecare service and the ways it can improve.

Linked closely to the above, we highly recommend our 5-3-1 method, for finding the right provider for you.

5

3

1

5: This part represents the number of care providers you should research in detail, looking at their employee reviews, clients reviews & even their social media to get to know what they stand for and some people behind the brand.

3: We recommend speaking to at least 3 care providers on the phone to understand how caring, empathetic & understanding they sound, and if they can meet the needs of you or a loved one.

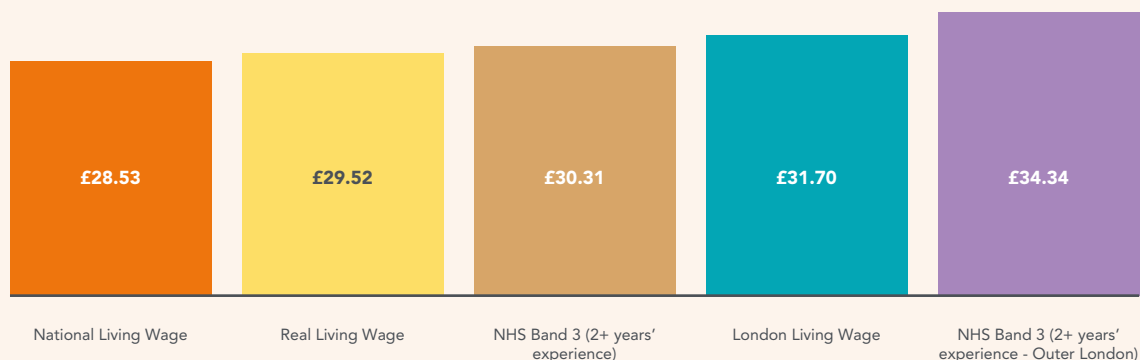
1: The most important element, which is ask the '1' person who matters most – the Client to be. Whether it is your parent, child, neighbour or friend, ensure they have the final say - not only in choosing their care provider, but also in deciding what assistance they need each day or visit.

What is the cost of homecare?

Often something we don't want to think about or talk about, but essential in order to get vital services such as homecare.

The Homecare Association have compiled great data on the minimum price per hour for homecare services. They deem it unsafe if providers are charging less, as it would not allow them to fulfil regulatory obligations. To find & keep the best CareGivers, it is often required to pay well above National Living Wage, which is why you can expect to pay £33-£38 per hour for care in the South West region.

Minimum Price for Homecare at different wage Rates, 2024-25 (England)



To give you an example of weekly costs for quality homecare services, based on our costing model, you could have the below:

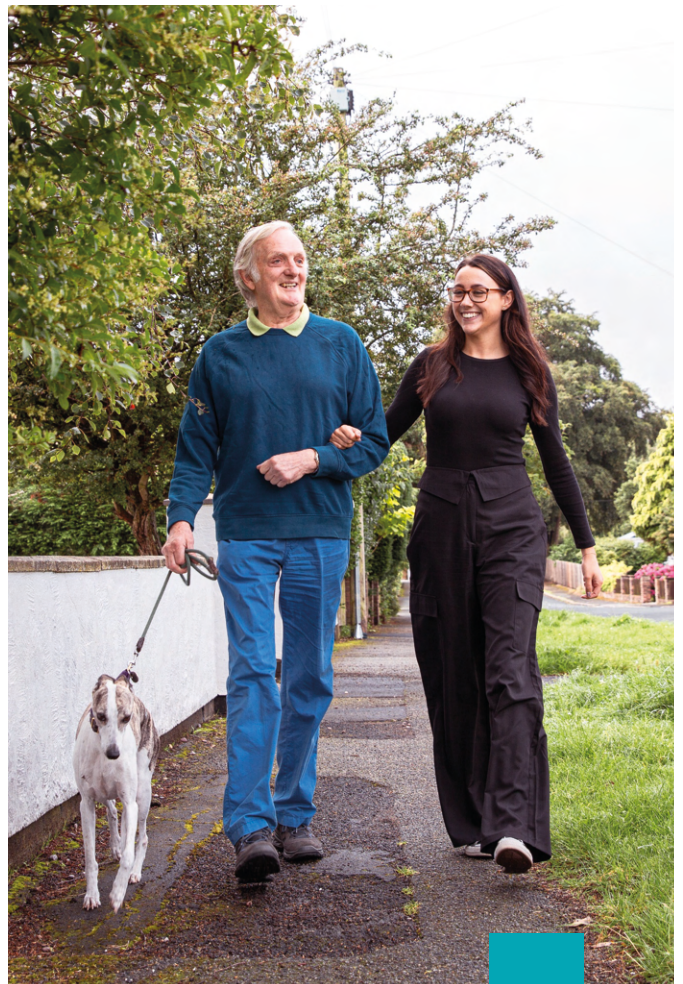
Package	Weekly	Monthly	Yearly
1 x 45-minute visit per day	£199.5	£855	£10,260
1 x 45 minutes visit & 1 x 30-minute visit per day	£359.5	£1,540	£18,480
2 x 45 minute visits & 2 x 30 minutes visits per day	£719	£3,081.42	£36,977.04
2 x 3 hour sits per week	£204	£874.28	£10,491.36

Homecare, based on the above is £10,260 - £36,977.04 per year, compared to a yearly average cost of £69,407 for residential care (nursing care yearly average is £87,828).

**Source: Lottie.org price comparison site as on June 2024.*

What are the benefits of trusting a regulated care provider?

1. Peace of mind that each CareGiver is backed up by an office full of highly-trained individuals with their own skills and specialisms.
2. You know each CareGiver has been DBS checked, highly-trained in the 15 care standards, matched to your needs and receives ongoing support.
3. They are overseen & audited by the Care Quality Commission, so you know things are done right and checked.
4. Continuity and contingencies: All visits and support needs have contingencies in place, meaning if your regular CareGiver is unwell, people from the community or office are on hand to ensure you or your loved one is still supported.
5. Regulated providers will complete regular reviews with you and your loved ones, ensuring that the service is meeting your needs and will amend the support offering if any changes are needed.



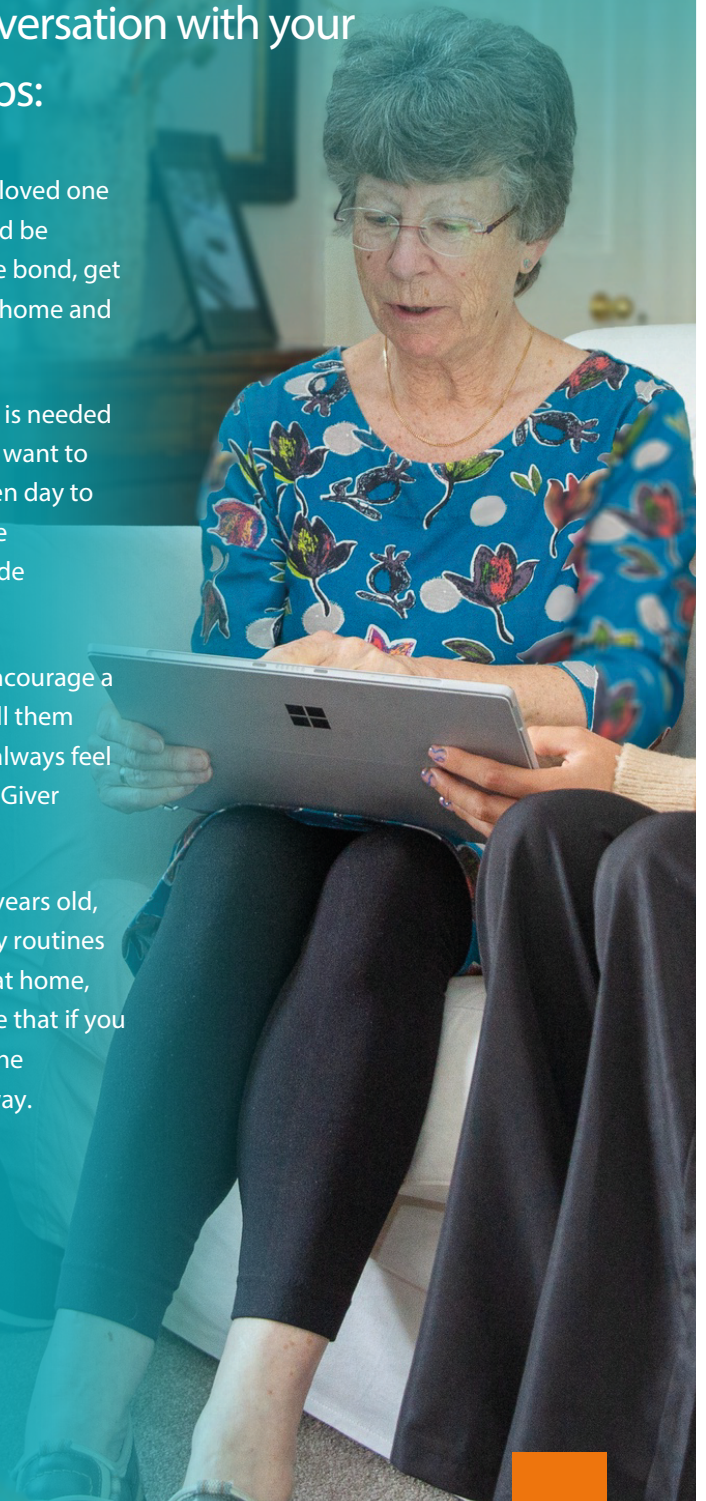
How does homecare typically begin?



Top tips for starting the conversation about accepting care

Accepting help can be difficult, especially after being independent for all or most of your adult life. To help you address the conversation with your loved ones, here are four top tips:

1. **Start small:** We recommend encouraging your loved one to accept care once or twice a week, if this would be enough to keep them safe, so they can build the bond, get having familiar with having a CareGiver in their home and see that it can be an enjoyable experience.
2. **Start as early as possible:** Don't wait until care is needed in order to be safe at home. Of course, we don't want to pressure our loved ones to accept care, but when day to day tasks become harder or more risky, have the conversation about having a CareGiver to provide assistance in the home a few days a week.
3. **Speak from the heart:** Whether you want to encourage a parent, child or friend to accept the care, just tell them how you feel, remaining calm and ensure they always feel in control, just as a good care provider and CareGiver would make them feel.
4. **Put yourself in their shoes:** Imagine being 75 years old, having been independently managed your daily routines for most of your life. Now, you need assistance at home, which can be a daunting experience. We believe that if you think of how this would feel before beginning the conversation, it helps get it across in the right way.





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