

Making a difference every day

# TRUSTED SUPPORT IN YOUR OWN HOME



 **Right  
at  
Home**<sup>®</sup>  
Quality Care in Your Home

A close-up photograph of two elderly women with short, light-colored hair. They are both smiling warmly, looking towards the right side of the frame. The woman in the foreground is wearing a dark green top, and the woman behind her is wearing an orange patterned top. The background is softly blurred, showing what appears to be an indoor setting with other people. The image has a warm, golden-hour lighting. There are decorative geometric shapes overlaid on the image: a large orange triangle in the top right corner, a semi-transparent orange rectangle in the middle right, and a semi-transparent dark green rectangle in the bottom left. A dotted blue line runs diagonally across the upper right portion of the image.

Home is where  
our treasured  
memories are;  
where loved ones  
can remain  
as independent  
as possible.

At Right at Home we understand that there is never an easy time to be faced with the prospect of requiring extra support.

Through our global network of over 500 locally-owned offices, all making a difference within their local communities, we are trusted to help thousands of people to continue living happily and independently in the comfort of their own homes.

# Improving the lives of our Clients and their families

## Your choice

We recognise that it is important for you to be able to choose the support you need. From our initial care assessments through to ongoing monitoring, we work with you to deliver a package that meets your needs.

## Your independence

Choosing to receive support in your own home means you can maintain relationships with family, friends and neighbours in a familiar environment. We support you to continue with the hobbies and daily activities that see you at your happiest. This is especially important for people living with dementia, where routines are hugely important to health and well-being.

## Your safety

Having a consistent and highly experienced team of CareGivers supporting you in your home can help detect small changes before they become more significant problems. They will also ensure a prompt response to any accidents or emergencies.

## Your peace of mind

Our CareGivers build strong relationships, not just with Clients, but also with those closest to them. Families can relax knowing that their loved ones are in excellent hands.



“Right at Home have employed friendly, caring staff who try their very best to make my life more manageable and comfortable so it leaves me with some energy levels during the day to do the things I’m still able to do.”

Lynne, Right at Home Client



# Homecare services personalised to meet your needs

Our wide range of services support you or your loved ones to continue living happily and independently at home. We offer flexible solutions from one-hour to 24-hours a day.

## **Companionship, hobbies and social activities:**

Not all of our Clients require personal or specialised care. We support with daily activities to maintain your independence, whilst providing a friendly face to share interests and hobbies with.

## **Personal care:**

Our CareGivers support with all areas of personal care and hygiene, respecting your privacy and protecting your dignity. Our waking night/sleepover services ensure Clients are comfortable overnight, providing support as required.

## **Specialist dementia care:**

Stable routines for people living with Alzheimer's and dementia can improve their well-being. With our specially trained CareGivers providing practical and emotional support, we make a positive difference to help you live well with dementia.

## **Live-in care:**

As an alternative to residential care, our CareGiver will live with you in your home, giving you the flexibility of help and support whenever you need it.

## **Hospital to home:**

Reablement support after an operation or prolonged stay in hospital, reduces the risk of repeat injury and readmission. We offer supervision of discharge arrangements and assistance to move safely back to the comfort of your own home.

## **Complex care:**

We support people with a wide range of physical, learning and neurological needs, delivering a service that is tailored to each condition, up to 24-hours a day. Our complex care services also include palliative care.

## **Respite and holiday care:**

From time to time, family carers may need a break to maintain their own health and well-being. We are available to support loved ones for flexible time periods. With offices across the UK, we offer short term support while you are on a break away from your regular base.

# Live-in Care is a genuine alternative to residential care

There is never an easy time to be faced with the decision to move out of your home and into an unfamiliar care home setting.

By supporting you to remain in your own home, our live-in care service allows you to maintain your regular routines and relationships.

Live-in care is an extremely viable alternative to a care home and is available at a comparable price. We offer one-to-one, highly personalised support in surroundings familiar to you and your loved ones.

## How does live-in care work?

An experienced Right at Home CareGiver will live with you in your home, delivering a tailored plan of care and support, following input from you, your loved ones and other professionals involved in your care.

We meet more than just your physical needs, personalising your care to take into account your lifestyle and expectations. This allows you to maintain control, choice and independence.

One of the key benefits of this service is that with our support, it can allow you to stay with your beloved pets, giving you peace of mind.

Your CareGiver will be there to support you with your personal care and domestic needs, whilst offering companionship to prevent loneliness and isolation. They will always, however, recognise and respect your personal space.





## Jean's Story

Jean's children are busy supporting their own families, but they adore their mother and visit her as often as possible. They grew concerned when they realised Jean was losing her confidence, was struggling with her daily activities and wondered if she could continue to live on her own.

Jean is a strong-minded lady, who adores the home she shared with her late husband and didn't want to move into residential care.

"Mum is a bit of a joker who enjoys socialising with others; I wish I had the time to take her out more."

The family wanted to respect their mother's wishes and contacted Right at Home. The local office met with Jean and her family, assessed her needs and devised a personalised support plan. Right at Home then matched and introduced Jean to her CareGiver, Christine.

With the outcome-based support of Christine and Right at Home, Jean has regained her confidence, loves interacting with her local community and spends more time cracking jokes!

"Christine being there lets me share more special moments with Mum and gives me peace of mind when I'm not there. That's why we use Right at Home."

## Our CareGivers

We only employ the highest quality of CareGivers who have a genuine empathy for the people that they care for.

Each Right at Home CareGiver has passed extensive background checks and completed our comprehensive quality training programme, so you can rest assured that the people who come into your home are trustworthy and reliable.

We carefully match Clients with CareGivers who share similar traits and interests to ensure we build solid relationships, and in many cases, true friendships. We have a 'no strangers policy' and will personally introduce our CareGivers to you and your family, before they start providing you with support.

We also undertake regular 'spot checks' to ensure that our care is always of the highest quality.



A woman with voluminous, dark curly hair is smiling warmly at the camera. She is wearing a blue denim button-down shirt over a dark top. Her arms are crossed. The background is a soft, light grey. There are decorative orange and blue geometric shapes and dotted lines overlaid on the image.

# Kate's Story

Kate has been a part of the Right at Home team for three years. She decided to pursue a career in care after her children started school and she was left with free time on her hands.

"For me, this doesn't feel like a job. I spend my time with people that I genuinely care about, helping them to enjoy a high quality of life.

As a mum, I now appreciate much more the support my parents gave to me. I see this as my opportunity to give something back."



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