



TRUSTED CARE & COMPANIONSHIP IN YOUR OWN HOME

in Dundee, Angus & North Fife



We help our clients
maintain their independence
in familiar surroundings

Introducing

Right at Home

in Dundee, Angus & North Fife

At Right at Home, we are passionate about delivering the best quality care and support for our clients, just as we would want for our own families.

Home is where treasured memories are made and where people tend to feel most comfortable in familiar surroundings. Our role is to help support our clients to maintain their independence at home, in a way that takes account of their needs, wishes and preferences.



Right at Home Dundee, Angus and North Fife is an independent business completely dedicated to serving local communities in the areas where we operate. Our office is based in the East end of Dundee and we employ carers based in the area

We are affiliated to Right at Home UK, a multi-award winning franchise organisation which operates across the UK and is focused on high quality care. The organisation operates according to four core values which underpin everything we do: **Trust, Quality, Compassion and Respect**. The backing of an umbrella organisation like Right at Home UK provides us and our clients with all the support that we need to deliver the highest standards of person-centred care in our area.

Why choose Right at Home?

Improving the lives of clients and their families

Our preferred minimum care visit duration is one hour to enable human interaction as well as safe and outcome-focused care. This gives our highly trained CareGivers the time to assess and respond to clients' needs, wishes and choices, as well as to complete tasks thoroughly, whilst looking out for any changes in health or wellbeing.



Personalised care to meet your needs

We are regulated by the Scottish Care Inspectorate. Our CareGivers are duly registered with the Scottish Social Services Council and members of the Disclosure Scotland PVG* scheme

Our services are customised to every individual with a detailed personal care plan and we train our CareGivers thoroughly to achieve professional excellence. We don't rush visits and travel time is not charged to clients. That means that the whole of the the time allocated to the visit is dedicated to them.

Whilst our CareGivers normally wear branded outfits, we recognise that some of our Clients would prefer a more discreet approach when we accompany them in their local community. We are more than happy to accommodate their wishes.

*Protection of Vulnerable Groups

Our homecare services

Our wide range of services support you or your loved ones to continue living comfortably and independently at home. We offer flexible packages from 1 hour* to 24 hours a day

Companionship and Social Activities

Not all of Clients require personal or specialised care. We support with all sorts of daily domestic or social activities to help clients maintain their independence, whilst providing a friendly and helpful face to share interests and hobbies with

Hospital to Home and Reablement

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

Specialist Care

We can 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

Live-in care

As an alternative to residential care, a CareGiver can live in a client's home to provide support. Live-in care provides clients with the opportunity to stay in familiar and comfortable home surroundings for as long as possible.

Personal Care

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

Respite and Holiday Care

Family carers deserve a break to maintain their own health and wellbeing. We support loved ones for flexible time periods. Our approach is based entirely on that person's usual routine, to make the temporary change in circumstances as easy as possible for them

Dementia Care

For people living with Alzheimer's and Dementia, stable routines often play a part in improving wellbeing. Our specially trained CareGivers provide practical and emotional support to help clients live well with dementia and make a positive difference to their lives.

Care for young adults

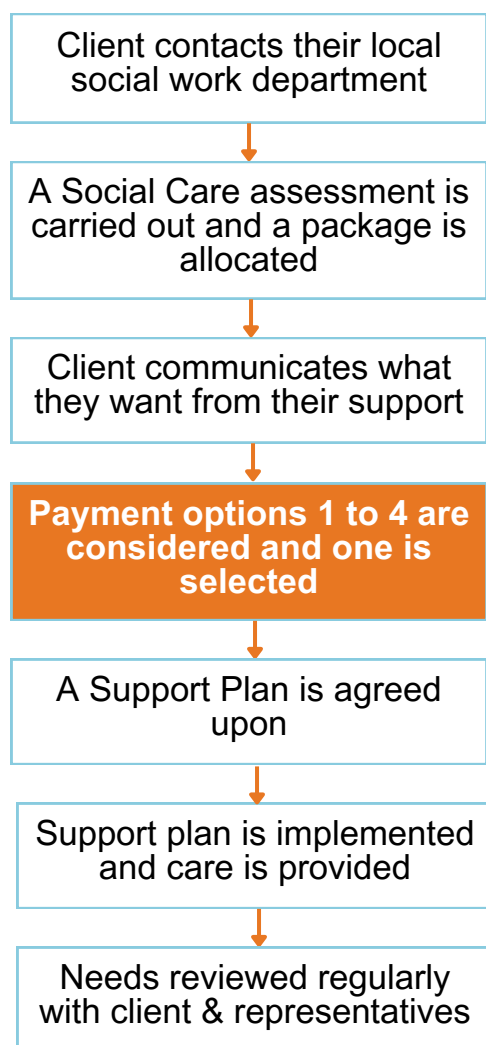
We can provide care for young adults from 18 years of age to enable them to remain independent whilst fulfilling their chosen lifestyle with tailored support from our highly trained CareGivers.

Funding care services

Several funding options are available to Scottish service users depending on their needs, wishes and choices. Contact us if you need assistance to consider your own options. We'd be delighted to help.

In Scotland, free personal care is available to all adults who have been assessed by their local authority as eligible for these services. As a result, many choose to go down the local authority pathway to ascertain what funding may be available. Clients, however, can opt to fund their own care or to add to the Local Authority's funds, to retain control over the timing and amount of care they receive.

Local authority support pathway



OPTION 1

A client chooses to take a direct payment and receives money to arrange their own support, employ care staff, or buy a service from a care organisation.

OPTION 2

A client chooses a care provider to provide their support and ask the local council to pay that care provider directly

OPTION 3

The local authority is asked by the client to arrange and pay for support on behalf of the client

OPTION 4

A mix of funding options 1 to 3

“My support, my choice”

Arranging care

When is the right time?

We understand that the need for homecare can be a difficult subject to tackle with loved ones who come to require a level of support. We also know that admitting to ourselves and others that we cannot manage our daily routine on our own can be challenging for people used to their complete independence.

Equally, family members and friends often feel guilty for living too far away or for not having the time to provide adequate and safe levels of support for a person who is ageing and becoming more vulnerable.

The benefit of a Homecare service is that it can be introduced gradually and scaled up as the need for care becomes more acute. Conversely, it can also be scaled down, for example after a period of intense care following a fall or a hospital release. It can also be deployed for short periods when a family member needs a break or goes on holiday



You can rely on Right at Home

Our homecare services are completely tailored to our Clients' individual needs. We provide you with a free, in-depth care assessment and create a detailed care plan. Support is adapted to the needs, preferences and personal choices of our clients. We focus on the positive outcomes which the client wishes to achieve.

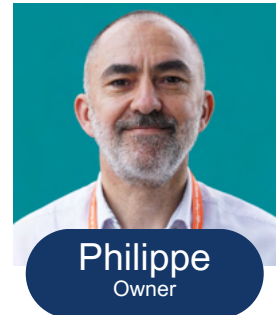
We can support with weekly shopping trips, meal preparation and cooking, social outings all the way to toileting, oral care and personal grooming, including specialised support for conditions that require additional expertise and equipment.

At the helm

Philippe (Owner) & Jane (Registered Manager)

My thirty-year career in Retail Marketing and Business Development was mostly enjoyable but I came to realise that I would feel better about myself if I employed all the business skills that I had learnt for the benefit of others.

My elderly parents are over 80. Despite that, they both remain fit and well ng independently. They have helped me understand the effect of the human ageing process.



Watching my parents grow old has contributed to my decision to change careers and provide quality personal care, underpinned by dignity and respect, to those adults in society who are vulnerable and can often find themselves marginalised or isolated as a result.

I live in Dundee with my partner and my two lovely stepdaughters. My own daughter lives in Glasgow and I always look forward to catching up with her. In the little spare time that I have, I enjoy running, walking and anything that involves wide open spaces. I love spending time with my family and friends.

Why am I sharing all this? Well, the best care relies on people making human connections, not just on turning up to do a job before moving on to the next one. At Right at Home, we genuinely want to get to know you and we realise that you need to get to know us before you can trust us. We take an interest in you and your life so that we can provide the person-centred support you deserve.



My career in Care spans over 20 years. I have been a Carer, a Care Coordinator and was a Registered Manager with another quality-focused service before I joined Right at Home.

I am Train the Trainer accredited, which means that I am able to deliver specialised care training for our Team, such as Medication, Moving and Assisting and Basic Life Support. I also hold aa SVQ 3 in Social Care and am studying for an SVQ 4.

Although i was born in Stoke on Trent and have lived in Portsmouth, I settled in the East of Scotland in 1985 and am married to a proud Scotsman.

In my spare time, I train search dogs. I have two lovely labradors who like nothing more than dragging me through fields and bushes, following scents whilst thrashing around with their frantically wagging tails. I have also built Hogwart and the Titanic in Lego which is just as therapeutic and slightly less exhausting.

I joined Right at Home because I really like the focus the organisation places on the delivery of high-quality standards of care. I also love the companies' values which resonate a lot with me: TRUST - QUALITY - COMPASSION - RESPECT.



Contact us for a free care assessment

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