



Quality Care in Your Home  
CHICHESTER & BOGNOR REGIS

# Managed Live-In Care

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IN YOUR OWN HOME



# Introducing Right at Home

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As a network Right at Home are passionate about delivering the highest quality care and support. The same standard of care we would want for one of our own family members.

We believe the best care you or your loved one can receive is care that can be delivered to you in the familiar surroundings of your own home. Home is where your treasured memories are and where you feel most comfortable.

“We support  
you or your  
loved ones  
to remain as  
independent  
as possible”

## Trusted by generations to make a difference every day



Right at Home Chichester & Bognor Regis is owned and managed by husband & wife team – Nathan East, Commercial Director and Natalie-Jane East, Managing Director

We are proud to say we can offer our Clients a service that is Trusted, Honest and completely Person-Centred. Our aim is to help our Clients live in the comfort of their own homes for as long as they can. We offer consistency of CareGivers so our Clients and their families are always seeing the same friendly faces and feel right at home.



# Who Is Care For?

## Care & Support at Home

### WHEN IS THE RIGHT TIME TO INTRODUCE CARE?

We understand that homecare can be a difficult subject to broach with relatives and loved ones who may need a little extra support. Whilst many of our Clients really appreciate our help, however big or small, it can initially be a real struggle for those who have never experienced care before.

The right time to introduce care will be different for everyone but broaching the subject when family members become relied upon for smaller everyday tasks such as shopping, cooking meals or light housekeeping can really help.

“we get to know you as an individual and understand what we can do to support you...”

### WHAT TYPE OF CARE DO WE OFFER?

Our homecare services are completely tailored to our Clients' individual needs. We create a detailed care plan, so we know exactly how you like to maintain your routine and Right at Home can support at whatever level is necessary. Our main purpose is always to improve quality of life, for both our Clients and their families.

### WHY CHOOSE CAREGIVERS WHO ARE HANDPICKED?

Our services are customised to every individual through a personal care plan and are provided by highly trained CareGivers who are hand-picked to ensure you receive the best quality care and support in your own home. Our Clients receive the full amount of time that they pay for, as we travel in our own time, meaning visits are never rushed.

We have a professional dress code and recognise that some of our Clients would prefer a discreet service when we accompany them out and about in the local community. We are quick to react, vigilant in our duty of care and always aim to raise a smile.





# Next steps...

**As with all new Clients,  
we will come and spend time  
with you and your family in  
your home setting.**

This way, we get to know you as an individual and understand what we can do to support you. We will agree with you and your family a specific care and support plan that addresses exactly how you would like your support delivered. We will then carefully match a suitable CareGiver and arrange for them to be introduced and approved by you before they begin delivering your service.

Our service to you is bespoke and tailored, we always take into account your preferences, wants and wishes.



# What are the benefits of live-in care ...



## Your Independence

Live-in care enables you to continue living in the comfort of your own home with a CareGiver available to assist you with your usual daily routine. Live-in care is a real alternative to moving into a care home, providing you with the care and support you need to remain independent. The live-in model of care is highly valued for the independence, flexibility and control that it offers the people who use our services. Live-in care can take several forms but, in essence, the CareGiver takes up residence in your home and provides you with care while living with you. Our highly trained CareGivers are carefully matched to your requirements in order to ensure a service that meets your needs and preferences.



## Your Flexibility

A key benefit of live-in care is the increased capacity to be flexible with tasks and activities. It is also a more responsive service, compared to those commissioned on a routine, pre-planned basis.



## Your Choice

Our live-in care service allows you to have a large degree of choice and control over your life within your own home. Our CareGivers work within your desired routine and provide you with the flexibility to plan outings and social occasions at your leisure. The provision of care, work tasks and durations are agreed in advance.

The need for support and assistance will vary from person to person, and often includes tasks that take just a few minutes at any one time, and we therefore work on a Daily Average Working Hours Agreement basis. The Agreement sets out the agreed length of time that the CareGiver will work on each given day. This will be explained in greater depth when your assessment has taken place. When not conducting any care or work-related tasks, your CareGiver is entitled to rest, sleep and engage in other normal activities within their own life.



## Your Reassurance

In addition to flexibility of agreed work, you will benefit from the reassurance that there is another person in the house who will be able to assist you in the case of any unforeseen need or emergency. This reassurance is often a key factor in giving you the confidence to live in your own home and eliminate the need to move into a residential care setting. Live-in care enables couples to remain living together, and your pets can remain with you, supported by our service.



# Your Responsibilities of Live-In Care

Our live-in care service will ensure your loved ones continue living happily and independently at home.



## Environment

Providing a hazard-free working environment and ensuring that all equipment is safe to use and fit for purpose.



## Accommodation

Providing a separate room for the CareGiver to sleep in, including bedding (where possible, we also appreciate the provision of a television and Wi-Fi).



## Personal Care

Providing access to a suitable bathroom and kitchen (this can be a shared space).



## Legal

Understanding that the CareGiver is not allowed to act as signatory or witness to legal documents.



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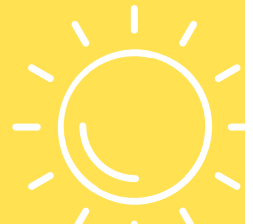
## Housekeeping

Providing basic household items (e.g. washing powder, cleaning products).



## Working Hours

Understanding the Daily Average Working Hours Agreement, what this means and the implications if it is continuously breached (more information is provided under Daily Average Working Hours Agreement within the Further Information section).



## Food & Drink

Providing meals and drinks (or a budget for this) – this should be equivalent to three meals per day, but 'luxury' items such as cola, chocolate, etc should be bought by the CareGiver.



## Support Plan

Only asking your CareGiver to undertake housework as agreed within your support plan – a specific list of tasks will be agreed before the service begins.



# The CareGivers Responsibilities Include:



Not smoking or vaping in your home



Not consuming alcoholic drinks or illegal substances in your home



Not inviting unknown people into your home



Treating your home and your belongings with respect



The level of care and support provided is amazing. Five stars do not feel enough.





“ The CareGivers interact with mum on the things she loves; her cat, gardening and knitting; keep the house clean and hygienic; and provide essential cooked meals. I don't know how I would have managed without Right at Home. ”

Daughter of Client

“ Each member of the team has shown the utmost compassion and care towards my Grandad. The ongoing support they continue to provide is personalised towards his individual needs. All of the carers are made for their profession and continue to encourage my Grandad to maintain his independence. ”

Granddaughter of Client

“ I can leave my Mum in the full confidence that she will be treated with dignity and compassion. Having trust in the care provider that they will do everything to maximise her quality of life is a huge relief to the whole family. The staff are very thoughtful and utterly professional. ”

Son of Client

“ Delighted with the care, support and communication. They are quick and efficient and also available at short notice. The carers take time to provide the best care they can and my Uncle has seen an improvement in his wellbeing. ”

Niece of Client



# Further Information ...

From your initial enquiry, the Registered Manager of the Right at Home office will come out to visit you in your own home and conduct a full, free, no-obligation assessment of needs. This will take the form of a discussion to establish what your expectations and outcomes are and whether Right at Home can meet them. This may take two–three hours to complete.

We will establish what the Daily Average Hours Agreement will be and explain in detail what this means to you. We will also discuss what happens if the CareGiver is awake through the night and the options for managing these disturbances.

The support plan and live-in care contract will be drawn up at the Right at Home office. The Registered Manager will arrange a return visit and meet with you to discuss these and to ensure that you are happy with them.

Where possible, we will introduce the CareGiver to you in advance of the care commencing. Where this is not possible, you will be given a profile and photograph of our CareGiver. We make every effort to carefully match our CareGivers with our Clients, so please do let us know if you have any issues with your CareGiver. There will be a care file left within your home, and the CareGiver will write in this on a daily basis. You and your family are welcome to view this file at any time.





We will contact you, monitor your care and visit you on a regular basis. If you or your family wish to have more frequent contact from the office, this can also be arranged. Communication can be face to face or by telephone, Skype or email. We will regularly review and reassess your care to ensure that we are meeting your needs and that the CareGiver is working within the agreed daily average working hours.

Our CareGivers work a variety of rota patterns, so it is likely you will have two or three CareGivers providing your care on a rotational basis. Our thorough handover process will ensure a smooth transition from one CareGiver to the next, causing you minimal disturbance whenever the CareGiver changes. If at any point you or your family have any concerns, we will always look to address and resolve them as soon as possible.

In the event that you are hospitalised, you will maintain your current CareGiver on full charge rates. During this period, your CareGiver will continue with the agreed household tasks, visit you in hospital for several hours per day, liaise with your relatives/representatives and hospital staff and support you with your discharge from hospital arrangements.



# Daily Average Working Hours Agreement ...



When the package is set up, we will discuss your needs and what tasks are required on a daily basis. This enables us to determine the complexity of the package and to build a Daily Average Working Hours Agreement, which will form part of your CareGiver's employment contract. This agreement sets out the average number of hours your CareGiver is expected to work and be productive each day.

The Daily Average Working Hours Agreement is signed by the CareGiver, confirming their understanding that their work with you will be 'unmeasured' under the National Minimum Wage Regulations. This means that although they will potentially be in your home for up to 24 hours a day, you should not expect them to work any more than an average number of hours determined both in your contract with us and the CareGiver's employment contract. This is usually 8–12 hours within a 24-hour period – for example 8 hours, 10 hours or 12 hours. It is important to note that, should the CareGiver be called upon several times during the night, the package may need to be reassessed, which could result in an increased cost to you.

Your CareGiver must be allowed a continuous two-hour break each day (14 hours per week) along with sleeping time and other downtime when they aren't supporting you. In certain circumstances, these 14 hours can be broken down into different variations, and this will be discussed and agreed during your assessment. Allocated break times will be stated within your support plan but can be mutually adjusted on a day-to-day basis if you and your CareGiver agree.



# Live-In Care For You

## From Right at Home Chichester and Bognor Regis

It's proven that people who remain at home for care and support are happier, so our aim is to help our clients remain independent and at home for as long as possible. We understand that choosing the right care can be daunting and there is lots to consider when thinking about residential care or homecare.

Residential care should be thought about carefully. The costs can be great and the move into a residential setting can be difficult to reverse, for example – if funding comes from the sale of a home.

Homecare offers you complete flexibility and is tailored around you and your wishes. You will only pay for the time we are with you, and we can support on an hourly basis throughout the day or night, as much or as little as you wish.

### The difference in costs;

#### Residential Care Home

Your care is likely to cost around **£69,240** person per year (on average in West Sussex and Hampshire)

#### Right at Home

Your care is likely to cost around **£1,540** per person per week (on average) for 10 hours care and support per day

\*Lottie.org the Care Home price comparison website and correct at time of print 2023\*

Many people are not aware of the funding available that can be used for homecare. Sometimes care may be funded by your local authority, depending on your circumstances. There are some great sources of advice who can help answer questions you may have about funding -

- The Money Advice Service
- Age UK
- Social Services via West Sussex County Council



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