

# TRUSTED CARE AND SUPPORT IN YOUR OWN HOME





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



# INTRODUCING RIGHT AT HOME

At Right at Home, we are passionate about delivering the highest-quality care and support, the same type 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.

## *Trusted by generations to make a difference every day*

Right at Home was launched in the UK in 2010 by Ken Deary, having experienced the difficulties of finding good care for an immediate family member. This motivated Ken to establish a service that offered outstanding care, designed to meet individual needs and improve quality of life.

Right at Home is now a national homecare provider with a growing number of locally owned offices operating across the UK. We support thousands of people every day to continue living happily and independently in their own homes.

## *Improving the lives of our Clients and their families...*

Our preferred minimum care visit is one hour and we travel in our own time, not yours. This allows our highly trained CareGivers the time to listen, get to know you well, complete tasks properly, and observe any changes in health or wellbeing and respond accordingly.

Right at Home is committed to providing high-quality care that is fully regulated by the Care Quality Commission (CQC).

# WHO IS CARE FOR?

## CARE AND 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 support adults of any age with daily activities to enable independence whilst giving you peace of mind.

### 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. Whether it's a weekly shopping trip, daily meal preparation or support with specialist conditions that require additional expertise or equipment, we are here to help.







## **WHY CHOOSE RIGHT AT HOME?**

Our services are customised to every individual through a personal care plan and are provided by highly trained CareGivers who are the best in the business. 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 can observe and learn your daily routines. We will agree with you and your family a specific care 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 before they begin delivering care. We also arrange in advance what kind and level of communication your family would like during our time with them and ensure they are kept well informed and reassured, so they can relax in the knowledge that you are in safe hands.

# 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 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, and we can provide support as required.

### LIVE-IN CARE

As an alternative to residential care, one of our CareGivers can live with you in your home, giving you the flexibility of help and support whenever you need it. Live-in care provides you or your loved one with the opportunity to stay in familiar home surroundings for as long as possible.

### DEMENTIA CARE

For people living with Alzheimer's and dementia, stable routines can play a part in improving wellbeing. With our specially trained CareGivers providing practical and emotional support, we make a positive difference to help you live well with dementia.

### HOSPITAL TO HOME

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 safely back to the comfort of your own home.

### SPECIALIST 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.

### RESPIRE AND HOLIDAY CARE

From time to time, family carers may need a break to maintain their own health and wellbeing. We are available to 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 for them as possible.

### CARE FOR YOUNG ADULTS

We provide care for younger adults from 18 years of age. Our care supports young adults to remain independent and fulfil their chosen lifestyle with tailored support from highly trained CareGivers.



# Trusted by generations to make a difference every day

## 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 care package that meets your needs.



## 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.



## YOUR INDEPENDENCE

Choosing to receive support in your own home means you can maintain relationships with family, friends and neighbours in a familiar home 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, for whom routines are hugely important to health and wellbeing.

## 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.



*"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

*"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



*"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



# CARE FOR YOU FROM RIGHT AT HOME

Whether it's you or a family member that needs a little extra help around the house, assistance at either end of the day or 24-hour support to live at home, Right at Home can help. Care for yourself or a relative can be provided in the comfort of your own home.

Our homecare services can support with those everyday tasks that may have become difficult to manage. Daily activities like dressing, bathing and cooking may not be as easy to complete as they once were, but our friendly team of CareGivers can help.

## Our services can include:

- Light housekeeping
- Shopping
- Grooming and hygiene
- Washing and physical assistance
- Transport to and from appointments
- Medication support and reminders
- Meal preparation and cooking



## Funding your homecare

We understand that choosing care can be difficult - that's why we try to support you to make the process as simple as possible. Right at Home can provide you with the knowledge you need to make an informed decision about homecare.

When you make contact with us, you will be provided with an approximate quote before undertaking a homecare assessment to confirm the level and type of care required.



If you are arranging care for yourself or a loved one over the age of 18, you may be entitled to additional financial support. If you have questions about the cost of homecare, contact us today.

# Our family-feel team

## OUR CAREGIVERS

We only employ the highest-quality CareGivers who have a genuine empathy for the people that they care for, which is why they are just like family.

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. All of our CareGivers also participate in regular refresher training and quality checks to ensure that we provide a consistently high quality of care.

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

## Meet Elsa...

With a background in residential care and management, Elsa started Right at Home initially as a CareGiver, fitting in her work around her young child and her lifestyle. She then progressed to the role of Care Co-ordinator whilst studying for a degree in Health and Social Care. During her studies, Elsa accepted the role of Registered Manager.

Elsa says: *"Having been with the company from the beginning has given me an in-depth knowledge of all the Clients and team members, as well as the quality ethos that drives everything we do. I love working in the care sector, and I am committed to ensuring that our Clients receive the high standard of care that they deserve."*



# GOING THE EXTRA MILE FOR OUR CLIENTS

CareGiver Marie had been visiting her Client Margaret for about a month, to help her prepare some meals and offer some companionship. One day they were looking through some photos and came across some pictures of Margaret's garden and her face lit up and she became quite expressive. It was clear from talking to Margaret how much she used to enjoy gardening.

Marie thought it would be lovely for Margaret to get out in the garden and pot a few flowers, but Margaret's lack of outdoor table space and limited mobility meant it was quite difficult. Marie raised the idea of gardening with Margaret's daughter, who was able to provide some gardening tools and pots.

When Marie spoke to Margaret about her idea, she became quite excited. Marie agreed a day with Margaret for the planting and Margaret put this in the diary she liked to keep, to reassure and remind herself of her plans for the coming week.

Marie knew there wouldn't be time within her visit to take Margaret out to choose the plants herself, so she asked Margaret what flowers she liked, and then visited the garden centre in her own time to buy the plants. She then transformed Margaret's ironing board into an outdoor gardening table.

Marie wrapped them both up warm and took Margaret out into the garden in her wheelchair. Marie carefully adjusted the 'potting table' to the right height for Margaret and they got started. *"Margaret was so happy, putting the soil in the pots and then popping the plants in – she did it all on her own,"* says Marie.

When they had finished, Marie put the pots just outside the door where Margaret could see them. She printed some photos for Margaret of their day and wrote a short description on the back together with the date and sent copies to Margaret's daughter too.



*"We enjoyed looking back over the photos together – she used to smile and point to the pots outside her door. I know that she loved the time we spent together in her garden and I've got some special memories too,"* says Marie.





**CONTACT US TODAY**



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