



Radcliffe Home Help Services

Service Brochure

Duty of Care Commitment

Radcliffe Home Help Services place the clients ahead of all else and promise to:

- Ensure that the wellbeing of the client is our top priority at all times
- Provide the highest possible level of care and help to our clients

This Duty of Care is core to Radcliffe Home Help Services and everything we do.

Donna Bailey - The Person Behind Radcliffe Home Help Services



Donna Bailey founded Radcliffe Home Help Services as a direct result of personal experience.

In 2008 Donna's grandmother underwent a life changing operation and it was during the weeks that followed that Donna really started to appreciate the difference high quality care can make to people's lives.

"My Nan was very independent and for several months following her operation there wasn't much she could do for herself. She was spending more and more time in bed and before long it was obvious that depression was creeping in.

Her independence had been taken away, with the simple things that we all take for granted no longer possible. Whether going down to the shops, meeting her friends to have a good natter, keeping her house spotless or cooking everything suddenly became difficult. Even taking a shower without help was impossible. The only thing she had to look forward to was the weekly trip to the hospital for physiotherapy to get her strength back and train to walk with an artificial leg.

It was at these times that I really understood what a difference high quality care can make to the quality of people's lives.

My Nan was lucky, she had plenty of family around to assist but I couldn't help thinking what if she had very little or worse still no family to help, it wasn't a nice thought.

I started thinking about all those people left in their own homes without support or that end up in rest homes unnecessarily, it must be a horrible feeling knowing that you are struggling to cope with even the simplest of tasks.

People are happier living at home and whilst they may not be able to do the things we take for granted, with specialist help they can focus on the things that they can do and leave the rest to us.

Times have moved on from being sent to a care home, with more and more people wanting to stay in their own homes for as long as possible and with our help clients can do just that.

Our services are designed to help anyone that needs it, you don't need to be disabled nor elderly, you could just need some help with jobs around the house, and we like to think that we can provide our services to anyone.

So this is how I ended up creating this company. From an unfortunate situation something positive resulted and that was Radcliffe Home Help Services.”

Radcliffe Home Help Services

Established in 2008, Radcliffe Home Help Services has quickly gained a reputation for providing a high quality professional yet personal service, enhancing the quality of clients lives across Radcliffe, Bingham, West Bridgford and surrounding areas.

The key to this success has been the principle of always placing the need of clients ahead of everything else, something a family run business does so much better. We believe this is what makes Radcliffe Home Help Services stand out from the rest, and we feel confident that we achieve our goal of providing the best services available.

Our highly flexible services range from short 30 minute visits through to 24-hour companionship. Radcliffe Home Help Services prides itself in being able to respond to the needs of their clients and is always willing to discuss what we can do for you.

With Radcliffe Home Help Services going from strength to strength, we're very happy to say many more people are enjoying a better quality of life thanks to our team.

Duty of Care

Core to the Radcliffe Home Help Services way of working is our Duty of Care. These two simple guidelines shape everything we do:

- Ensure that the wellbeing of the client is our top priority at all times
- Provide the highest level of care and help to our clients

Our business is built on the basis of providing a level of care that you'd expect if it was being provided by a relative or loved one. Only if clients feel this way do we feel we've achieved what we set out to.

Everyone involved in Radcliffe Home Helped Services whether client, relatives, loved ones, carers or management are free to provide feedback at any time to help us improve in any way possible.

People We Support

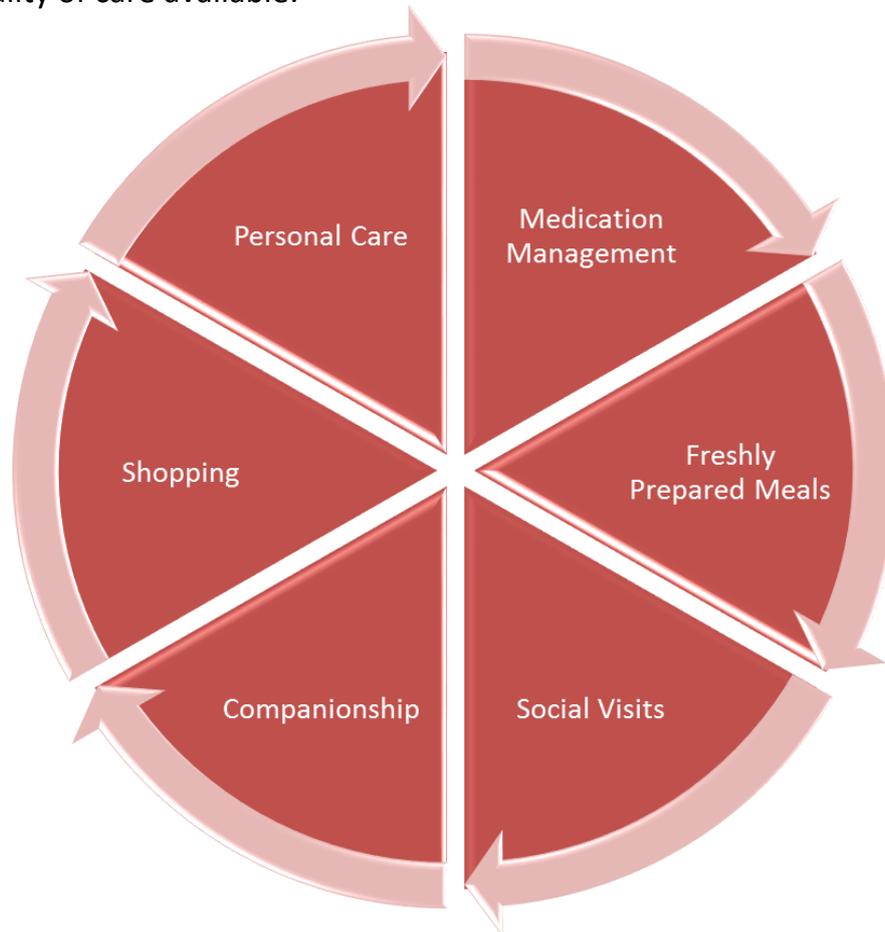
Radcliffe Home Help Services provide a wide range of services tailored to each client. This means that we are able to support lots of people in different situations, including:

- Adults
- Carers needing respite
- Anyone with a Physical Disability
- Anyone needing assistance or support

If you are unsure if we can help, then please give us a call and we can discuss your needs. Everyone is different and we all have different situations regarding home life so there is always help available.

Services We Provide

Radcliffe Home Help Services provide a complete support package that suits your lifestyle and needs. Each element of our packages are designed to provide the highest quality of care available:



Personal Care

The level of personal care we offer can be tailored to your situation, so whether 30 minutes a day or someone there all of the time, we can help. Services include:

- Personal hygiene including assistance with showering, bathing or washing
- Continence care
- Denture / oral hygiene
- Assistance in dressing or undressing
- Chiropody services

Due to the specific nature of personal care visits can be scheduled for any time of the day that suits you.

Medication Management

The level of support provided for medication can be tailored to your situation, we can provide you with just polite prompts or full administration, whatever your need we can help.

- Medication check service
- Medication prompting
- Medication administration including application of creams

Freshly Cooked Food

We can prepare fresh breakfasts, lunch, dinner or tea in your own home. So whether you are feeling under the weather or temporary unable to cook yourself, eating well is something you'll not have to worry about.

We can prepare ready meals or cook your meals from fresh ingredients as required. These meal visits can be at any time of the day that suits your needs.

Social Visits / Companionship

Whether it's someone popping in for a cup of tea and a chat or taking you out to a local garden centre Radcliffe Home Help Services can help.

Our carers provide companionship for many clients, some go for walks in to the local town and around the market, others take clients out for lunch or to the hairdressers, it really is up to you. You decide what you'd like to do and we'll be there with you.

Shopping

Our carers can take you shopping, whether it's accompanying you as you walk to the local shops, providing a lift to the supermarket or even Nottingham itself. We'll accompany you as you do your shopping, after all we all like to go shopping. And if you don't feel up to shopping we're more than happy to do it for you.

Domestic Support

The domestic support service covers a number of activities from general cleaning on a regular basis through to less frequent activities like a spring cleans.

- Vacuuming / mopping
- Dusting
- Laundry & Ironing
- Bathrooms and kitchen Cleaning

The examples above outline just a few of the services we provide, feel free to give us a call if there's anything not detailed that you require.

Package Options

Radcliffe Home Help Services are able to provide required services through multiple package options that can be tailored to suits your lifestyle and needs. Each element of our packages are designed to provide the highest quality of care available:

Regular Scheduled Visits

Our most common and flexible package option allows you to select when and how frequently services are provided to provide the best possible level of care. Visits can be scheduled at fixed times on selected days with packages starting at single visits, through to four or more visits each day.

Individual visits can vary in duration, starting from 30 minutes and where necessary can also include multiple carers to ensure more complex care is provided safely e.g. transferring of clients to and from bed or for washing.

Sitting Service

Our sitting service is designed to provide friends and relatives the opportunity to have a break in the knowledge that there will be someone with you at all times. Our sitting service ranges from short breaks of 30 minutes through to 24 hours a day.

Holiday Respite Service

We also offer a Holiday Respite Service, where one of our professional team will call in and check that you or your loved ones are comfortable and ok whilst relatives are away on holiday.

The level of support can be tailored to your situation, so whether 30 minutes a day or someone there all of the time, we can help.

Hospital Recovery Support

Recovering from time in hospital can be a difficult for both you and your family but our Hospital Recovery packages are designed tailored specifically to support the recovery process. Our services are available as long as you require them and you can always change the level of support as you get stronger.

Living Care

The level of living care we offer can be tailored to your situation, so whether 2-3 days per week or more, we can help.

We are always happy to adapt any of our package options in any way possible to assist clients.

Getting Started

We feel that your first contact with Radcliffe Home Help Services should be as simple and informative as possible. We've therefore follow a simple set of steps:

Client Introduction

Your first contact will be an introductory call with Donna to allow us to understand the reason for your contact and the services you are looking for Radcliffe Home Help Services to provide.

Donna will also look to arrange a more detailed introduction and care assessment visit.

We feel it's important that Donna prepares this assessment as, as the owner and manager of Radcliffe Home Help Services, you get to meet the person that is responsible and accountable for any services you receive.

Support Plan Assessment

At the introduction and care assessment visit Donna will complete a detailed review of your needs which will include an in-depth care risk assessment which ensures that we are aware of all of the important information that means you will be helped in the most professional and careful way possible.

After this meeting Donna will prepare a Support Plan which records exactly what we will do for you. This gives everyone a clear statement to work from and review at any time going forward.

Finally, we will include a detailed visit schedule and details of the cost of the services requested.

When everyone is happy with the Support Plan the date for visits to begin can be agreed.

Commencement of Services

To ensure clients feel as comfortable as possible all carers are personally introduced by someone the client has already met. This allows for continuity of care and ensures a detailed introduction and handover.

Appointments begin at the time that the carer arrives which unless previously agreed will be at the client's home.

Please note that any subsequent time spent travelling will be included in the total time for the visit e.g. travelling to the supermarket.

Consistency of Carers

Radcliffe Home Help Services aim to match carers to clients based on the services required and the personality of the client and carer. The latter is very important to how we operate as the personal interaction is a key factor in why we are so successful.

We also look to minimise the number of carers that visit each client. Consistently providing the same carers maximises both continuity and familiarity for all involved.

Whilst the simple care schedules e.g. weekly visits may only require a single carer to provide, the more frequent care packages e.g. multiple visits a day, 7 days a week will require a team of 3 or 4 carers to be assigned.

If 2 carers are required for each visit, then the number of carers involved in providing cover also doubles to up to 8 in any given week. But to maximise continuity we look to maintain the same 8 carers week on week.

There will be occasions when your regular carer is unavailable, whether planned (holidays) or unplanned (sickness). This is of course unavoidable and clients will be given as much notice as possible.

Clients have the option to accept that there will be occasions that a different carer will attend or to confirm that they will make their own alternative arrangements for these times.

Should it be necessary for a new carer to attend they will be introduced by either your current carer or by the Area Manager to complete a full handover. Only in extreme cases will visits be made by carers the client hasn't been introduced to.

Clients need to be aware that in order to maintain the highest levels of service Radcliffe Home Help Services employ a limited number of carers, so the availability of alternative carers is also limited.

Other Services We Provide

Handyman Services & Maintenance Division

Radcliffe Home Help Services has always been keen to respond to the needs of their clients and as a result we have created the Home Help Maintenance Division.

This group of experienced professionals provide a wide range of services from installing key safes, hand rails or ramps through to laminate flooring, tiling and decorating.

Through association with established tradesmen more significant projects are possible, such as fitting new bathrooms or kitchens, plumbing and gas installations or a range of electrical work from changing sockets to full rewiring of houses.

Please note: Rates for any maintenance work or odd jobs are quoted for on a job by job basis and we are happy to visit and provide a no obligation quotation for any work you require doing.

Property Services

Radcliffe Home Helps Property Services offer a unique service to clients and their families. When the unfortunate time arrives that our clients no longer require their property then we offer two services designed to help:

Sales Support

Whether it's preparing a property for sale or maintaining it so it looks its best until sold, our flexible packages are great value. With services ranging from standard cleans through to redecoration we can be sure to be able to provide just the level of service you are looking for.

House Clearances

If the time comes for a property to be emptied, then we can take care of everything on your behalf. So whether it's just a few items of furniture or a full clearance we can help.

Standard Rates

Radcliffe Home Help Services operate a simple standard charge rate model, avoiding inflated rates for shorter visits or increased costs for weekends:

Visit Type	Monday – Sunday
Regular Scheduled Visits	£15.50 per hour
Overnight Service 8pm – 8am	From £120.00 Waking nights £150
Bank Holidays	Double
Christmas Day & New Year's Day	Treble
Emergency Live in Care max of 4 weeks	From £150.00 per 24 hrs
Short Term Care Package Assessment Fee (Less than 4 weeks)	£100.00 Payable on day of assessment

Bank Holidays including Christmas and New Year's Day

We operate a limited service on bank holidays for clients that require visits on a very regular basis e.g. 5 or 7 days a week. It is always recommended to discuss your requirements for bank holidays and especially Easter and Christmas as early as possible.

To allow us to reward our carers for working on these days there is an associated increase of hourly rate to double or treble our normal hourly rate.

Mileage

If as part of the visit the client requires transport to be provided, then mileage will be charged at a standard rate of £0.30 per mile in addition to the hourly rate.

The mileage will be calculated from the point of departure to arriving back at the clients' home. We use Google maps (post code to post code) as the basis of this calculation.

Visit Cancellations

If you wish to cancel your appointment you will need to give Radcliffe Home Help Services at least 48 hours notice, if no notice given then you will still be charged for that visit.

Payment Options

Private Funding

Support can be arranged by yourself or a member of your family. Just get in touch to discuss services and rates.

Direct Payments through Local Authority (Social Services)

You may be eligible for funding for your care and your local Social Services will be able to confirm whether this is possible. To find out more Social Services can be contacted on 0300 5008080.

The government has given the freedom to the people that are eligible for funding for care to choose whoever they would like to provide it, not just limiting them to Social Services.

Clients have the right to request having your needs met even though you do not qualify for funding, once your needs have been met you will have a financial assessment, each person must be assessed individually and therefore couple's / partners finances are not taken into consideration.

Subject to the outcome you can either have a personal budget as a Direct Payment (money given directly to you) or if appropriate a budget managed by the local authority.

Invoices & Payments

Invoices for visits will be generated monthly in arrears but can be requested more frequently if required. Invoices must be paid for within 7 working days.

Payments for our services can be made via bank transfer, standing order, cheque or cash by collection. We will discuss options with you before services commence.

Contact Details

Once you've made the decision you would like our services then please contact us, we are contactable in various ways:

By Telephone

Please feel free to call us on 0115 933 5433.

If no-one is available to take your call please feel free to leave a message on our answerphone and we'll get back to you as soon as we can.

By Email

Our email address is donna@radcliffehomehelpservices.co.uk or you can also use the Contact Us facility on our website: <http://www.radcliffehomehelpservices.co.uk>

Our Office

Radcliffe Home Help Services
9 Saxondale Drive
Radcliffe on Trent
Nottingham
NG12 2JL

Office hours are 09:00 – 16:00 Monday to Friday inclusive.

Our Care Quality Commission Registration Details

For details of our registration with the Care Quality Commission and copies of our inspection reports please visit www.cqc.org.uk and search for Radcliffe Home Help Services using the search facility at the top of the page.

Two entries will appear in the results:

- Radcliffe Home Help Services – our current registration entry

and

- Archived: Radcliffe Home Help Services – our original registration which includes a CQC inspection report from April 2013

Radcliffe Home Help Services

9 Saxondale Drive
Radcliffe on Trent
Nottingham
NG12 2JL

0115 9335433