

LIVE IN CARE

*Providing Quality
and Compassionate
Care at Home*

A Class Care
HOME CARE & DOMESTIC SERVICES

01223 864 066

www.aclasscare.co.uk





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Welcome to A Class Care

Most of us wish to live in our own homes for as long as possible but at some stage in our lives we may need help and support to do so. We recognise that there are so many benefits to remaining at home. A home is a haven of security and safety, a place of priceless memories and it reminds us of those we love and still treasure. For these reasons, we value the importance of receiving care at home and offer a tailored-made service, enabling you to remain at home for longer.

WHY CHOOSE A CLASS CARE?

A Class Care is a privately-owned care agency with over 20 years' care experience. We were founded on the belief that we will care for our clients like our **own parents and we recognise that the needs of our clients will always comes first**. We work closely with our clients to ensure that they are happy and receive a service that meets their exact needs. This is the reason we offer a flexible, tailored-made and personalised care service. We recognise each person as an individual and offer a bespoke service that reflects this.

WHAT IS LIVE IN CARE?

Our Live In Care service assists clients from the age of 18 to maintain independence in their own home. Our carer lives alongside our clients, around the clock, to provide a bespoke care service that meets their exact needs.

There is no need to leave behind friends, family and the comforts of home. Valued independence can be maintained without the worries of coping alone.

Whether the care needs are complex or it's just companionship is required, Live In Care gives our clients peace of mind from knowing that support is always available day and night.

We help our clients to find a Live In Carer that suits their lifestyle. They will deliver a care package based entirely on their personal needs and choices as reflected in their individual care plan. A care plan will be carefully prepared by one of our assessors, together with our clients and their family. Our clients are involved in every step of planning their care. They are therefore confident in receiving care that meets their exact needs.

Who we care for

A Class Care is registered with the Care Quality Commission (CQC) to provide services to people with:

- Old age
- Alzheimer's
- Dementia
- Parkinson's
- Learning difficulties
- Terminal illness
- Sensory loss – including those with dual sensory impairment
- Physical disabilities
- Complex care needs – including Peg Feeding, Stoma bag care and more
- Mental health issues

A Class Care can also assist with:

- Reablement care – recovery from illness
- Short term care – including hospital discharge

Quality Assurance

We are committed to ensuring the homecare team are meeting our own exacting standards. A rigorous quality performance system is embedded across A Class Care through which our Quality Performance Manager performs thorough monthly audits, bimonthly inspections and annual surveys.

We also formally review the programme of care every six months or earlier should a need arise. We appreciate that things change, including Health & Mobility, and we want to ensure that the care provisions capture any changes and the service meets our clients' exact needs.

Like all registered domiciliary care providers, we are subject to independent inspections and monitoring. The Care Quality Commission (CQC) regulates the care sector and its inspectors perform a thorough, unannounced investigation at least once each year. This ensures that we are achieving the regulated outcomes under the essential standards of quality and safety.

A Class Care provides a client folder that remains within the home. The folder details every aspect of care provision.

Examples of documents included are:

- A daily journal detailing the duties that were performed on the day
- Risk assessments
- Daily activities
- Diary of food and fluid intake
- Domestic duties performed
- Medication log

The client folders are screened by our conscientious Registered Manager. This provides peace of mind that you or your loved ones are being meticulously looked after, with both precision and care.





Our Team

Our clients are like family. So are the carers we employ. And because personalities interact differently, we take great care to create a compatible match between each client and carer. You will therefore have peace of mind that you will both work harmoniously together.

RECRUITMENT

When choosing the carers who look after our clients, we look for qualities such as friendliness, kindness, patience, empathy and respect. Each member of the team has to complete a rigorous recruitment process. As well as looking at their qualifications, we request previous employment references and complete an enhanced DBS check.

TRAINING

A Class Care understands the importance of ensuring that all our staff are trained to the highest standard. Each member of staff is required to complete their mandatory training programme. All our staff are trained in fire safety, health and safety, safeguarding adults, care and administration of medicines, palliative care and infection control to name but a

few. We invest in our workforce to ensure that the quality of service and the safety and well-being of our clients is never compromised.

Our staff are regularly supervised and observed delivering care in the homes of our clients by a senior member of the team. We will always ask your permission in advance if we plan to undertake an observation in your home. We greatly appreciate our clients' cooperation in helping us to maintain and improve upon the standards of service we deliver.

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Companionship Services

- Arrange appointments
- Encourage/stimulate mental awareness
- Chaperon to appointments
- Accompany to social events/holidays
- Assist with entertaining
- Attend club meetings and sporting events
- Participate in hobbies/crafts
- Discuss current/historical events
- Monitor fluid/diet intake
- Dine together
- Sitting services
- Evening safety checks

Our Services

Live In Care is extremely flexible and a wide variety of services can be provided. Our services extended from short term respite care to long term placements. The following information is a guide to the kinds of services we offer.

HOME HELP

- Drop off and collect prescriptions
- Provide transportation to appointments*
- Cleaning
- Dusting/Vacuuming
- Help with washing/ironing
- Make beds / change bed linen
- Meal preparation
- Prepare shopping list
- Take out rubbish
- Collect shopping
- Wash dishes
- Prepare/clean dining area
- Turn down beds
- Supervise home maintenance

*Additional cost for mileage.

CLINICAL CARE

- Peg Feeding
- Stoma Bag
- Catheter Care
- Oral Suctioning

PERSONAL CARE

- Assistance with washing
- Bath supervision
- Assistance with dressing
- Assistance with selecting daily clothes
- Provide grooming
- Shaving
- Administer medication
- Prompt medication
- Change stockings
- Wash/Cream feet
- Assistance with incontinence
- Changing pads
- Catheter care
- Assistance with feeding/drinking

OTHERS

- Hospital discharge care
- Short-term / Long-term respite care
- Post operative care

PERSONAL ASSISTANCE

- Paying bills
- Letter typing
- Arranging trips
- Bill Management

Our list of services is guide to the kinds of services we are able to offer. However, this list is by no means exhaustive. If you require a service that we haven't listed here, please call and ask us about it. We will always listen and offer any help we can.

RATES & HOURS

We offer affordable in-home care services to meet individuals' budgets 24 hours per day, 365 days per year. You will work with our Liaison Officer to set a clear schedule that works best for you and your family. Rates depend on your specific care needs but can start from as little as £600 per week.

Our Philosophy of Care

We seek to deliver exceptionally high standards of care to individuals whilst respecting and promoting their dignity, choice and independence. The service we provide is built around the following core values:

- **Dignity** – we ensure that everyone is treated with the upmost respect and consideration, at all times.
- **Choice** – we endeavour to give you a wide range of options from which you are free to choose.
- **Independence** – we support and encourage you to live the life you want.
- **Privacy** – all care and support will be delivered discreetly and confidentially.
- **Involvement** – we listen to the wishes of you and your family.
- **Equality and diversity** – we respect individuality, different cultures and beliefs and seek to treat everyone fairly.
- **Person-centred approach** – we assess your needs and put you at the centre of the process, ensuring your views and wishes are reflected in your care plan.



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A Class Care is committed to providing support that promotes independent living and keeps people in their homes for longer.

If you or a family member feel that we can help, or you would like further information, then please contact our friendly staff today.

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