



An introduction to Home Care



AdvancedCare
Supporting People in the Community





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Welcome to Advanced Care

Advanced Care is a dedicated team of professional support workers, comprehensively trained and equipped to provide tailor-made support to those who wish to remain in their own home.

As one of Coventry's leading home support providers, we have been delivering high quality, individually tailored care to the citizens of Coventry since 1999. We take pride in our ability to provide Service Users with all the support they need to remain independent for as long as possible. Our dedicated team of professional Support Workers and Care Co-ordinators are screened, trained and equipped to care for people of all ages and abilities, providing diverse levels of support to enable them to live safely and as independently as possible in the comfort of their own homes.

We work alongside and interact with agencies such as the NHS, District Nurses, Coventry City Council, Age UK, Occupational and Physio Therapists. We also coordinate with our fellow care providing colleagues in the Coventry Care Group, Intercare Community Support and Coventry Carers Trust. Having such large and diverse relationships with carefully chosen organisations ensures we maximise the safety and independence of our Service Users and reinforces the care experience we offer, ensuring it is second-to-none.

Advanced Care is registered with the United Kingdom Home Care Association and homecare.co.uk and we are proud to have been rated "good" by the Quality Care Commission (CQC).



Electronic Care Planning

Advanced Care has gone digital. For the first time ever, Advanced Care's carers are now able to see and update live highly detailed information relating to the individual receiving support. The sheer scope of this information; from personal preferences, through to comprehensive medication details, outcome objectives and care plan instructions is a first for the sector. Where appropriate, this information can also be made available, in real time, to a Care User's family. This advance in technology has proved entirely transformational; furthering the quality of our service-offering.

The new system allows for:

- State-of-the-art care management
- Mobile assessments for domiciliary care
- Care visit recording and a digital care plan

Advanced Care – Supporting people in the community!

“Advanced Care looked after my mum through cancer and dementia over many years until she passed away, without their love and care mum would have been in a care home for many years. I fondly call them my Angels because without them I really would have been in trouble. Wonderful, MY ANGELS. xxxx

Mr RJ, Coventry



Meet the team



Louise Kemp – Proprietor of Advanced Care

With a 35 year career in the care sector beginning at Coventry City Council, Louise has a comprehensive understanding of the care industry and founded Advanced Care in 1999. Since then, the organisation has grown and flourished to become an industry leading care agency.

Louise is based at Advanced Care’s HQ on Queen Victoria Road, in Coventry’s city centre, she continues to play an active role in visiting and communicating with Service Users monitoring the agencies performance and ensuring a quality service is maintained.



Sue Brassington – Administration Manager

Sue has been with Advanced Care since its inception in 1999 and provided vital support to carer users. Having completed an NVQ 4 in Management. She oversees all aspects of the day to day running of Advanced Care’s office.



Zoe Taylor – Administration

Zoe has been with Advanced Care for sixteen years, making herself a highly valued and key member of the team. Zoe is responsible for handling enquiries and co-ordinating the team’s workloads.



Evelyn Stanley – Administration

Having worked with Coventry City Council for twenty-five years, Evelyn brings a considerable wealth of experience with her to Advanced Care. She applies this knowledge to her work at the Advanced Care HQ handling enquiries and co-ordination workloads.

“Advanced Care provided care for my mum, she looked forward to the carers visiting. They treated her with respect and dignity, and I knew when I went away, she was going to be well looked after.

Mrs ES, Coventry



What is Domiciliary Care?

Domiciliary care (also called home care or home support) is a service for people of all ages with varying care needs who would benefit from receiving assistance with day-to-day tasks, enabling them to live as independently and safely as possible at home.

Domiciliary care is a popular alternative to residential and nursing care. Advanced Care can provide highly trained Support Workers to perform home visits and help undertake a wide range of tasks. Each package of care is tailor-made for the individual, guaranteeing that each Care User is provided with exactly what they need.

If you are unsure of the level of care you or your loved one needs, please try our digital Care Assessment Tool (CAT for short) using the link below. Based upon your answers to a few simple questions we can give you an idea of the level of homecare required and an estimated cost per day.

[Advanced-care.co.uk/care-assessment-tool](https://advanced-care.co.uk/care-assessment-tool)



Choosing the Right Care Service:

Care Needs Assessment and Support Plan:

On receipt of an enquiry, usually within 24 hours, we will introduce ourselves then meet up with the enquirer at their home to discuss the level of support that is required. We complete a Care Needs Assessment, free of charge, to establish if the service is required short term, e.g. to assist during a short illness or long term perhaps to provide personal or dementia care.

Once the Care Needs Assessment has been conducted, a Support Plan is created. The Support Plan is tailored to the Service User's needs and wishes. It will be carefully considered and cover all aspects of their home support care.

“Advanced Care provided my father in law with such supportive care. They went above and beyond for him. Would recommend without hesitation. Many thanks to them.

Mrs JC, Coventry



Our services are broken down into 4 key areas:



1. Short-term, on-demand respite and enablement



2. Long-term, care and support



3. End of life, palliative care



4. Advice and support

1 Short-Term Intermediate & Enablement

Advanced Care not only excels in the typical realms of domiciliary care but also in the more specialised regions of intermediate and enablement care.

Enablement Services:

Enablement care is focused on helping individuals to learn or relearn day-to-day skills which they may have lost during illness or time spent in hospital. This care typically lasts for no longer than six weeks (see below for post 6-week care) but can sometimes be as brief as one or two, depending on the individual's progress.

The aims of our short-term Enablement Service are to ensure Service Users, their carers and community support workers are aware of what a short-term enablement service entails and how it is implemented.

- An Enablement Service is a short-term package of home support. It is a period for assessment to ascertain the Service Users' capability to live independently or if a long-term package of home support is needed.
- The Service requires community support workers to work with Service Users to prompt and encourage them to perform daily tasks such as washing, dressing and meal preparation with minimal assistance.

Monitoring and feedback are essential to ensure outcomes are achieved and an appropriate level of support is delivered or to end the support when goals are met, and skills have been regained and maintained.

Enablement care is provided free of charge to the service user in many cases. Enablement care is provided free of charge to the service user in many cases through the NHS.



“All of them are amazing, from the carers to the office staff and the lovely Louise. Couldn't of wished for better care for my mum, especially Bev, Debbie, Zoe, Kylie and Hayley, just to name a few. Xx

Mrs EB, Coventry

Short-term or Respite Support:

We provide a Respite service which involves short-term, temporary support for your loved one whilst you take a break for a holiday or social event. The service is available on demand and will reflect the level of support needed. The support may entail a single “pop-in” visit to check all is okay or several visits throughout the day with adequate support workers to meet more complex needs.

Post 6-Week Care (Long Term Care):

With the reductions in public sector funding, enablement care is targeted at providing a relatively quick, intensive solution to post-hospital care. While enablement care in this form is often successful, it is not always the case.

In the case of some injuries, illnesses or conditions, enablement care is not lengthy enough, individuals may require care after this period. As with enablement care itself, Advanced Care can provide industry-leading post-enablement care. This facilitates Service Users in becoming independent in their own time. (Please see further reading 2 – Long-Term, Personal Care and Support Services).



2 Long-Term, Personal Care & Support



At Advanced Care, all our Support Workers are trained to National Diploma level in Health and Social Care and have had enhanced Disclosure and Barring (DBS) police checks performed. Having a small team of well-trained and vetted staff in your area, enables us to provide a comprehensive choice of care services ranging from companionship and conversation visits through to end-of-life care.

All our care services are delivered with respect and we always maintain the dignity and confidentiality of every service user.

In order to ensure all care provided is in-line with the user's most current needs, all requirements and activities are retained on our secure central computer system, meaning trained Support Workers are able to access and provide flexible and reactive care.

Personal care and support services explained:

Our adjustable and tailored range of support services are designed to make home support a comfortable, safe and enhancing experience for you and your loved one.

All our support services are assessed with the service user's needs and wishes included in their support plan. Having well-trained staff enables us to provide a comprehensive range of care services including:

Companionship and Conversation:

All of our visits include companionship and conversation, it's a core value to how we want our services to be provided and is a key component in our recruitment of support workers who all strive to develop a friendly compassionate, professional, caring relationship with people receiving a service from us.

Personal Care:

The term 'Personal Care' is defined as a service to support people with their personal hygiene, dressing, toileting and oral hygiene as well as encouragement, companionship and conversation. Advanced Care support workers are trained to deliver a first-class personal care service which includes washing, bathing, showering and providing an in-situ body wash for bedridden Service Users, along with assistance to dress and maintain the Service User's personal appearance, boosting self-confidence and general health.

Support with medication:

The safe administration of prescribed medication is vital to maintaining the health and wellbeing of our Service Users. At our initial meeting, a manager from Advanced Care will complete a medication risk assessment to ascertain what level of support is needed to ensure prescribed medication is taken safely and properly. It may be that a prompt to

take medication is needed. It may be appropriate for assisted technology to be utilised, such as an automatic pill dispenser. Our Support Team are trained to be competent in the safe administration, monitoring and recording of prescribed medication. Support workers electronically record the administration of all medication as it is dispensed.

Dementia Care:

Dementia affects more than 850,000 people a year in the UK (Alzheimer's Society). All Advanced Care support workers complete training under Dementia and the Mental Capacity Act 2005. Although Advanced Care has twenty years' experience in providing first class generic home support, we have also cared for, and continue to support, many Service Users diagnosed with Alzheimer's Dementia, Vascular Dementia, Lewy Body Dementia and Frontotemporal Dementia. In all cases, our experience and training guarantee we deliver a compassionate, respectful and non-judgemental service.

Parkinson's Care:

Advanced Care offers outstanding support for Service Users with Parkinson's disease. Having a well trained, professional team of support workers enables us to be confident that we can meet the specific needs Parkinson's disease demands. Things such as administering time-specific medication, support with daily living tasks, working

alongside supportive therapy agencies, Parkinson's nurses, families and advocates ensures that we preserve the dignity and independence of the Service User as the condition progresses.

Diabetes Care:

Advanced Care creates a tailor-made support plan for every Service User, offering care that meets the needs and preferences of every individual. Service Users with diabetes will receive care from a support worker with the relevant skillset, allowing the Service User to have their nutritional needs met by promoting and providing a healthy eating regime, supporting with medication, monitoring weight and assisting the Service User to manage their diabetes effectively.

Tissue viability monitoring (Pressure area care):

Pressure sores are painful skin ulcers that form when constant pressure on a given part of the body shuts down the blood vessels feeding that area of skin. By completing robust risk assessments at the start of every service, we can identify those Service Users at risk of their skin breaking down. We provide all staff with Pressure Area Care training which emphasises the prevention and mitigation of pressure areas developing, by means of repositioning in bed, applying prescribed creams or ordering pressure relieving aids such as cushions or mattresses via community nurses.

PEG feeding:

A Percutaneous Endoscopic Gastroscopy (PEG) feeding tube is used when an individual is unable to take food by mouth for a prolonged period. Our support workers will not only provide the service of feeding but can also maintain hygiene by flushing and cleaning the tube if required. This is a highly specialised service and advanced care is one of just a few care agencies with the skillset to offer it.

Colostomy and Stoma Care:

Advanced Care's support workers are trained to such a standard that ensures they are confident in the hygienic removal, emptying and cleaning of stoma bags. This is all conducted in the most comfortable way possible for the Care User, protecting their safety and wellbeing.

Catheter Care:

Our support workers are trained to empty, clean and replace catheter bags. They can attach day and night bags and their knowledge enables them to recognise and react to any problems that may arise and contact the appropriate health care professionals.

Continence Care:

An integral part of our support workers' training gives them the ability to recognise that continence is an important factor in the health and well-being of a person, at any stage of life. All Service Users with continence issues, slight or severe will be

supported to complete their regime either by prescribed medication or incontinence pads and products.

Dietary Assistance and Meal Preparation:

By forming a bond with Service Users, our support workers can learn what Service Users prefer to eat and drink and balance this with ensuring they are provided with the correct nutritional support. This can range from assisting users with writing their shopping list to helping with ordering on-line shopping and organising free home delivery of meals and liaising with companies such as Wiltshire Farm Foods. In addition, we can also assist Care Users with the preparation and consumption of balanced meals.

Making and changing beds:

Advanced Care take every effort to ensure our Service Users live safely and comfortably in their own homes to that end, if a service user is unable to, we will make and change their bedding as frequently as is required to ensure hygiene and comfort. Support workers will wash the bedding in the Service User's washing machine as part of the Service Users agreed support plan.

Laundry Service:

Advanced Care is able to offer a complete laundry service. This is either conducted through the use of a laundrette, or by utilising a Care User's own

laundry washing facilities. This service maintains a Care User's hygiene and physical appearance.

Shopping Service:

Being able to shop for food is an important part of staying well and independent. Advanced Care's shopping service supports Service Users to have choice and control over their grocery purchases. Support workers will assist the service user in the preparation of a shopping list, and then with the purchasing and delivery of groceries.

Brilliant team. They would be my choice of care agency if I needed care, support and encouragement with my daily or weekly routine. Workers are given training and supervision. x

Mrs HT, Coventry

3 End-of-Life Care

End-of-life care (also known as Palliative care) refers to a service arranged to support you or your loved one, based on your individual needs and what is likely to make you the most comfortable.

If you have a terminal condition that has become advanced, progressive and incurable Advanced Care will deliver physical, practical and emotional support.

“Advanced Care looked after my mum through cancer and dementia over many years until she passed away, without their love and care mum would have been in a care home for many years. I fondly call them my Angels because without them I really would have been in trouble. Wonderful, MY ANGELS xxxx

Mr RJ, Coventry



4 Advice and Support

Advanced Care not only delivers domiciliary homecare, we offer a lot more. One of the most important services we offer is advice and support.

More importantly, this service is offered for FREE, as we realise how difficult homecare can seem to new users, with many questions and sometimes conflicting information given from different sources. Please see below an outline of our Advice and Support offering which we hope will simplify the process.

Frequently Asked Questions:

Will it be the same carer every day?

Advanced Care works a “patch system” to provide continuity for Service Users. This means a team of four to five support workers are available to work accredited area of the city. Service Users will meet the support workers in their specific area and become friendly with a small set of familiar faces. This “patch system” ensures a given Care User is never without their required services while maintaining a network of carers known to them. Unfortunately, we are unable to persuade support staff to work seven days a week.

How do I cancel a call?

Cancelling a call could not be easier. Just phone the office from 9am to 5pm or the out of hours mobile up to 10pm and cancel the call or calls.

Do you work on Bank holidays?

Bank holidays are a normal working day for support workers.

Free consultation Hotline

If you or your loved one find yourself in a position of needing care and are not sure what to do or who to turn to. You can call our Advice and Support Hotline for FREE. We will offer you impartial advice and assistance to ease you through the process, call 024 7623 4567 during usual business hours.

Care Assessment Tool (CAT)

If you are unsure of the level of care you or your loved one needs, please try our digital Care Assessment Tool (CAT for short). Click the link below, based upon your answers to a few simple questions we can give you an idea of the level of homecare required and an estimated cost per day.

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Financials:

Can I receive financial assistance towards my care?

If you or your loved one requires home support, we advise the first port of call be your GP depending upon the results of the consultation, you may be referred to Social Services. This referral will be based upon whether it is identified there is a physical or social support issue. If the latter, Social Services (Coventry Social Services 024 7683 3003) will contact you and perform a care assessment to identify the level of care required.

The next step, Social Services will then prepare an ability to pay/ financial assessment, also known as means test. The financial assessment will determine if you need to pay a contribution for your care services by subtracting a series of allowances from your assessable weekly income. Exactly how much you pay depends on what level of care is required and how much you can afford to pay. If your savings are above £23,250 you will be required to pay for your own care (known as self-funder). The Council will help you source an agency at a cost of £250.00, our

advice is free. You may need to source your own Home Care Provider. Advanced Care will be happy to supply your care, please visit our digital Care Assessment Tool to receive an estimate of daily costs here.

If your savings are below £23,250, you may be eligible for your local Council to pay towards the cost of your care. How much contribution the council may pay depends heavily on your financial status, for example if you receive a substantial pension this will impact on the Council's contribution.

72 Hour Care Package – Hospital Discharge

The NHS is widely accepted to be struggling to cope with patients under current circumstances; part of this is caused by what is commonly referred to as 'bed blocking'. Bed blocking is the colloquial term used to describe a situation where a patient, usually of advanced age, has been treated but remains in hospital unnecessarily, occupying a bed, which are in short supply.

This happens when the hospital becomes burdened to the point where it cannot process an individual's

discharge in a timely manner or when the care that the individual in question requires upon their exit from hospital has not been arranged yet.

This practice not only causes detriment to the NHS, but it also puts the individuals at further risk, remaining in an environment where it is possible to develop further infections or health complications.

In response to this, and if you or your loved one find yourself in this position, Advanced Care can recommend one

of its trusted business associates, who offer a care package, allowing patients to be discharged when they are ready. This package provides a bridge between the hospital and their care provider. If you do not have a care provider in place post the 72 hours, Advanced Care would be more than happy to assist.

The main benefit of this package, is for care user being able to return to their home sooner, reducing risk of infections or further health problems.

Review from R L (Husband of Client) published on 16 October 2019

Submitted via Postal Card • Report
• R L is Likely to recommend
Advanced Care.

Average Rating:



4.2 out of 5.0

Always on time and very good with my wife. Made a very big difference.



Review from Christine P (Client) published on 16 September 2019

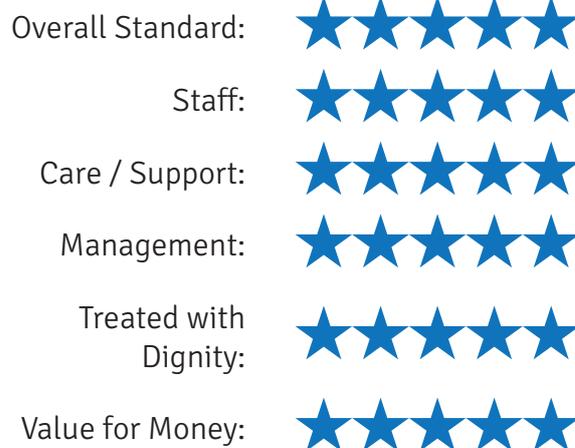
Submitted via Postal Card • Report
• Christine P is Extremely Likely to
recommend Advanced Care.

Average Rating:



5.0 out of 5.0

I am happy with the care provided, they treat you with dignity and are very friendly towards your family members. I couldn't ask for better.



Review from Sarah C (Client) published on 16 September 2019

Submitted via Postal Card • Report
• Sarah C is Extremely Likely to recommend Advanced Care.

Average Rating:



5.0 out of 5.0

Excellent.

Overall Standard: ★★★★★

Staff: ★★★★★

Care / Support: ★★★★★

Management: ★★★★★

Treated with Dignity: No Rating:

Value for Money: ★★★★★

Useful Links & Resources

While searching for the correct care provision can be daunting, there are services which provide expert help on everything from applying for care to paying for it:

- ageuk.org.uk
- nhs.uk/conditions/social-care-and-support-guide/
- cqc.org.uk/help-advice

For further advice regarding any aspect of your care provision, please feel free to contact us, and we will answer any and all questions we can.

Contact Us

We hope you have found this booklet informative and helpful; we would love to hear from you if you require further help or assistance in sourcing home care needs for yourself or loved one.

We can help and would like to help, please call Advanced Care on **024 7623 4567**.



📍 **11-13 Queen Victoria Road
Coventry CV1 3JS**

📞 **024 7623 4567**

07977 583 183 (out of hours)

✉ **support@advanced-care.co.uk**

🌐 **advanced-care.co.uk**

