



Advantage Care at Home

0800 694 4555

www.advantagecareathome.com





Home is where the heart is
and it's our job to keep you there

Whether you are looking for a little extra help around the home, an alternative to hospital and residential home admission or simply a solution which helps you and your loved ones to stay in your own home throughout illness, we know that there is nothing quite like being in your own home.

Choice, independence and the benefit of care at home

We believe in giving our clients the choice to remain independent, in the comfort of their own homes, without compromising on quality of care. We all know we would much rather stay in our own homes than go into a hospital or care home, indeed research has proven the benefits of staying at home aid recovery. Our service is designed to allow you to do just that whilst giving family and friends the freedom to be more directly involved with your care.

Help on hand no matter what your care needs

Many people are not aware care in the home is available, and often they presume it would be beyond their financial means. Care at home can be a cost effective alternative to full time residential care and provides a very flexible range of services which are completely based around your individual wishes.

You can call on our nurses and carers:

- As a companion to help you get out and about, visit friends or go shopping.
- For peace of mind that someone is there to take care of you.
- To help you recover from a hospital stay.
- To assist with meal times, getting up, going to bed or bathing.
- When a relative or regular carer is away on holiday or at work.
- To care for you if you have a terminal illness or long-term special care needs.
- As a complete complex care solution if you prefer being in your home to hospital.
- When you have to travel or would like to go away for a short break or holiday.
- To assist with rehabilitation, social needs and support to get back on your feet.

Caring for all ages

Our service is not just limited to the elderly, we care for people of all ages. Our nursing and care skills encompass those who specialise in taking care of older people, the infirm, children and adults.

Where can you find out more?

This booklet is designed to explain the services we offer and how you can benefit from them. Our website www.advantagecareathome.co.uk provides much more information including ways to fund your care, an explanation of the roles of a nurse or carer, case studies, example costs and links to useful care at home organisations.

Our Care at Home Service

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There's nothing quite like
catching up with good friends over a cup of tea

If you feel you need a little extra help with day to day tasks, like going out to see friends, doing the shopping, getting ready in the morning, going to bed at night, or simply so you know there is someone there with you during the day, our companionship and personal care service may be an answer.

Social Companion

To help you retain your independence, we can provide a nurse or carer who will accompany you out on shopping trips, visits to meet friends, or simply as a safeguard during the day in case anything unforeseen should happen. Our visits can be arranged at times to suit you and can be anything from a few hours, to a full day.

Assistance getting ready for the day or at bedtimes

If you find it increasingly difficult to get up or ready for bed, our staff can arrive in time to help with both. They will provide as much assistance as you need to help you bathe, dress and wash so you are ready to meet the day, or get a good nights sleep. Visits are arranged at times you choose and if you wish, can also include help at mealtimes.

Sitting Service

If you feel like a little extra company, our team can come into your home and sit with you during the day, simply to chat, watch television or assist with your daily activities. Visits can be arranged daily, weekly or on a more ad-hoc basis, to suit you and we are always careful to match our staff as best we can to your situation, to make sure you look forward to the company.

Night Sitting

Should you wish our staff to stay with you overnight in case you get into difficulty, this can also be arranged. Throughout the evening our staff will be on hand to help you, so you can sleep soundly knowing that you are in safe hands.

Bathing Service

When you are a little under the weather there is nothing like a nice relaxing bath to help you feel clean and recharged. Our carers can be booked at any time during the day to help you relax and enjoy a bath. They will be close by at all times to help you get in and out of the bath, and make sure you are dry and comfortable afterwards, preserving your privacy and dignity at all times.

Companionship and Personal Care

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When you need nursing care being away from home can be an added stress. With our nursing services, we can look after you in the comfort of your own home, leaving you free to concentrate on enjoying your time and family, or direct all your energy into recuperation. There's nothing like the feeling of being in familiar surroundings and we are here to make sure you can be.

Hospital to home

Whether you've already left hospital after an operation, and need more help than you thought you would, or you would like us to help plan your post-operative care before you are admitted, we can help.

In order to ensure we deliver the correct care for you, our post-operative care is usually planned in advance of your admission. This way we can involve healthcare consultants, family and friends if necessary. We will arrange your transfer from hospital, ensure any equipment has been set up in your home and complete any specific training in preparation for your arrival. This helps to make the whole process as comfortable and stress free for you as possible. Once you are home and settled, your care plan will be reviewed regularly and adjusted according to your individual care needs.

Palliative Care

At this difficult and sensitive time, we can help make sure our staff are on hand to make you as comfortable as possible. Specifically trained in palliative care we can provide support to both patient, family and friends. Care plans will be regularly reviewed and adjusted with the involvement of your consultants and GP, to ensure you remain as comfortable as possible throughout.

Wound Care

If you need dressing or wounds cared for, limited appointments and difficult travel arrangements can make visiting the hospital or GP inconvenient. As a more convenient alternative, we can arrange for our staff to visit you in your own home, at times chosen by you. Leaving you free to enjoy your day!

Injection or medication Service

When you need a one off injection, a course, or more regular, permanent complex medication our staff can visit your home at times to suit you to deliver injections or administer medications. This may allow you to return home from hospital earlier than would otherwise have been safe.

There's nothing quite like
snuggling into your own bed at the end of the day



Live-In and Continuing Care

Our live-in care packages may suit you if you need someone to be with you at all times of the day and night. In these cases our team would effectively live in your home and deliver twenty four hour cover.

Confidence in your care

As the staff we provide will be living in your home, we take extra care to match our staff sympathetically with your situation and personality, as well as your clinical needs. Our staff undergo rigorous Criminal Records Bureau and employment checks to give you peace of mind the care you receive is of the highest quality.

Consideration for your home

All our staff are fully briefed on your preferences and expectations with regard to them living in your home. Our staff will bring their own personal items with them and treat your home with respect and consideration throughout their stay.

Continuing Care

If your needs are more complicated, or specialist care is required, our continuing care teams can provide clinical support. This care can be provided for a range of needs including long term conditions such as Dementia, Parkinsons or Multiple Sclerosis, palliative and end of life care, rehabilitation from head and spinal injuries, home ventilation and respiratory support, learning or mental health disabilities or at home renal care.

Our teams are coordinated by a lead nurse who meets regularly with your healthcare consultants, practitioners, you and your clinical care team to make sure the care you receive meets your preferences and choices. As well as being trained in line with all national care standards, the team we provide will also receive training specific to your clinical needs, so we can be sure you are in the best hands.

With the advancement of technology and a real governmental push towards care in the community, we are proud that we can now help hundreds of clients with extremely complex care needs return to the comfort of their own homes. Receiving one to one care in this way better meets your physical, emotional and psychological needs by allowing you better choice in your care and far more independence.

There is nothing quite like
Continuing Care that is as individual as you are



Open up a new world with our holiday service

We know there's nothing quite like a holiday to recharge your batteries, and just because you need regular care it doesn't mean you should have to go without a break. Our holiday care allows you the flexibility to take your care with you, whether in the UK or abroad, for work or pleasure, our holiday services will open up a world of possibilities.

Holiday Care

Whether you have previously found you can't go on holiday because of regular medication or feel that your family or partner will have to take care of you whilst you are away, we have a solution. Our team can come away with you and be on hand to manage all your clinical and care needs, leaving you and your family free to enjoy your holiday.

Respite care

As a regular carer for friends or family, it is often difficult to get away or arrange cover whilst you are away. Our respite service can give you the freedom to arrange cover for your loved ones whilst you are on holiday. Alternatively our staff can come away with you, allowing you a break and your family the opportunity to enjoy the holiday together.

In-flight care

Should you wish to travel abroad and can't travel without a qualified nurse, or if you simply feel more comfortable having a trained specialist when you fly, our staff will accompany you on your flight, making regular checks if you need them to, to take care of you every step of the way.

Hotel Call-Out Service

If you are travelling to the UK from abroad, or staying overnight on business, we can arrange for our staff to visit your hotel to care for you if you become unwell, help with personal care or administer regular medication, allowing you to travel with the reassurance you are always in safe hands.

There is nothing quite like
care that comes with you wherever you go



There is nothing quite like
knowing the experts are only a phone call away

If you are looking for care, we know you are likely to need to arrange it quickly and will probably be unsure about where to go for information, never mind how to find out who can provide the best care.

To help with this, we have a website full of information and links to help you. Alternatively you can call us on 0800 694 4555 for an informal discussion, without any ties or commitment.

If you would like to find out more about care at home you can visit www.advantagecareathome.com which includes information on;

- Information and resources to help fund your care
- Steps to buying Advantage Care at Home services
- Case Studies and example fees
- What a nurse and carer can do for you
- The governments Personalisation agenda
- The Care Quality Commission and Inspection reports

Call us to arrange a confidential care assessment

We would welcome the opportunity to help provide the care you are looking for.

We will be happy to talk through your needs and if you like what you hear, arrange for one of our registered nurses to come to your home and undertake a free assessment and quote. Our contact number is **0800 694 4555**, which will automatically put you through to your local branch.

How to find out more

Quality Assurance

When it comes to taking care of your health, we know you only expect the best. For this reason we aim to operate to the highest standards. We are registered and regulated by the Care Quality Commission (CQC), The Care Standards Inspectorate Wales (CSIW) and the Scottish Care Commission, our offices are regularly inspected and our reports can be viewed on our website, or by visiting www.cqc.org.uk/.

All our staff undertake detailed checks before they begin work for us including:

- Enhanced Criminal Records Bureau (CRB) Checks.
- Independent Safeguarding Authority (ISA) checks including checks against the Protection of Vulnerable Adults (POVA) and Protection of Children (POCA) registers.
- Two work history references.
- A full working history.
- Complete immunisation records.
- Eligibility to work in the UK.
- Checks on fitness to practice including the Royal College of Nursing and the Nursing and Midwifery Council memberships.

We encourage all our workers to participate in NVQ 2 qualifications. Before starting any care at home work with us, all our workers are trained to National Standards and are supervised to ensure their competency. Standard training includes:

- Safe Manual Handling including practical workshops.
- Infection Control.
- Life Support.
- First Aid.
- Medication Awareness.
- Food Hygiene.
- Health and Safety including fire safety, COSHH and RIDDOR.
- The Protection of vulnerable adults and children.

Additional specialist training is provided if required dependent on the care needs of each of our clients. Workers update their training annually and we actively encourage your feedback through performance reviews, regular meetings and an open accessible complaints policy.



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