The more flexible dementia service
Homecare Select
– the more flexible dementia service

A range of flexible care options

Asking for help can be difficult, but the right kind of help can mean greater independence for you or your loved ones and less demands on your family. That’s why Care UK provide a range of flexible services designed around your individual family’s needs. These services include an assessment offering informed recommendations as to the most suitable type of care required, planning and delivering tailored care and support at home, live-in care and residential or nursing care.
The best quality of life

At Care UK we understand that supporting someone with dementia can be emotionally and physically challenging. It’s important that carers take regular breaks and, together with family and friends, we can support by developing a respite care package that is individual to your needs.

As dementia progresses many people’s behaviour becomes a challenge. It can be increasingly difficult to maintain an independent lifestyle, and enjoy the best quality of life – not just for the person with dementia, but for those close to them.

We offer a wide range of services that are delivered by highly trained dementia carers. Our services are available 365 day a year and we will provide support, advise and reassurance every step of the way.
A service that is **tailored** to your individual needs

Care UK is almost uniquely positioned to offer a complete care solution. We draw upon our experience in providing residential, nursing, day care centres, domiciliary and live-in care, and couple that with our pioneering approach to supporting people with dementia to ensure that we can tailor a service to meet your needs.

A three step approach

For a one-off charge one of our regional flexible dementia team leaders will conduct a personal assessment with your loved one in their home. As part of the assessment, the team leader will make a number of non-clinical observations covering safety in the home, care needs, current capabilities and level of independence as well as mobility needs. It is extremely helpful for close family members to be part of the assessment to add further valuable insight.
Based on a detailed review of the observations made, the team leader will make a recommendation as to the most appropriate form of care and discuss the benefits and any drawbacks with you. This will include options around the care settings they believe is most appropriate.

At this stage you remain under no obligations, but if you choose to proceed with our recommendation, the team leader will work with you to determine a bespoke care package, including your loved one, family and any other health care professionals as you deem appropriate.

**Rapid response in a crisis**

We understand that people require different levels of support at different times, and for some, the need to start a support package can be much more urgent. We are here to work with you to meet your needs in the timeframes you expect.

**You’re in control at all times**

We have worked hard to make sure that our pricing is clear and our services are excellent value for money. We’ll be clear about the costs and payment methods and agree any extra expenses in advance (such as mileage or taxi charges), so you know exactly what you need to pay and when.
Enabling independent living at home

We offer a range of in-home and community based services for individuals who would best benefit from hourly care visits as opposed to live-in or residential care. The following list is by no means exhaustive, so if you need support with anything that is not listed please do not hesitate to ask.

Help around the home

- Dusting and vacuuming
- Cleaning bathrooms and kitchens
- Changing bed linen and towels
- Laundry and ironing

Meal preparation and supporting to eat

- Shopping for weekly groceries
- Help with meal planning and balancing nutrition
- Meal preparation, cooking and supporting to eat

Personal care

- Dressing and undressing
- Washing and bathing
- Shaving or assistance with hair and make-up
- Support in taking prescribed medication
- Continence care
Companionship and wellbeing

• Conversation
• Reminiscing
• Supporting with and encouraging participation in hobbies and interests

Lifestyle support

• Arranging and accompanying on outings, social visits or community based activities – including to our Care UK Day Clubs
• Support to arrange and attend medical, hairdresser or dentist appointments
• Help with managing bills and supporting with correspondence

Respite and short breaks

• Relief service for a loved one or main carer to take a break
• Overnight or longer-term support (including live-in and residential care) to enable a main carer to take a short break or holiday
Live-in care and companionship offers a complete solution that is designed around your family’s needs. We can provide everything from companionship to help with housekeeping, cooking, washing, dressing and medication management. We will encourage the person receiving the service to enjoy a more active life in their local community supporting them to live the life they want.

Live-in care is the perfect option for staying comfortably and safely at home, without the potential disruption of moving into residential care or necessarily having to sell a property. It can also be a more affordable option than a care home.
As well as making it possible to stay in familiar surroundings along with treasured possessions and memories, live-in care provides the benefit of having a companion on hand around the clock. In addition to genuine companionship, the right care and support is there when you or your loved one need it.

A trusted companion

The staff member who lives-in will quickly become a trusted companion for your loved one while providing you with the reassurance that they are delivering the best of care - particularly if you live some distance away. Trust is vital if the care is going to be a success. That’s why we work with you to find someone you and your loved one will really get on well with.

“We conduct regular price comparisons with our competitors to ensure we’re always offering you a fair price.”
Expert residential care

Taking the decision that living at home is no longer practical is an exceptionally difficult one and often a very hard conversation to have. Many people worry that moving into a care home will mean giving up the things they love doing.

If the time comes, finding the right home is important. At Care UK we have been caring for people living with dementia in our homes for over 30 years and it is this experience that helps us to offer the best possible care and quality of life.
We run over 100 specialist homes in communities right across the UK and believe in supporting people to remain as active as possible, ensuring that everyone we support continues to enjoy a happy, fulfilled life.

Our homes provide everything from residential and nursing care, to short term respite care, specialist care for people living with Alzheimer’s and other forms of dementia, palliative and end of life care.
A more personal service

Familiarity and maintaining a routine are particularly important for people living with dementia – so, if ham sandwiches at noon on a Tuesday and fish and chips with someone to chat to on a Friday evening have always been the norm, then we are here to ensure that these things continue.

Our unique matching service ensures that we match the interests, views and personality of your loved one to one of our team. Our team leaders work up a one page profile with you or your loved one which outlines who they are and what’s important to them.
Our trainers do exactly the same thing with our support workers. With these one page profiles we can match the individuals we feel your loved one may best get along with. We also share the profiles with you, so you can make your choice as to whom best fits your family.
A trusted service

Confidence you are in safe hands

You can rest assured that we have a long and successful track record of delivering a high standard of service. Quality plays a key role in the achievement of excellence throughout our services. Led by the director of quality, support is extended through a team of locally deployed quality managers.

Recognising the importance of customer feedback, our quality managers are able to work with the locally-based service manager to ensure that we are constantly improving the services we offer.

Exceptional people make for an exceptional service

We appreciate that our high service standards can only be met by carefully selected, motivated and able individuals.

Our selection process ensures that every person we invite to join our team has a full employment history check, an enhanced criminal records disclosure (DBS check), a vetting and barring check, 2 verified references and an occupational health check as well as needing to pass other rigorous screening criteria.
Accredited trainers delivering forward thinking training

Our people are naturally warm, friendly and compassionate, and our carefully planned training programmes are designed to further enhance these qualities as well as providing the practical skills required to deliver great care.

Every support worker must pass a Person Centeredness course which enables them to provide flexible care that adapts to you or your loved one’s changing needs. Some of the other areas our people receive training in include:

- Communication techniques
- Health and Safety
- Fire safety and food hygiene
- Personal and incontinence care
- Moving and positioning (safe lifting techniques)
- Emergency first aid
- In depth training on dementia
- End of life and bereavement care

Our dementia service care team has access to an in-house clinical lead who provides additional support and supervision.

Every member of our team must hold up-to-date training certificates before they can provide any services to our customers.

We perform regular checks and reviews

Homecare Select is unusual for the number of frequent care reviews we perform: after the first day, week and month of service, and then every quarter. We make regular telephone quality checks as well as spot checks (with your permission). We will also ask you if you’d like to take part in our regular customer satisfaction survey.