

# Homecare

**A guide to the services we provide to help you enjoy living at home with independence and control.**

Spring Care Services

# Welcome

## A 'whole person' approach to care

As the Registered Manager of Spring Care Services, it is my great pleasure to thank you for considering us as your provider of home care and support.

By applying rigorous professional standards with kindness and attention to individual likes and dislikes, we help our clients to look forward to each new day with enthusiasm. You may have that enthusiasm already, as many do. For others, rediscovering and nurturing it can be their greatest challenge. We know that it often proves central to achieving our primary objective, which is to enable those in our care to enjoy living in their own home, for as long as they wish, with dignity, independence and control.

Our approach takes your broader wishes and hopes into account, as well as your physical needs. This is why the care plans we create often include things like listening to music, or visits to garden centres and friends, as well as, say, help with bathing and housekeeping. It's also why our care plans are drawn up only through detailed discussion with you and, should you wish, others whom you trust, such as your doctor and members of your family.

We want our clients to enjoy life, free of the concerns which our 'whole person' approach to care and support can alleviate. To discuss what this could mean for you, please contact me or any member of the Spring Care Services team.

We look forward to hearing from you.



**Annette Brandstaetter,**  
**Registered Manager**

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# Our services

## Facilitating dignity and independence

**Spring Care Services was established to provide clients with the highest quality home care and support possible to facilitate people living in their own homes with dignity, independence and control over how they live their lives. To achieve this, we offer clients a range of services designed to meet both general and specialist care and support needs.**

### Home Care service

For some people the reassurance and companionship gained from having one of our care team members visit for a few hours a day to assist around the house will be enough. For others, more intensive 24 hour care will be required on either a live-in or live-out basis. Regardless of the level of need required, our team will work with you to design a service package that will enable you or your loved one to live life, at home, to the full.

### Day care

To ensure continuity and the building of genuine relationships, our provision of care comes at a minimum of 4 consecutive hours. This and additional hourly support can be arranged for any time you need it – including weekends and holidays.

### Night care

Some people choose to have nightly support on a sleep-in or waking night basis. This may be suitable for someone who is worried at night and needs the reassurance of a friendly face or it may be for the provision of overnight personal care. We can offer a flexible nightly support package to meet your needs.

### Live-in care

For clients requiring full time care, a live-in care arrangement can sometimes be the best option. Live-in care offers the reassurance of full time support and companionship without leaving the comfort of your own home, familiar surroundings and your friendly neighbours.

### Respite care

Our respite care service provides temporary relief to anyone caring for a loved one. We can also provide hospital to home support eg re-enablement. We understand the value of short breaks, holidays and respite for both people receiving care and their families.



We match carers to your medical needs and personal preferences.

## Personal Assistance and Companionship Support

We understand that care is so much more than bathing and medication. That's why the team at Spring Care Services offers a Personal Assistance package. This package is for individuals who may not need personal care but wish to have support with hobbies, interests or correspondence.

### Examples of the types of services we can provide:

- Companionship and socialising
- Support with medication
- Assistance with washing, showering, bathing and dressing
- Assistance with toileting needs
- Prepare and lay fresh bedding
- Prepare meals with, or for clients and assistance at meal times
- Light household work to keep the client's home clean and tidy
- Laundry or ironing
- Shop with or help our clients to make a shopping list, to go to the shops on their behalf
- Collect medications and prescriptions
- Moving and Handling (including hoisting)
- Support with attending hobbies and interests
- Visits to the library
- Eating at restaurants
- Walks in the park
- Networking in the local area
- Shopping trips

## The care and support needs we are able to meet

- Care and support for people over the age of 65
- Care and support visits from 4 to 24 hours
- A variety of care at home needs
- Early Intervention
- Dementia care
- Out of Hospital
- Stroke rehabilitation
- Learning disabilities and Autism
- Acquired brain injuries
- Neurological conditions
- Complex needs: PEG feeds, stoma and catheter care, oxygen therapy, nebulisers, care of a tracheotomy, Non-Invasive Positive Ventilation (NIPPV)

## The care and support needs we are unable to meet

- Care and support under 4 hours
- Registered nursing duties



We can also help with the everyday tasks.

# Our mission statement

## Improving quality of life

At the heart of everything we do at Spring Care Services is a dedication to improving the quality of life of our clients and reassuring their families that their loved one is in safe hands.

### We strive to:

- ✓ **Provide the highest quality care and support possible**
- ✓ **Treat people with respect**
- ✓ **Encourage independence and self-fulfilment**
- ✓ **Embrace individuality**
- ✓ **Enhance self-esteem**
- ✓ **Preserve dignity**
- ✓ **Support self-expression**
- ✓ **Enable positive risk taking**
- ✓ **Promote freedom of choice**
- ✓ **Continually evolve and improve what we do**

### Our Mission Statement

Our Mission Statement is where we state what our objectives are, as a care provider. All members of the management team contributed to the development of this statement and it is against this that we judge the quality and success of everything we do.

**We believe that with the right care and support created in partnership with the individual requiring our services, we can enable everyone to live a fulfilled life which is not just a set of**

**care provision but a true enhancement to the wellbeing and quality of life of the individual.**

### Our aims and objectives

#### These are:

- To provide the highest quality care and support possible, delivered by friendly, well trained team members.
- To offer a broad and flexible range of services that reflect and adapt to the changing needs and circumstances of our clients and those supporting them, enabling them to enjoy living at home for as long as possible.
- To communicate openly and accurately in a manner that can be clearly understood.
- To manage our commercial affairs in a way that is demonstrably professional, fair and transparent to our clients, team members and business associates.
- To continually evolve and improve what we do by remaining open to constructive feedback.
- To respect, appreciate and fairly reward our team members for the work they carry out on behalf of Spring Care Services and our clients.
- To contribute to the wider community by contributing to the cumulative knowledge base of those who support the needs of frail and disabled individuals living in the community.
- To support regulatory bodies and relevant trade associations in their pursuit of maintaining quality and standards within the home care sector at large.

# Putting it into practice

## From new enquiries to on-going reviews

**Our care and service managers take overall responsibility for coordinating support requests and new service referrals. They are responsible for organising care packages, communicating with other healthcare professionals, and keeping abreast of legislative changes in the sector.**

### How is a new care package assessed?

- A care services manager will arrange a convenient time to visit a client in their home for an initial care assessment, free of charge.
- This holistic assessment normally takes around 1 hour and includes a full risk assessment to ensure the safety and wellbeing of both the client and the team member.
- For clients returning home after a hospital discharge a manager can visit both the hospital ward and the client's home.

### What happens when care begins?

- Once the initial care assessment is completed, a care plan will be created that is entirely unique to the client's needs, preferences and culture to ensure the service provided is holistic and person centred.
- Our care team will then identify the care team member/s with relevant skills, training, availability and of course, personality.
- If preferred, the selected care team member/s will be introduced to the client prior to any care or support taking place.
- When the client is happy with the care team member/s selected, support will begin. Our clients should then expect to receive a call within 24 hours to check how the first shift went.
- Thereafter, regular calls or visits will take place

depending on a client's level of needs, to monitor the early stages of support.

### How is care monitored, reassessed and reviewed?

- On-going care is overseen by a dedicated manager.
- A full service review will take place at least annually, however, if a client's needs change frequently, a full review of their care will take place sooner.
- In the event that a client or their representative has any problems or concerns with the service being provided, we have a clear and efficient complaints procedure in place and a senior member of our team will help you through the process if you wish. In the first instance however, discussing any issues that arise with the manager responsible for their care may well enable a speedy resolution.
- On-going care is monitored by a team of care managers through thorough auditing processes.

### How do we work with other professionals?

- Many clients will have other clinicians and professionals working with them to help support their medical, social and psychological care needs. During assessments and reviews we will document if any other professionals are working with the client, and write to their GP to

make them aware of the care we are providing.

- We always ask for your consent prior to sharing any information with other professionals.
- It may often be the case that our managers and care team identify that a client would benefit from specialist support i.e. from physiotherapy or occupational therapy. In this instance the manager would advise you and support you to make the referral where necessary.

### Keeping in touch

NurseBuddy is a software system that enables us to remotely schedule Carers, track their location and monitor start and end time for client visits. The family portal allows families to access information about their loved ones, such as visit times, who visited, tasks completed and general welfare of their family member. This allows for complete transparency with the care provision and provides peace of mind for the family member as the portal can be accessed 24 hours a day.



We document all aspects of your care and, with your consent, can share this with your doctor.

# Rigorous professionalism

## Keeping our team up to date

**Our professional and personalised in-house training is outstanding in the care sector. We train all team members to the highest standards in person-centred home care but also to meet your specific requirements.**

**The Spring Training Team offers its team members free, on-going accredited training. These will include:**

### ✓ **The Care Certificate**

A nationally recognised accredited 12-week training programme designed to prepare people for a career within health and social care. This certificate ensures you only receive care from highly trained team members.

### ✓ **Specialist short courses**

We offer a full range of short courses in a variety of specialisms including; Anxiety and Depression, Personal Care, Stoma and Catheter Care, Safeguarding, Parkinson's, Epilepsy, End of Life, Diabetes, Mental Health Awareness, Stroke Care, Autism, Dementia and many more.

### ✓ **Care team members have the opportunity to cement their career**

With a QCF Diploma in Health and Social Care at levels 2 or 3, or to choose to gain a specialist accredited award in Learning Disabilities or Dementia Care.

### ✓ **Full individual support**

We understand that translating care practices from paper can have its challenges so team members have access to regular workshops, learning spaces, and mentoring from trainers and managers.

### ✓ **Supportive networks**

Team members are facilitated to grow with the support of an experienced and diverse team of experts. Our training is delivered by a large team of specialist staff, with experience across physiotherapy, occupational therapy, dementia, nursing, learning disabilities and brain injury.

### ✓ **Career development**

From day one, we will help care team members to build their professional training portfolio to best represent and reward personal development in the workplace.



# Practicalities

## Making changes, insurance & more

### cancelling your care visit at short notice

If you wish to cancel your care visit/s please call the office team within 48 hours to avoid any service charges taking place.

### Changing your care team member

Our care packages are designed to be flexible to accommodate changing care needs. Should you wish to make changes to your care package or to request a different care team member for any reason, please call the office team so we can action your request.

### Cancelling our services

Clients are free to change or end their care and support with Spring Care Services at no additional cost with one months' notice in writing.

### Our hours of operation - 24 hours/7 days a week/365 days a year service

Our clients can be confident that there will always be a senior team member available to help, should the need arise. Our head office in Evesham is open between 9am and 6pm Monday to Friday.

### Outside of office hours

An on-call service is provided at all other times by senior members of the team and phones are always diverted to an answering service in case lines are busy. The on-call manager will then respond as appropriate.

### Our company insurance

We maintain comprehensive insurance cover to protect our team, our clients and third parties in the event that an untoward incident occurs. A copy of our insurance certificate can be obtained by contacting our offices.

### The Care Certificate

In April 2015 Skills for Care, Health Education England and Skills for Health, launched the Care Certificate. This Certificate is a requirement for all newly employed carers and support workers across England and Wales.

Our training team have designed and implemented a Care Certificate process that has truly surpassed this training requirement.

**The Care Certificate is broken up into four key steps:**

- 1. A classroom-based induction**
- 2. Workbook assignments with optional mentoring**
- 3. A work based support visit\***
- 4. A one-to-one reflection and facilitation**

\*A work based support visit involves observing a new team member in their work place. Where appropriate, your care team member/s will liaise with you to arrange a mutually agreed time for this visit to occur.

# Please get in touch

## We'd love to hear from you

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