



At Home Instead Ruislip & Harrow our goal is to enhance the lives of our clients, provide reassurance and respite to their families and great job satisfaction to everyone who works with us

We achieve this through our companionship-based care and support, helping our clients to

- ✓ remain **independent** and **safe** in their own homes
- ✓ keep in touch with their **families and friends**
- ✓ **stay connected** with their local communities

We build your **individual Care Package** together around your needs and wants and the things that matter most to you

- ✓ our **longer visits** mean you're never rushed, and your Care Professional always has time for you, as well as any specific things you may need help with
- ✓ we recruit our Care Professionals for their **warm hearts** and **reliability**, and we match them to you and your service
- ✓ once matched they visit you **consistently**, at the same times each week
- ✓ you will have a **dedicated** Client Experience Manager in the office regularly reviewing and updating your care package ensuring that it is meeting your needs, conducting reassessments when required
- ✓ we conduct quarterly Quality Assurance checks and regular Service Reviews
- ✓ our Care Professionals are all **fully qualified** in all aspects of personal care and undertake regular refresher training in Medication Management, Infection Prevention and Control, Moving & Handling and Basic Life Support
- ✓ Our office team all have training relevant to their roles and undertake regular further/refresher training to continue to deliver the best quality of service that we can
- ✓ we encourage Care Professionals to have **specialist training** in Dementia, Parkinson's and End of Life care.
- ✓ we operate an out-of-hours telephone service
- ✓ we monitor all visits in real time and perform daily audits to ensure we remain **responsive**
- ✓ we have an online mobile App for family members*

* Where appropriate with client consent



Depending on your interests and abilities, alongside nutritious meals, care and help with medication, we prioritise other things such as doing activities with you that interest you, accompanying you to appointments and social engagements, reminiscing and discussing favourite topics.

In our experience this **more rounded approach** works better for our clients than care packages rigidly defined by 1, 2, 3 or 4 short visits per day. As well as the time our Care Professionals spend with you, we can help when you want to find an OT or physio, understand a diagnosis, or how technology may assist with care.

The **next step is to meet up**, to answer any questions you may have and to explore different options.

Sometimes it's good to have a few examples of how we can help

- ✓ when things become more difficult - we can visit a few times each week, maybe one slightly longer visit for an outing; giving encouragement, support, practical help, and reassurance
- ✓ where help is needed most days due to increasing frailty or specific health conditions – we can visit weekdays and weekends, as well as overnight if required
- ✓ we also offer **live-in care** as a realistic alternative to residential care - where your Care Professional stays with you to allow you to keep living in your own home

Performance

Care Quality Commission (CQC) Rating

Overall Good

Caring	Good ●
Effective	Good ●
Responsive	Good ●
Safe	Good ●
Well-led	Outstanding ☆

View Latest Report

Click for key ✓ ✗ ⚠ ☆ ● ● ● ● ● ●

Care Quality Commission is responsible for the registration and inspection of social care services in England.



As we explore all the options together, we will confirm **our charges**, which are summarised below. In an increasingly competitive labour marketplace, this lets us invest in our Care Professionals and to recognise and reward everyone who works with us fairly. So, while cheaper options are available, we are delighted that our clients consistently rate us highly, including for value for money.

You can see some of the reviews for Home Instead Ruislip & Harrow, and other branches online at www.homecare.co.uk

Current charges following our take-on process detailed below:

- ✓ a consultation with one of our Client Experience Managers
- ✓ home and personal risk assessments
- ✓ preparation of a comprehensive care service plan
- ✓ set up of personalised care schedule and designated time slots
- ✓ briefing of all staff selected to support the client
- ✓ personal introduction to the Care Professional on commencement of service

Our Services	Weekdays	Weekends
Personal and Specialist Care, Medication Support, Meal Preparation, Home Help	£37.90 per hour	£39.90 per hour
Companionship, Accompaniment to Appointments, Support with Shopping	£37.90 per hour	£39.90 per hour
Overnight care – Sleeping night (10 hours)	£260	£260
Overnight care – Waking night (10 hours)	£320	£320
Respite care (minimum)	£50 per hour	£55 per hour

- we charge a monthly administration fee of £20.
- **please note Bank Holidays & Easter Sunday incur extra charges as outlined in the Service Agreement and additionally we charge at the Bank Holiday rate for all calls after 5pm on Christmas Eve & New Years Eve.**
- we accept Direct Payments, please ask for details.
- all our Care Professionals have B1 motor insurance to enable them to take our clients out for trips and appointments.
- enquiries related to Live-in and 24-hour care should be made directly to our offices, as different charges apply in each of these situations.