



Compassionately caring for you

Guardian Angel  
**carers**

Homecare in Reading



# Guardian Angel carers

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## Compassionately caring for you, in the comfort of your own home

“ I lived with both my Grannies at various times whilst growing up. I saw them go through the full spectrum of care, from domestic support to end of life care. I’m passionate about providing high quality home care, care that is good enough for my family.

It’s not always easy broaching the subject of care with loved ones. We offer some hints, tips and guidance you may wish to consider. Some families find it easier to discuss the concept of domestic support, which is the first step on the road to care and supporting someone to safely maintain their independence at home.

We believe in a pro-active approach to care, which can enhance someone’s quality of life for longer. We also believe that in many instances, home is best. Many people think that when care needs reach a certain level residential care is the only option, this is not the case.

**Guardian Angel Carers is founded on the values of  
compassionate, professional and reliable care, delivered  
by friendly and personable people.**

We understand that making the decision whether home care is right for you and/or your loved ones can be difficult. We are here to help. We hope some of the information covered through our brochure will help address some of the questions you may have, but we know it’s only a start.

Please contact us and we would be delighted to discuss your needs in more detail, or to book an initial, no obligation, care assessment. ”

Yours faithfully,

Christina Bassadone  
Founder





## Knowing when it's time to consider home care

There may be a time in life where a little extra support with everyday tasks is needed. Perhaps daily activities, from household chores to personal care, are becoming increasingly difficult? Perhaps you have noticed a loved one is struggling to cope or take care of themselves in the way you were used to them doing?

There are many reasons why we might need a little extra support, from personal needs to health and medical needs, such as dementia or recovering post hospital visit. When these needs arise, the support from one of our care workers (or CareAngels as we like to call them) can help make the world of difference for the person receiving support, as well as their family.

### Questions to consider whether you may benefit from home care

- Are you being discharged from hospital and require convalescence care at home?
- Are you living with a progressive medical condition?
- Are you wanting to leave a care home but are unsure if your needs can be met in the comfort of your own home?
- Are everyday tasks becoming a struggle?
- Do you need some extra support with personal care, such as dressing and bathing?
- Are you finding it increasingly difficult to remember things and get easily confused?
- Is cooking meals for yourself becoming a difficult task?
- Do you need assistance in getting to and from appointments?
- Are you vulnerable to slips, trips and falls, which could cause injury?
- Would you benefit from some assistance in administering your medications?
- Could you or your family benefit from a bit of respite?
- Are you in need of supportive and compassionate palliative care?

## We can support with the following types of care:

- ♥ **Convalescence care** - recuperation post operation / hospital visit
- ♥ **Respite care** - providing a break for a family carer
- ♥ **Short term** - on holiday or for a special occasion
- ♥ **Long term** - best alternative to residential care
- ♥ **Care for couples** - living life together for longer
- ♥ **Palliative care** - home sweet home rather than a hospice

## Clients we work with may have:

- ♥ **Mobility issues and/or frailty**
- ♥ **Dementia or Alzheimer's**
- ♥ **Isolation & loneliness**
- ♥ **Stroke**
- ♥ **Multiple sclerosis**
- ♥ **Parkinson's**
- ♥ **Cancer**
- ♥ **A need for palliative care**
- ♥ **Complex care needs**
- ♥ **Other life limiting conditions**



“ I am writing to thank you so very much for all the care and help that have given us in looking after my Father. We really could not have managed without you and the way in which you provided appropriately skilled assistance at the different stages of the end of my Father's life. I would not hesitate to recommend you to others. Please let everyone know how much we appreciated all that they did for my Father, and to me and my sisters.

”  
**Client's daughter**

“ To all at Guardian Angel Carers, we cannot thank you enough for the care you have provided for our Aunt. We are both GP's in Suffolk and have considerable experience of care provided to our patients. Your agency is head and shoulders above any others we have worked with. It all comes down to the ethos of a company and the people involved.

”  
**Client's niece & nephew**

1

## Domestic & Companionship Support

Not ready for care, but could use a little extra assistance in daily tasks around the house? We will help with domestic duties from: cleaning, laundry, changing the bed, and even walking the dog.

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## Technology & Care

Our proactive and preventative approach to support at home, when you're not ready for traditional care. Helping you maintain your independence and quality of life at home for longer, with the use of technology which can be more cost effective and non obtrusive.

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## Visiting Care

Our CareAngels will be there during those key times of need while still giving you your independence. Supporting you with dignity and respect for: personal care, shopping, meal preparation, administering medication, escorted outings, companionship and much more.

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## Night Care

Perhaps being alone at night is a struggle? Maybe respite and a good night's sleep is needed for a primary carer? One of our CareAngels will stay in your home overnight, ensuring you get in and out of bed safely, and provide any assistance needed during the night, and in the morning.

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## Live in Care

Receive one-to-one support in the comfort of your own home. You will be able to maintain your lifestyle and stay as independent as possible with the support of a Live In carer, who will work uniquely to your routine and requirements. Live In Care is a popular alternative to institutional care in a care or nursing home.

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Technology & Care



Night Care



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Domestic & Companionship Support

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Visiting Care

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**What is 'personal care'?**  
Personal care includes a whole manner of things, mostly related to personal hygiene. For example, assistance with going to the toilet, changing catheter and stoma bags, assisting to wash and dress, brush teeth and hair, and assist with shaving.

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Live In Care





## Why Choose Guardian Angel Carers?

### Our Mission

“ To inspire confidence in the hearts of clients and their families through the professional and compassionate care that we deliver to our clients, as well as our people. ”



### Our Values:

Compassionate | Professional | Friendly | Reliable | Quality | Innovative

Safe

Effective

Well-led

See our independent reviews at: [www.homecare.co.uk](http://www.homecare.co.uk)  
Just search for Guardian Angel Carers Reading



Responsive

Friendly



## Benefits of Choosing Us



### Fantastic Carers

It is our wonderful CareAngels that make us who we are. Each working with compassion and professionalism. All of our staff are thoroughly vetted, including: references, DBS check, psychometric test, face to face interview, and skills assessments. Our staff receive comprehensive training, and on-going support.



### Continuity Of Care

Continuity of care is important to you and it's important to us. Our care coordination team work hard to ensure visits from a regular team of carers at your preferred times. Of course, our CareAngels need breaks and occasionally get sick too, but we will keep you abreast of any changes.



### A Team Of Professionals

Guardian Angels Carers is made up of a team of knowledgeable and experienced professionals. Our Registered Care Manager has a wealth of experience, and we have a medical advisor on stand-by (always handy having a GP in the family!).



### Trusted By The Experts

We have been recommended by many local professionals, from GPs, district nurses and specialist nurses e.g. for multiple sclerosis and stoma care. In addition, we do a lot of work with Continuing Health Care, providing home from hospital and end of life care packages.



### Unique and Personal Service

We understand that everyone's needs are different. We take the time to get to know you, your likes/dislikes, needs and preferences, before creating a plan of care unique to you. We ensure our carers have access to the most up to date information about you and the care being delivered, using our specialist care management technology.



### Dedicated Care Manager

Relationships and trust are important and this is never more true than when you open the door to your home. From your first meeting with us, to ongoing support and re-assessments, you will be assigned a dedicated Care Manager who will oversee all aspects of your care.



### Responsive

We understand that care needs change. The support you need now may be very different a few months, or years, down the line. We will respond to your changing needs. Our support grows as your needs vary. This can all happen whilst you remain in the comfort of your own home.



### Complete Solution

Whether you need a little domestic help or complete care around the clock, we can help. Many people get to the stage where they feel institutional/residential care is the only option. We offer an alternative; comprehensive, one to one care, in the comfort and familiar surroundings of your own home.



# A Guide to Commencing Care

Note: Dependent on your needs, and our current availability, we can usually commence care within a week and often quicker if needs be.



## Step 1

Contact our friendly team  
 Reading 0118 237 1900  
 reading@gacarers.co.uk  
 We will listen to your needs and discuss potential support options.



## Step 2

**Book Assessment**  
 A dedicated care manager will visit you at home or hospital for a no obligation initial assessment.

### Option 1

**Unsure**  
 (whether to go ahead)  
**Basic Assessment**  
 We will discuss your needs, potential care options and follow up with a quote.

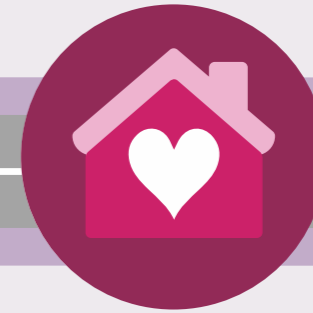
### Option 2

**Sure**  
 (would like to go ahead with our services)  
**Comprehensive Assessment**  
 We will gather all information needed to create a personalised care plan. Please note: this assessment will take around 90 minutes.



## Step 3

**Agree Start Date**  
 Prior to commencing care you will receive a care plan to review and sign, as well as a contract. You will then receive a schedule of the days, times and name(s) of CareAngel(s) attending.



## Step 4

**Benefit from Care in your Own Home**  
 Continue to live comfortably in the familiar surroundings of your own home, whilst receiving the support you need.

## Step 5

**Continued Support**  
 We will ensure you receive the highest quality care and adapt to your changing needs as they evolve.



### In your assessment we will discuss your:

- Support Needs
- Medical Requirements
- Nutritional Requirements
- Daily Routine
- Mobility
- Domestic Preferences
- Memory Assessment
- Interests



# Domestic & Companionship Support

Not ready for care?  
How about some help with those  
hard to do chores at home



## Help with those hard to do chores at home

The first step on the care pathway is domestic support. This is often the preferred choice for those not ready for care, but needing a little extra support around the house. It is ideal for starting to build trust, confidence and a relationship with a provider that can enhance their service as your needs change. For those new to support at home, this can be a great way to introduce the concept.

<p><b>Services that we can help with:</b></p>	<p><b>Domestic cleaning</b></p> 
<p><b>Clothes washing</b></p> 	<p><b>Ironing</b></p> 
<p><b>Changing bed linen</b></p> 	<p><b>Dog walking</b></p> 
<p><b>Cat feeding + Litter changes</b></p> 	<p><b>Decluttering</b></p> 
<p><b>Shopping</b></p> 	<p><b>Meal preparation</b></p> 

## Case Study

We started to provide domestic support to an independent, yet frail lady, at the request of her daughter. Initially we provided support with domestic chores, cooking and companionship for a couple of hours a day Monday to Friday, whilst family were at work. This was great for introducing the concept of support, without the perception of care being delivered. This service continued for many years, we believe this pro-active approach to support helped to enhance and improve the quality of life for our client for longer.

“ Guardian Angel Carers have done a wonderful job in providing care for my Mother. As my Mother’s needs have changed, so has the level of support. Guardian Angels always understand the inevitable complexities of getting things just right, and go the extra mile. The net result is they are better by far than any of the many agencies I have used. ”

**Client’s daughter**



# Visiting Care

Uniquely tailored care in the comfort of your own home



## Our CareAngels can assist with:



Shopping & meal preparation



Personal care/hygiene/grooming



Companionship



Changing catheter & stoma bags



Administering medication



Domestic tasks & cleaning



Driving to appointment & outings

# 97%

of people prefer to remain at home



**This is a wonderful service where care and support at home can be completely tailored to your needs and preferences.**

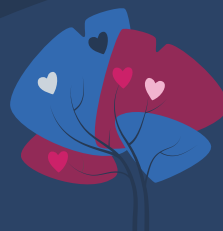
Whether you need support once a day Monday to Friday, through to three times daily, we can assist.

We can provide a CareAngel for a minimum of 30 minutes through to several hours a day. We start from 7am, finishing at 10pm, Monday through to Sunday.



# Night Care

Uniquely tailored care in the comfort of your own home



## Benefits of Overnight Care:

- 1 When a person needs support during the night, to provide respite and a good night's sleep for a primary carer (whether that is a partner, family member or Live In carer).
- 2 To provide reassurance and peace of mind to a person who is feeling vulnerable and anxious at being alone overnight. This can often be the case following a fall, or hospital visit.

Our night CareAngels can commence any time from 7pm to 10pm, and stay with you for 9, 10, 11 or 12 hours.

### Overnight Care

The CareAngel will assist you to bed, ensuring you are comfortable; attend where required during the night, such as assist with safely going the bathroom or commode.

The CareAngel will assist you to get up in the morning, to help you get started with your day.

\* Full details of Overnight Care charges are available on the Pricing document.

“ I would like to commend all the Guardian Angel Carers who looked after Mum for their kindness, patience and professionalism. They were prompt and reliable (despite horrendous local traffic jams), always smart and well presented, with impressive attention to detail with the personal care that they delivered. Their cheerful, reassuring presence provided a much-needed morale boost to a lonely, anxious and frail lady. I would also like to thank the office staff for organising the weekly rota, including difficult holiday periods, for the detailed care plan and for the regular reviews and supervision, which ensured a high quality service provision. You have all made a big difference to Mum's life, and I would not hesitate to recommend your company to other families in our situation. ”

Client's daughter

“ Thank you to all at Guardian Angels for the continued fantastic support you give us as a family. Grandad is so delighted with all the care he gets and is always saying how great all the girls are. Thank you so much! ”

Client's daughter

“ We are very pleased with the progress being made. Mum is looking a lot better, and it is so nice to see her up and dressed in the morning, looking ready for the day. ”

Client's daughter

# Live in Care

Home is where the heart is.  
Best alternative to residential care.



## Why choose Live In care?

### For quality of life

With Live In care you will have uniquely tailored, one-to-one support. In a care/nursing home your schedule may not be your own, as there tends to be a ratio of 4 clients to 1 carer with an average of 3.5 hours of care being delivered. In hospital, this increases to 8 patients to 1 nurse. You will be able to lead the life you have become accustomed to at home, which is often enhanced with the support of a Live In carer, who can accompany you on outings and support you with activities and perhaps hobbies once forgotten.

### For value

Our Weekly Live In cost is dependent upon the level of need, this works out cheaper than most good care homes. \*See current pricing.

### Home sweet home

A recent survey by the Alzheimer's Society says 85% of people do not want to go into a care home. After all, there is no place like home; surrounded by pets, friends, family, furniture, your garden, neighbours, and the shops you have always known. Staying in a familiar setting can have particularly positive results for someone living with Dementia.

“ We are very grateful for all the help through Guardian Angel Carers. We've used carers before who were OK, but now I suddenly realise what good care should be like! Thank you so much, the whole process has been really easy and it's an absolutely brilliant service. ”

Client's daughter

“ Thank you for the fantastic time and attention shown to my Mother during our initial assessment meeting. You made the experience personal and friendly, and Mum already feels that she has built a great relationship the company! I was extremely impressed. Thank you. ”

Client's daughter



# Guardian Angel

# carers

## Who would benefit from Live In care?

### Live In care is ideal for:

- ♥ **Convalescence care** - recuperation post operation
- ♥ **Respite care** - providing a break for a family carer
- ♥ **Short term** - on holiday or for a special occasion
- ♥ **Long term** - best alternative to residential care
- ♥ **Couples live-in care** - living life together for longer
- ♥ **Palliative care** - home sweet home rather a hospice
- ♥ **Dementia care** - comfort of familiar surroundings

### What you can expect from your carer

Once your CareAngel has been assigned, you can expect a professional service that follows the agreed care plan. This includes assisting with:

- Food shopping and meal preparation
- Personal care (washing/dressing)
- Administering medication
- Companionship
- Light domestic housework
- Pet care
- Escorting outings including appointments, social events, trips out to places of interest, etc.
- Liaising with family, doctors, healthcare professionals, and our support team

CareAngels can also assist with minor medical needs such as changing catheter bags, stoma bags or basic first aid. If there is a higher level of medical care needed, we are happy to liaise with the district nurse/GP. For dressing wounds, replacing catheters and administering medication intravenously, this can all be coordinated with the local district nurse team at no additional cost.

### What your Live In carer needs

You are responsible for providing full board and lodging for your CareAngel. This should include: a bed with adequate bedding, a space to store personal items, bedside table and light, a lockable door, heating, adequate lighting and the use of a bathroom with toilet, basin and shower or bath.

We expect our carers to have access to unlimited WiFi. This allows our CareAngels to keep in touch with family members and the office so they feel less isolated.

Live In carers are also entitled to 8 hours sleep and a 2 hour break during the day, times of which can be agreed with you.

**The 'Better at home' report produced by the Live In Care Hub states almost ONE THIRD fewer falls and 75% FEWER hip fractures for people receiving live-in care rather than care from residential care and nursing homes.**



# Advice & Funding Home Care

## Things you should consider if you haven't already:

### 1 Power of Attorney

This is a legal document that lets you appoint one or more people (known as 'attorneys') to help you make decisions or to make decisions on your behalf. This need not be active now, but the paperwork should be in place, in case the need arises. You can have PoA for health and welfare, finance or both. We highly recommend having a Power of Attorney (PoA) in place.

### 2 Will

This is a formal document that describes how you want your assets distributed after your death.

### 3 Advance Decision / Living Will

This allows you to write down any treatments that you don't want to have in the future, in case you later become unable to make or communicate decisions for yourself.

### 4 DNR (Do not attempt to resuscitate) /CPR

Not everyone is aware of this form, which you can discuss and sign with your Doctor. It tells your medical team not to attempt CPR. It is designed to be easily recognisable, usually stored in the fridge, with a sticker on your front door, therefore allowing healthcare professionals to make decisions quickly about how to treat you.

### 5 Advance Statement

Also called a Statement of Wishes is a general statement of what you want and what is important to you. It is written down and can contain any information you feel is important for others to know, such as your food preferences, religious beliefs or daily routine. It is not legally binding, however it must be taken into account by healthcare professionals when any decision is made in your best interests.

For more information, have a friendly chat with



☎ 0808 168 1021

✉ [info@responsiblelife.co.uk](mailto:info@responsiblelife.co.uk)

🌐 [www.responsiblelife.co.uk](http://www.responsiblelife.co.uk)

## Useful resources:



[Ageuk.org.uk](http://Ageuk.org.uk)



[Liveincarehub.co.uk](http://Liveincarehub.co.uk)



[Ukhca.co.uk](http://Ukhca.co.uk)



[Cqc.org.uk](http://Cqc.org.uk)



[Carerssupport.org.uk](http://Carerssupport.org.uk)



[Compassionindying.org.uk](http://Compassionindying.org.uk)

# Who is responsible for funding your care?

Funding for care through social services is means-tested

If you require care and have assets over £23,250 you may be responsible for meeting your own care costs



If you still live at home this cannot be included in the means test

If you are particularly unwell the NHS may meet a large percentage of care costs, if not all of it



This is known as Continuing Healthcare

# What state benefits are you entitled to?

## If you are under 65

The disability living allowance is in the process of being replaced by the Personal Independence Payment, which varies between £22.65 and £145.35 per week.\*

## If you are over 65

The Attendance Allowance comes in either a higher or lower rate, dependant on your circumstances.

The lower rate is currently £59.70 per week whilst the higher rate is £89.15 per week.\*

## Paying for care you will need to know

- What your income is
- Your everyday living costs
- What the cost of care will be
- What benefits you are entitled to

## 4 ways to pay for care

Cash  
Investments  
Care Fee Annuity  
Equity Release

For professional advice we recommend speaking to a Society of Later Life Advisor (SOLLA) who specialise in investing to meet care costs.



For further impartial advice on funding care, you can contact:



☎ Freephone 0800 055 6225  
✉ [info@carefundingguidance.org](mailto:info@carefundingguidance.org)  
💻 [www.carefundingguidance.org](http://www.carefundingguidance.org)

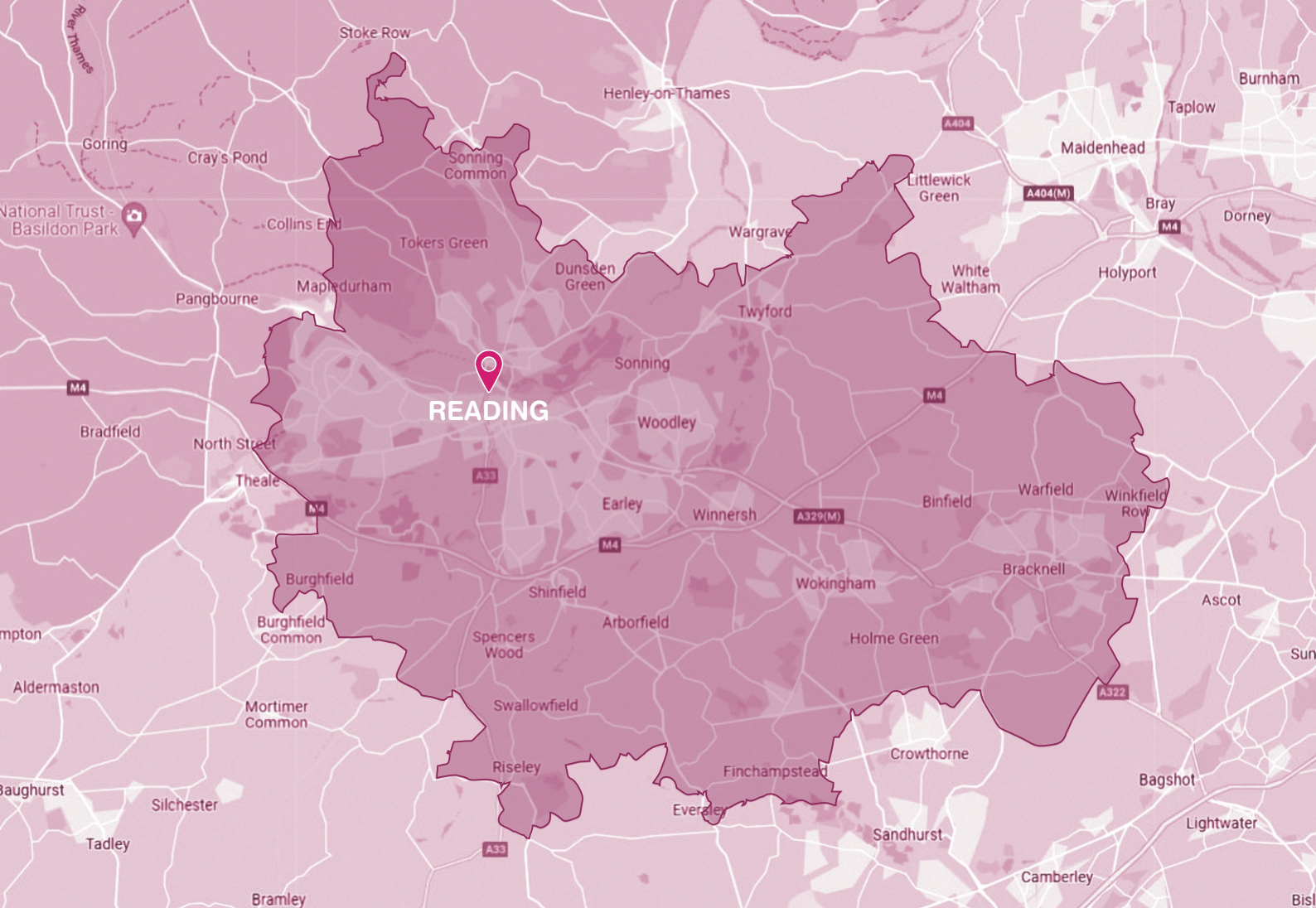


CARE ADVICE SERVICE

☎ 01903 550204  
✉ [care@careadvice.co.uk](mailto:care@careadvice.co.uk)  
💻 [www.careadvice.co.uk](http://www.careadvice.co.uk)

\* This is a guide only. For the most up to date information on benefits, please visit [www.gov.uk](http://www.gov.uk)





## Contact our friendly team today



0118 237 1900



[reading@gacarers.co.uk](mailto:reading@gacarers.co.uk)



[www.gacarers.co.uk/reading](http://www.gacarers.co.uk/reading)

**Area Office: Unit 6, Parkside House, 15 Headley Road, Woodley, Reading RG5 4JB**  
**Business Owners: Sachin Raut & Preeti Kale**



