



# Compassionate Care in Your Own Home



By your side, helping you to live independently in the comfort of home



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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*



# 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



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



# 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.

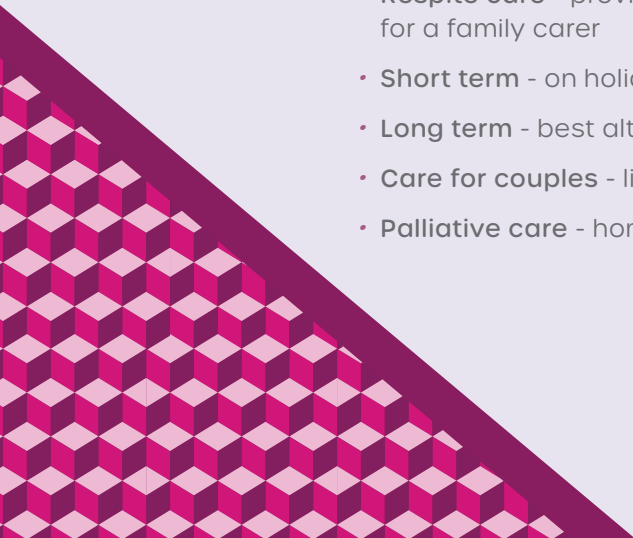
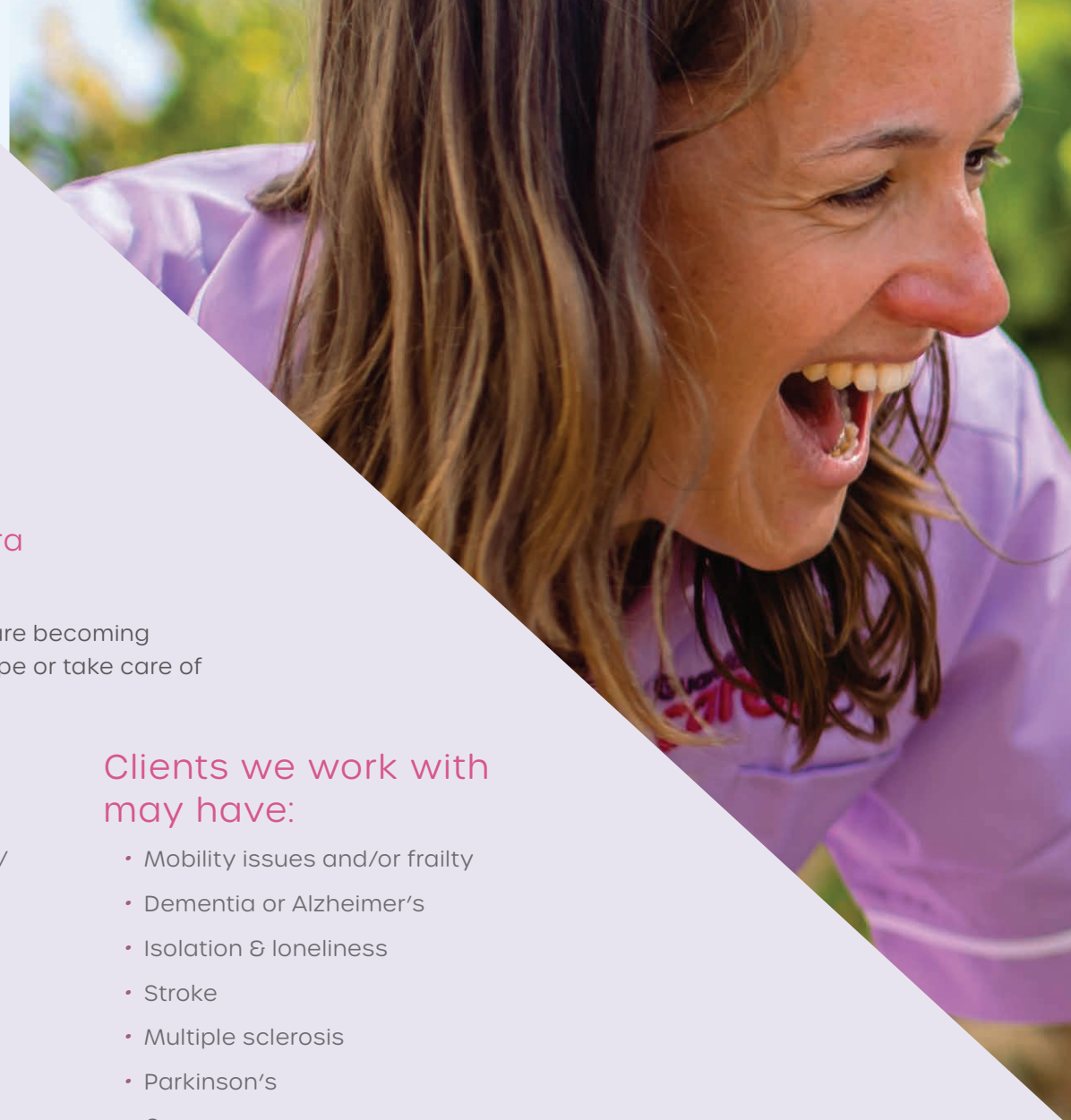
Perhaps daily activities, household chores or personal care, are becoming increasingly difficult? Perhaps a loved one is struggling to cope or take care of themselves in the way you were used to them doing?

## We help 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





97%  
of people  
prefer to  
remain at  
home

## Questions to consider

- Are you being discharged from hospital and require convalescence care at home?
- Are you wanting to leave a care home but are unsure if your needs can be met in the comfort of your own home?
- 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?

# The Care Pathway



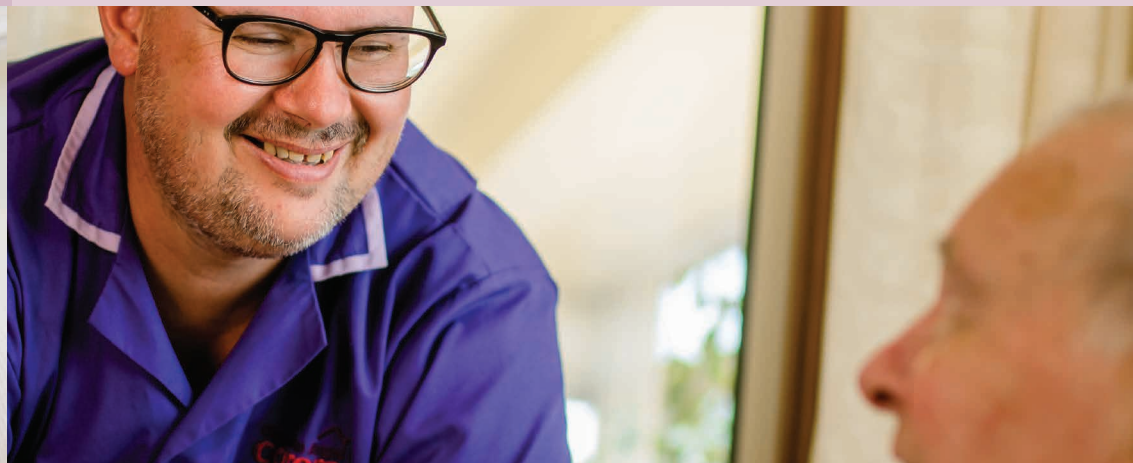
## Domestic & Companionship Support

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.



## Visiting Care

Guardian Angel Carers are by your side whenever, and whatever, home care services you need. From companionship for short periods of time, to services like preparing supper or even live in care, we can assist. You and your family can have peace of mind, that you receive exceptional personalised care where you want to be...at home.





## Night Care

With Guardian Angel Carers, we're there for you, day and night. Many clients use our overnight care service to ensure quality care and have some reassurance at night. But it's also a helpful resource for caretakers that occasionally need a break. Do you simply not want to be alone at night? Or do you have specific care needs?



## 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.





“

I am writing to thank you so very much for all the care and help that you 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*

”



# 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 colleagues are thoroughly vetted, including: references, DBS check, psychometric test, face to face interview, and skills assessments. Our colleagues 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 CareAngels 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 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.



# Domestic & Companionship Support

How about some help with those hard to do chores at home?

# Domestic & Companionship Support



Not ready for care?  
How about some help about the 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 care 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.

## We Can Help With

- Domestic Cleaning
- Clothes Washing
- Ironing
- Changing Bed Linen
- Dog Walking
- Cat Feeding + Litter Changes
- Shopping
- Meal Preparation

## Companionship, shopping and more

Even when challenges with mobility or a health condition cause limitations, stay connected to your community and society. It's vital for experiencing quality of life!

We make it easy to incorporate the necessary activities into your day to day. CareAngels can spend time with you over a cup of tea. Alternatively, we'll help you get out and about to visit friends or do some shopping.

## We can support with:

- Driving to appointments
- Taking you shopping
- Enjoying hobbies / past times
- Trips to the beach or garden centre
- Playing games
- Staying connected with family & friends



## Visiting Care

Uniquely tailored  
care in the comfort  
of your own home

# Visiting Care

Uniquely tailored care in the comfort of your own home, from 30 minutes through to several hours a day.

## Visiting Care and services to suit you

Our visiting home care services can support you to live safely and comfortably in the place you call home. Our domestic support services are an effective way to help you lighten the load. We will also be responsive to your changing needs.

## 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

This is a wonderful service where care and support at home is tailored to your needs and preferences

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

## 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.





Guardian Angel  
**carers**



# Night Care

Support during the  
night, to provide respite  
and a good night's sleep

# Overnight Care Services

The small hours are often the longest and can be daunting when you're worried about being on your own.

However, getting proper sleep is essential, especially in the following scenarios:

- If you've experienced a fall
- You are recovering from illness
- You're recuperating from a trip to the hospital

Feel confident and secure by allowing us to take over for a while. Our friendly overnight CareAngels are there to give you the care you need.

In addition, we offer family caregivers a chance to get rest and a much-needed mental and physical boost. It's hard to take time for yourself in between the daily demands of care-giving. But why not take a break by using our overnight care service? With our CareAngels, you can rest assured that a skilled professional is providing excellent care.

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

By sharing the load, everyone can be at their best to continue providing quality care.

While this helps to put you at ease, you can also have peace of mind about receiving quality care. Our trained carers can assist with tasks including, but not limited to:

- Administering medications
- Assisting with trips to the bathroom
- Providing the help you need for a comfortable night





## Live In Care

Home is where the heart is. Live in care is the best alternative to residential care.



# Live In Care Service

There's no place like home. Peace of mind around the clock.

Many people want to stay in the comfort of their own home, as opposed to going into a care home, after all 'There's No Place Like Home.' In many instances, live in care is a comparable cost to that of a care home, and for couples or co-habitors live in care is significantly more cost effective.

Short term live in care packages are fantastic at supporting you to regain independence and confidence following a hospital stay, giving you increased chance of recuperation and decreased chance of unnecessary readmission. Our live in care service is truly personalised, tailored to your needs and wishes. We will respect your independence dignity and individuality.

## What you can expect from your carer

- 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

## 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.

Our live in CareAngels provide peace of mind around the clock. Our pricing is based on the 'daily average hours' worked by our CareAngels which tends to vary from 10 to 13 hours per day, allowing our CareAngels to have sufficient rest to be at their best.



# Specialist Care Services



There are a wide range of conditions for which you may be requiring care at home. The list below is not exhaustive, but gives an indication of the clients we work with.

## Mobility and frailty

No matter what your situation or needs, our skilled home carers can assist. Get the care and assistance you or a loved one needs, in the comfort of your home.

## Stroke Rehabilitation

With our skilled, compassionate care, you can navigate changes much easier.

## Parkinson's

We ensure that home environments are comfortable and safe, providing help for clients and peace of mind for their families.

## Cancer Care

When living with cancer feels burdensome, a CareAngel can take on some of the weight of household concerns.

## Diabetes Care

Relevant care for Type 1 and Type 2 diabetes.

## Palliative care

At Guardian Angel Carers, our trained CareAngels have the necessary training to assist our clients and their families.

## Dementia & Alzheimer's Care

Our trained CareAngels provide the highest level of Dementia Care

## Acquired Brain Injury

A fall, a stroke or a traffic accident can result in a brain injury – we're here to assist you and your family

## Joint Replacement

Enjoy quality of life, while you recover, you'll get the care you need in the home environment you prefer.



“

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*

”

# A Guide to Commencing Care



## Step 1

### Contact our friendly team

One of our friendly team will listen to your needs and discuss potential support options.

## Book Assessment

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

## Step 2

## 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 of CareAngels attending.

## 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 4

## Step 5

### Continued Support

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

*Note:* Dependent on needs, and availability, we can usually commence care within a week and often quicker.



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

## 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.

## Will

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

## 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.

## 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.

## 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.

## Useful resources:

[Ageuk.org.uk](http://Ageuk.org.uk)  
[Liveincarehub.co.uk](http://Liveincarehub.co.uk)  
[homecareassociation.org.uk](http://homecareassociation.org.uk)  
[Cqc.org.uk](http://Cqc.org.uk)  
[Carerssupport.org.uk](http://Carerssupport.org.uk)  
[Compassionindying.org.uk](http://Compassionindying.org.uk)

For more information, have a friendly chat with 0808 168 1021  
[www.responsiblelife.co.uk](http://www.responsiblelife.co.uk)

# Advice & Funding Home Care

## 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 cost.

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 you can read more about here [www.gov.uk/pip](http://www.gov.uk/pip)

### **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 £61.85 per week whilst the higher rate is £92.40 per week.

## 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.

[carefundingguidance.org](http://carefundingguidance.org)

[careadvice.service.co.uk](http://careadvice.service.co.uk)



Passionate about delivering outstanding care to our clients.



## Message from our Founder

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. 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.

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 Handasyde Dick*

Founder

“

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 with the company! I was extremely impressed.

Thank you.

*Client's daughter*

”



Contact our  
friendly team today

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

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