



SERVICE BROCHURE

We are Lago Homecare



We are an independent, community-based provider of exceptional care at home across Teesside and North Yorkshire.

We offer companionship, personal care, respite care, reablement care, dementia care, palliative care, live-in care, mental health support, and learning disability support.

Our story



As a grandson lucky enough to still have two grandparents, both in their 90s (married for 72 years!) and fiercely independent, I understand that for a large number of people moving out of their home is not their preferred option.

I also understand that it can be difficult to find consistent, high quality, personalised alternatives. This is the driving force behind Lago Homecare, to build a homecare provider that delivers all of the things you expect and deserve to receive.

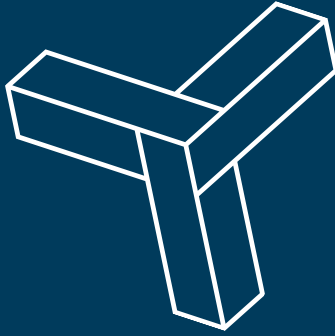


We have a fantastic team who are all truly passionate about care. They are supported by a manager who brings over 30 years' experience and very high standards.

We look forward to discussing how we can provide you with an exceptional service.

Vision

To be present, approachable and trusted in the local communities we serve, as the care provider and employer of choice.



Mission

To build trusting relationships that flow through all our staff, service users, other health professionals, and our local communities.

To empower our service users to maintain independence and quality of life in their own home.

To develop and value our staff so they have the confidence, knowledge and skills to leave us, but do not want to.

Values

Open
Fair
Integrity
Aspirational



Our management team



Our management team are available to all of our service users and staff. We welcome and value your feedback to shape and improve our service, and where helpful we will work in partnership with other agencies to provide you with a complete service.



Ian Cameron

Director / Nominated Individual

Before founding Lago Homecare I worked in accountancy and finance for 9 years, qualifying as a Chartered Accountant in 2019.

I gained a range of skills and experience in that time but my real passion was in managing and leading people. I also wanted to leave work every day feeling that I was making a positive difference.

I moved into the care sector because of the influence of my grandparents on my life, and also because I believe that there is an opportunity to build a different kind of care provider - one that prioritises quality of care and their staff equally.

Away from work I remain a keen golfer. Whilst the competitive days are very much behind me, I still get out on the course when the sun is shining!



Lesley Wilkins

Registered Manager

I began my career in care in 1994 after having my first son. This was working in a local home for people living with chronic neurological conditions, people relearning what they can achieve, and adapting to uncertain futures.

As a carer, I quickly learned my strengths are formed by my values; integrity, compassion, kindness and hope. This was the start of what has now been a 30-year career, caring and supporting people with various needs, older people, people living with dementia, people experiencing severe and enduring mental health issues, and people living with various form of learning disabilities.

I hold current Level 5 Diplomas in Health and Social Care and also Operations and Departmental Management. I am a dementia and sensory champion and hold a suite of mandatory and specialist care training certificates.

I enjoy sharing my experiences and skills with others coming into the care sector, those who hold the same values and meaning of quality, and who want to make a difference.

What we can support you with



We can offer you a wide range of care and support. Below is a list of our core services. If you feel that you have additional requirements please contact our Director or Registered Manager.

Personal care

We can support you with a range of services that allow you to continue to live independently in your home.



Laundry



Washing



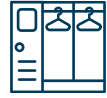
Cooking



Using the toilet



Getting in and out of bed



Getting dressed

Support with medication

We can support you with any medication needs to minimise the risk of errors. We can also support you to continue to self-manage your medication safely.



Provide prompts



Administer



Support self-administration

Respite care

We can support existing carers to take a temporary break, with peace of mind that you will continue to receive exceptional care.



Time to recuperate



For as long as you need



Come back recharged

Reablement care

We can support you to regain and retain your skills and confidence after a period of illness or an accident, always looking to maximise your independence.



Recovery from an injury or fall



Recovery from an operation or hospital visit



Recovery from an illness e.g., virus

Dementia care

We can support you with condition-led care that provides a dignified and safe environment, enabling you to maintain your independence by remaining in your own home.



Quiet and calm environment



Non-verbal communication



Regular daily routine

Palliative care

If you have an illness that cannot be cured, palliative care makes you as comfortable as possible in your home by managing your pain and other symptoms.



Decisions made together



Needs considered and met



Pain and symptom management

Companionship

Companionship is for individuals who may be at risk of loneliness or who have been experiencing loneliness for some time.

Loneliness impacts people of all ages in the UK. It affects mental health and in turn physical health, and can be worsened by individual circumstances such as decreased mobility.



Assist to continue your hobbies, or to find new ones



Help access your local community



Be there as a friendly face

Mental health support

Mental health is about how we think, feel and act. We all have it, and we all need to take care of it. We can provide you with the care and support you need when things become challenging.



Help you to access professional support



Accompany you in your local community



Help to plan and complete your daily activities

First steps



Our Registered Manager will visit you for free at home, or in hospital if necessary. We will explain the range of services we can offer to care for and support you.

We will arrange further visits to complete our range of assessments and risk assessments. They will be free and used to design your Care and Support Plan.

You will need to sign your Care and Support Agreement and several consent forms. This will enable us to provide completely person-centred care and support. We will explain this in full as we work through the process.

Before your service starts you will be introduced to the care team who will deliver your high quality care and support.

Our team



We employ individuals who have the knowledge, experience, and qualifications to care for and support you in the most effective way, whilst maintaining exceptional standards and upholding our values.

- All of our care team must complete a comprehensive mandatory training program and induction before delivering any care and support to our service users.
- They will receive further specialist training when relevant to specific service user needs.
- They are subject to six supervisions a year so that knowledge, skills, and behaviours are monitored and remain in line with our values.
- We choose the care team members to care for and support you by considering:
 - Common interests and hobbies they share with you.
 - Preferences that you have indicated to us.
 - Matching their skills with your needs.
 - Whether they already care for and support other service users in your local area, to aid consistent and timely visits.

Care team preferences

Given the sensitive and personal nature of some types of care and support you may have a preference on your care team, for example their age or sex. We will make every reasonable effort to provide for your preferences but this cannot be guaranteed. We will record your preference as part of the care planning process.

Dignity



Your dignity is of the utmost importance to us. Our entire team complete dignity training as part of their induction, but we know that it is much more than that - it is about always being respectful, and about showing that you are valued through our day-to-day actions.

This starts in your initial meeting with us, through to your assessments and risk assessments, and finally your Care and Support Plan.

As an example of dignity in practice we will always ask for your preferred name. This will be recorded on your Care and Support Plan and used by our whole team. In the absence of information on a preferred name we will address you formally using your title and surname.

Our care team will always knock and wait for your invitation before entering your home, unless you have expressly stated otherwise. When delivering personal care our care team are trained to respect your dignity throughout, whether you are alone or with company.

Please speak with our Registered Manager if you would like further information, including a copy of our Dignity, Respect and Choice Policy and Procedure.

Visit times



Visit times are primarily set according to your wishes. We are clear that it is not always possible to achieve the exact requirements on day one, and sometimes we may need to work together on a compromise.

You will always be advised about any proposed changes and we will seek your approval before enacting them.

Punctuality is a priority and is actively monitored by our management team. **Our aim is to arrive on time, every time.**

If our staff know that they will be more than 15 minutes late for a visit, they must inform the office or on-call team. You will then be notified immediately.

Charges



Our charges and terms of payment are outlined in your Care and Support Agreement.

Your overall charge will be based on the number of hours of care and support we have agreed to provide. If you have any questions about your charges please speak to our Director or Registered Manager.

Below are our current charges, valid from 1 April 2024.

	WEEKDAY	WEEKEND	BANK HOLIDAY
30 MINUTES	£22.00	£23.50	£28.50
45 MINUTES	£27.00	£29.25	£36.75
60 MINUTES	£32.00	£35.00	£45.00

Pricing is based on one carer. If more than one carer is required, pricing is subject to change.

Any time over 60 minutes is pro-rated at the relevant rate for a 60 minute visit. For example, a 90 minute visit on a weekday is priced at $£32.00 \times (90/60) = £48.00$.

Contact us



01642 287154

Monday to Friday: 9:00am - 5:00pm



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admin@lagohomecare.uk



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Monday to Friday: 9:00am - 5:00pm

Contact our management team



Ian Cameron

Director / Nominated
Individual



ian.cameron@lagohomecare.uk



Lesley Wilkins

Registered Manager



lesley.wilkins@lagohomecare.uk

