



A Fresh Approach to
Independent Living at Home

My Life


An Introduction to our Services

Welcome

Operating in the heart of Kent since 2017, MyLife Homecare offer professional and compassionate support in the home to enable our Clients to have a more independent lifestyle. There are many ways we can offer assistance, from simple companionship, to bespoke visiting services or Live-In care.

This brochure will give you an overview of the services we provide, but we would love the opportunity to discuss how we can help you achieve your goal of independent living at home.

Call us on **01227 937 780** or email at **kentinfo@mylifehomecare.co.uk**

A photograph of an elderly man and woman embracing each other. The man is on the left, wearing glasses and a grey sweater over a blue and white checkered shirt. The woman is on the right, wearing a blue button-down shirt. They are both smiling warmly. The background is a soft, out-of-focus landscape with hills under a bright sky.

We look forward to hearing
from you,

Your MyLife team

How we can help you



My home

Recognising and respecting your home, dignity and privacy is of the utmost importance to us. We understand that it is not always easy to ask someone new to come into your home. That's why we make sure the transition is made as easy as it can possibly be.



My needs

We put your needs at the heart of everything we do – understanding that your MyLife Assistance needs to be individually tailored and focused on the choices you have made. Our 'can-do' positive attitude enables us to achieve this.



My assistant

Your dedicated MyLife Assistant is hand-picked by our management team for their professionalism, compassion, integrity and dedication. We always want the best match possible between MyLife Assistant and Client so we also look at shared interests and passions so you will 'click' straight away.



My plan

We offer a complimentary initial home support assessment, which provides an opportunity for you to meet us and discuss the range of assistance services that will suit you. Once you decide to proceed, we will then create your Personal Assistance Plan, which will consist of everything you have asked us to assist with, reflecting all your needs and wishes.

What we can offer

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Companionship Care

With many families living far away from loved ones, it can be very difficult to help an older parent or a family member living on their own. A health condition or increasingly limited mobility can increase isolation, or maybe there just aren't as many friends around as there once was.

Loneliness can have a significant impact on health and wellbeing, which in turn can delay recovery from illness and injury.

Companionship Care offers a friendly face and allows you to take back control of your life, re-enabling your involvement in social events and activities.

The benefits of using Mylife Companionship Care

- ✓ A friendly face to develop a meaningful relationship with
- ✓ Someone to chat with
- ✓ Opportunities to share experiences and have a companion for social events and trips
- ✓ Companionship to help reduce loneliness
- ✓ Domestic help around the home and help with pets
- ✓ Personal care if required

Why choose a MyLife Companion?

MyLife offers companionship designed around you; choosing what you would like to do for the day, or plan for the week. This could be baking cakes, having a coffee and a chat, going shopping, providing support with medical appointments, learning how to use a smartphone or tablet, or starting a hobby - all of this becomes much easier when there is someone else around to help make it happen.

A MyLife Companion can also provide domestic help around the home and personal care if you wish, or you might choose to have another Assistant specifically for this.

Interested in Companionship Care? Contact us on **01227 937 780** or email at kentinfo@mylifehomecare.co.uk

MyLife Visiting Home Care

MyLife provides a bespoke visiting homecare service to offer a little extra support allowing you to continue living independently in your home.

The service is extremely flexible - our MyLife Assistants can visit once a week, or up to several visits a day throughout the week, depending on what is needed.

We understand the importance of continuity, and depending on requirements, there may be 2 or 3 MyLife Assistants who will visit on a rota basis.

The benefits of using MyLife Visiting Homecare

- ✓ Regular companionship through the week
- ✓ No need to accommodate a live-in carer
- ✓ Flexibility of service. Subject to availability, you can increase service to meet adhoc, respite or permanent needs
- ✓ For no charge you can decrease calls with just 24 hours notice
- ✓ Small team of MyLife Assistants who will get to know you and your loved ones
- ✓ Ability to spot any changes in health enabling a quick diagnosis
- ✓ Personalised care planning that will be adapted as and when required
- ✓ Discreet service; you choose uniformed or non-uniformed Assistants depending on work tasks required
- ✓ Peace of mind for you and your loved ones

3 Simple Steps to Setting up Homecare

- 1 Contact us on **01227 937 780** or email at **kentinfo@mylifelifehomecare.co.uk**
- 2 We will organise a visit from a member of our local MyLife Team, to meet you and your family in your own home. This visit is free of charge and allows us to make sure that everyone is happy with introducing visiting home care.
- 3 Working closely with you, we will create a personalised plan that meets your specific needs. A visit also helps us to identify the MyLife Assistants that will be best suited to the role.

At MyLife our Assistants have the ability to carry out a number of different activities when they visit, whether it be a trip to the shops or helping with hoovering, followed by a cup of tea and a chat.

Your MyLife Assistant will help with whatever is needed at that time, and activities might be:

- ✓ Help with getting up in the morning
- ✓ Help with dressing and personal care, such as showering or hair washing
- ✓ Preparing meals
- ✓ Light household duties such as cleaning, laundry and ironing
- ✓ Help with a trip to the shops
- ✓ Making the home secure
- ✓ Help with getting ready for bed at night

Our care plans are flexible and responsive, regularly reviewed and updated to ensure we are always providing the right level of care.



MyLife Live-In Care

For many people, Live-In Care has become the popular alternative to being in a residential care home. Live-In Care offers one-to-one support in your own personal and private environment. It enables you to stay in your local community and near friends who may live closeby, as well as being near your favourite places to eat, go walking and visit. Having a Live-In Assistant gives you and your family the peace of mind that somebody is always there to help in the home as well as being a friendly and encouraging presence.

The benefits of using MyLife Live-In Care

- ✓ One to one support, day or night
- ✓ Carefully selected Assistants employed for their skill, compassion and experience
- ✓ Peace of mind for families and clients
- ✓ Long lasting friendship and companionship

How Live in Care Works

Live-In Care means that you have a dedicated Live-In Assistant with you, living in your home. You will need to be able to provide the Assistant with their own private room that has a bed.

Your Live-In Assistant will be there to support you day and night, keeping you company and helping you to spend each day the way you want to.

There will usually be 2 Assistants to support you; your main Live-In Assistant and a second person who will cover the main Assistant when they are taking their time off.

Your main Assistant will be with you from 2 to 6 weeks, then will take some time off. This is when the second Assistant will cover.

The MyLife Team is always on hand to both you and your Live-In Assistant to offer support and guidance.

Your Live-In Assistant will be as closely matched to your interests and personal preferences as possible. This will have been identified with you when your first enquire about the MyLife Live-In Care service.

Why Choose Live-In Care

Often when care is needed full time, you may think a residential care home is the only option. Live-In Care means support can be provided 24 hours a day, 7 days a week in your own home, with the added bonus of being surrounded by all the things you love and even keeping a much loved pet, for example.

Using a Live-In Assistant also means that you are not restricted to the times arranged by visiting care. For example, on a sunny day you may decide spontaneously to go out - with a Live-In Care service you are not restricted to the times you have arranged for an Assistant to attend, giving you much more freedom.

To make an enquiry contact us on **01227 937 780** or email at kentinfo@mylifehomecare.co.uk



MyLife Respite Care

We understand that sometimes everyone needs a break. This benefits both you and your family.

It's also good to take respite to preserve relationships. For many families, becoming a carer for a parent or spouse can change the dynamics of the relationship. The person providing the care in the relationship may feel tired, but guilty for feeling tired and not having the energy to be how they want to be, and the person receiving the care may feel they are a burden due to how tired you seem to be. It's therefore important that everyone gets to take a regular break.

During this break, a MyLife Assistant can cover all caring responsibilities during the respite period, which can be arranged as a regular scheduled break or on an ad hoc basis, subject to availability.

The benefits of using MyLife Respite Care

- ✓ Regular breaks can be planned for
- ✓ Flexibility to do the things you want to do, for example taking a holiday
- ✓ Emergency cover can often be arranged, subject to availability

To make an enquiry about My Life Respite Care, contact us on **01227 937 780** or email at **kentinfo@mylifelifehomecare.co.uk**



MyLife End of Life Care

End of Life Care (also known as palliative care) provides treatment and manages pain and other physical symptoms resulting from a terminal and/or complex illness.

With a complex and terminal illness, symptoms may need to be controlled and managed where possible. We are usually asked to become involved at an early stage to help with medication and practical help, sometimes also helping with getting out and about while health still permits this. This is a very emotional time and we understand that.

The benefits of using MyLife End of Life Care

- ✓ Professional support and care in your home
- ✓ Support for any psychological, social or spiritual needs
- ✓ Choice on where you spend your final days

We will help to retain a decent quality of life

We can support any specific need – our aim is to help you achieve the best quality of life, as well as ensuring your loved ones are also supported during this difficult and emotional time.

Dying in a dignified way at home is enabled by our MyLife Team. They help to retain a good quality of life by providing relief from pain and other distressing symptoms, keeping you as happy and as comfortable as possible, while supporting you with your visits from family and friends.

To make an enquiry about My Life End of Life Care, contact us on **01227 937 780** or email at **kentinfo@mylifelifehomecare.co.uk**



Your MyLife Assistant

Your dedicated Assistant is hand-picked by our management team for their professionalism, compassion, integrity and dedication. They are referenced, security checked, fully trained and supported in their professional and personal development. We always want the best match between Assistant and Client possible so also look at shared interests and passions so you will 'click' straight away.

What we look for in our Assistants:



THOUGHTFULNESS

Our Assistants display a natural empathy and help people to feel better about themselves.



GOOD LISTENING SKILLS

Our teams are made up of understanding people who listen intently to the needs of others.



A CARING TOUCH

You'll find dedicated people who really care about making a difference and pay attention to how people are feeling and can spot changes in their wellbeing.



A WARM PERSONALITY

We choose happy people who bring a friendly, smiling face into the lives of the people they care for each day.



TRUSTWORTHY

Our Assistants are reliable and know how to adapt to the needs of each person they care for to make them feel safe at all times.



EMPOWERMENT

Our staff are empowered to be the best they can be, through great training and professional development.

We are here to help

Paying for your assistance

We can advise you on different ways of paying for MyLife Care services which can include:

- ✓ Self-funding
- ✓ Direct Payments
- ✓ ISF (Individual Service Fund)

Care Needs Assessment

Everyone has a right to a needs assessment by the local Adult Social Services Department. You can contact them on 01227 937 780. If you are going to pay for care privately, MyLife will create a more personalised care plan, taking into account your personal lifestyle choices.

Home Adaptions

There are certain home adaptions you may be able to get for free. Check this with your local Adult Social Services Department on 01227 937 780

MyLife Kent Is:

- ✓ CQC registered, regulated and inspected.
- ✓ Fully insured for public & employee liability, medical negligence and transportation
- ✓ A member of Homecare Association, KiCA and other trade associations such as homecare.co.uk

For further advice please contact our office:

Phone: 01227 937 780

Address: Suite 1B, Orchard House,
Orchard Street
Canterbury, Kent
CT2 8AJ



Your life, Your way

To make an enquiry about any of the
MyLife Care services contact us on **01227 937 780**
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