

TRUSTED CARE  
AND SUPPORT  
IN YOUR OWN HOME



*Contact us today:*



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# INTRODUCING RIGHT AT HOME

At Right at Home, we are passionate about delivering the highest-quality care and support, the same type of care we would want for one of our own family members.

We believe the best care you or your loved one can receive is care that can be delivered to you in the familiar surroundings of your own home. Home is where your treasured memories are and where you feel most comfortable.

## *Trusted by generations to make a difference every day*

Right at Home was launched in the UK in 2010 by Ken Deary, having experienced the difficulties of finding good care for an immediate family member. This motivated Ken to establish a service that offered outstanding care, designed to meet individual needs and improve quality of life.

Right at Home is now a national homecare provider with a growing number of locally owned offices operating across the UK. We support thousands of people every day to continue living happily and independently in their own homes.

## *Improving the lives of our Clients and their families...*

Our preferred minimum care visit is one hour and we travel in our own time, not yours. This allows our highly trained CareGivers the time to listen, get to know you well, complete tasks properly, and observe any changes in health or wellbeing and respond accordingly.

Right at Home is committed to providing high-quality care that is fully regulated by the Care Quality Commission (CQC).



*We support you or your loved ones to remain as independent as possible*



# WHO IS CARE FOR?

## CARE AND SUPPORT AT HOME

### WHEN IS THE RIGHT TIME TO INTRODUCE CARE?

We understand that homecare can be a difficult subject to broach with relatives and loved ones who may need a little extra support. Whilst many of our Clients really appreciate our help, however big or small, it can initially be a real struggle for those who have never experienced care before.

The right time to introduce care will be different for everyone, but broaching the subject when family members become relied upon for smaller everyday tasks such as shopping, cooking meals or light housekeeping can really help. We support adults of any age with daily activities to enable independence whilst giving you peace of mind.

### WHAT TYPE OF CARE DO WE OFFER?

Our homecare services are completely tailored to our Clients' individual needs. We create a detailed care plan, so we know exactly how you like to maintain your routine and Right at Home can support at whatever level is necessary. Our main purpose is always to improve quality of life, for both our Clients and their families. Whether it's a weekly shopping trip, daily meal preparation or support with specialist conditions that require additional expertise or equipment, we are here to help.



### WHY CHOOSE RIGHT AT HOME?

Our services are customised to every individual through a personal care plan and are provided by highly trained CareGivers who are the best in the business. Our Clients receive the full amount of time that they pay for, as we travel in our own time, meaning visits are never rushed.

We have a professional dress code and recognise that some of our Clients would prefer a discreet service when we accompany them out and about in the local community.

We are quick to react, vigilant in our duty of care and always aim to raise a smile.

### NEXT STEPS

As with all new Clients, we will come and spend time with you and your family in your home setting. This way, we get to know you as an individual and can observe and learn your daily routines. We will agree with you and your family a specific care plan that addresses exactly how you would like your support delivered. We will then carefully match a suitable CareGiver and arrange for them to be introduced and approved before they begin delivering care. We also arrange in advance what kind and level of communication your family would like during our time with them and ensure they are kept well informed and reassured, so they can relax in the knowledge that you are in safe hands.



# HEMOCARE SERVICES

## PERSONALISED TO MEET YOUR NEEDS

Our wide range of services support you or your loved ones to continue living happily and independently at home. We offer flexible solutions from one hour to 24 hours a day.

### COMPANIONSHIP

Not all of our Clients require personal or specialised care. We support with daily activities to maintain your independence, whilst providing a friendly face to share interests and hobbies with.

### PERSONAL CARE WITH DIGNITY

Our CareGivers support with all areas of personal care and hygiene, respecting your privacy and protecting your dignity. Our waking night/sleepover services ensure Clients are comfortable overnight, and we can provide support as required.

### LIVE-IN CARE

As an alternative to residential care, one of our CareGivers can live with you in your home, giving you the flexibility of help and support whenever you need it. Live-in care provides you or your loved one with the opportunity to stay in familiar home surroundings for as long as possible.

### SPECIALIST DEMENTIA SUPPORT

For people living with Alzheimer's and dementia, stable routines can play a part in improving wellbeing. With our specially trained CareGivers providing practical and emotional support, we make a positive difference to help you live well with dementia.

### HOSPITAL DISCHARGE RECOVERY

Reablement support after an operation or prolonged stay in hospital can reduce the risk of repeat injury and readmission. We offer supervision of discharge arrangements and assistance to move safely back to the comfort of your own home.

### END OF LIFE CARE

We support people with a wide range of physical, learning and neurological needs, delivering a service that is tailored to each condition, up to 24 hours a day. Our complex care services also include palliative care.

### MEDICATION ASSISTANCE

Our carers can help with the daily routine of medication, whether that is prompting, administering or more specialist help and support. Our carers can also liaise with client pharmacies and doctors if required to maintain regular contact and updated medication for the clients.

### CARE FOR YOUNG ADULTS

We provide care for younger adults from 18 years of age. Our care supports young adults to remain independent and fulfil their chosen lifestyle with tailored support from highly trained CareGivers.

# Trusted by generations to make a difference every day

### YOUR CHOICE

We recognise that it is important for you to be able to choose the support you need. From our initial care assessments through to ongoing monitoring, we work with you to deliver a care package that meets your needs.



### YOUR PEACE OF MIND

Our CareGivers build strong relationships, not just with Clients, but also with those closest to them. Families can relax knowing that their loved ones are in excellent hands.



### YOUR INDEPENDENCE

Choosing to receive support in your own home means you can maintain relationships with family, friends and neighbours in a familiar home environment. We support you to continue with the hobbies and daily activities that see you at your happiest. This is especially important for people living with dementia, for whom routines are hugely important to health and wellbeing.

### YOUR SAFETY

Having a consistent and highly experienced team of CareGivers supporting you in your home can help detect small changes before they become more significant problems. They will also ensure a prompt response to any accidents or emergencies.



*"Having suffered a stroke but made good progress to recovery, Mum needed to be back in her own home. I couldn't be there every day for her and enlisted Right at Home to support her. They have been absolutely invaluable in helping Mum back to independent living. It was very quick and easy to get things in place - communication and response are very good. Every effort was made to find carers who were well suited to Mum, as she required companionship as well as care. I am extremely pleased with Right at Home and would not hesitate to recommend."*

Daughter of Client



*"Right at Home have been attending my 90-year-old dad for 8 months, and the carers are responsive to his requirements and any changes he may have in his health care and support at home. The carers and managers are communitive, responding promptly. All of the staff I have met, or spoken to by telephone or email, have been just as I would expect - very personable and Caring (with a capital "C"). In my experience Right at Home really does take its profession seriously and am very pleased with them."*

Son of client

*"I feel so fortunate to have found Right at Home, who have provided wonderful 24/7 care for my Father. They are so easy to talk to, and most especially they find the right care assistant that suits your family and the right balance. I really cannot fault the team."*

Daughter of client

*"From the day we first contacted you last year, we have found that we have been respected and cherished by whoever we have dealt with in any respect. The service has been professional and at no time have we had occasion to complain. Thanks to all, especially at this difficult time."*

Client



# CARE FOR YOU FROM RIGHT AT HOME

Whether it's you or a family member that needs a little extra help around the house, assistance at either end of the day or 24-hour support to live at home, Right at Home can help. Care for yourself or a relative can be provided in the comfort of your own home.

Our homework services can support with those everyday tasks that may have become difficult to manage. Daily activities like dressing, bathing and cooking may not be as easy to complete as they once were, but our friendly team of CareGivers can help.

### Our services can include:

- Light housekeeping
- Shopping
- Grooming and hygiene
- Washing and physical assistance
- Transport to and from appointments
- Medication support and reminders
- Meal preparation and cooking



### Funding your homework

We understand that choosing care can be difficult - that's why we try to support you to make the process as simple as possible. Right at Home can provide you with the knowledge you need to make an informed decision about homework.

When you make contact with us, you will be provided with an approximate quote before undertaking a homework assessment to confirm the level and type of care required.



If you are arranging care for yourself or a loved one over the age of 18, you may be entitled to additional financial support. If you have questions about the cost of homework, contact us today.

# Our family-feel team

## OUR CAREGIVERS

We only employ the highest-quality CareGivers who have a genuine empathy for the people that they care for, which is why they are just like family.

Each Right at Home CareGiver has passed extensive background checks and completed our comprehensive, quality training programme, so you can rest assured that the people who come into your home are trustworthy and reliable. All of our CareGivers also participate in regular refresher training and quality checks to ensure that we provide a consistently high quality of care.

We carefully match Clients with CareGivers who share similar traits and interests to ensure we build solid relationships. We also have a 'no strangers' policy and will personally introduce our CareGivers to you and your family before they start providing you with support.

## Meet Antonia...

Antonia has 15 years' experience working at London Gatwick airport in customer services. She had been thinking about a caregiver role for a long time until she decided to give it a go and she is extremely happy with the change and it's been very rewarding for her. Antonia has recently started the Senior Caregiver role which allows her to train and shadow fellow caregivers as well as spending time at the office auditing care plans, the variety has been very fulfilling.

*"I have always loved being a people's person. Right at Home Reigate and Crawley has given me the opportunity to work in a team, dedicated, committed, reliable and professional, where we all share the same goal; our client's wellbeing."*



# GOING THE EXTRA MILE FOR OUR CLIENTS

Right at Home aims to support you with your goals, whether that means taking a stroll to the end of the garden or a long walk in the countryside. We're here to support you every step of the way. Not only would we like to support you to achieve your goals, but we want to go the extra mile for every single Right at Home Client.

We have a board in our office to honour the good work our carers do, whether that is acts of kindness, compassion, improving the quality of life and safety of our vulnerable clients. Chrissy has been working with us this past year, with several noticeable mentions of going the extra mile with her clients. Due to the Covid-19 pandemic, one of our clients could not get to town to get a haircut, Chrissy was more than safety to style her hair in the client's home, which saved the stress and worry of going out or having a stranger come into her home, she was extremely happy with the result!



Chrissy says " I love working for Right at Home, especially during these testing times. Why do I love it? I am a people person, I like to interact and listen to stories that people have and I am grateful for some of the memories that clients have shared with me. First-hand stories about the war and being an evacuee and having to run into the air shelter, I mean how fascinating is that!? Sad to think that soon we won't have that generation to tell us these kind of stories and it will be things we just read about in books.

I love to see their faces when I walk in and catch up with what they've been doing that day or during the week. Going the 'extra mile' for me is just something I naturally do, for example when I cook at home and have made too much, why not let my client enjoy a home cooked meal? Or taking them for a walk or grabbing some shopping for them, kindness costs nothing. I have to thank Right at Home really as I feel like I'm getting to spend some time with a grandparent for each visits."

**"Never doubt that a small group of thoughtful, committed people can change the world. Indeed, it is the only thing that ever has."**

**- Margaret Mead**

**CONTACT US TODAY**



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