



## SHIRE HOMECARE SERVICES

your specialist provider of care at home



# Who, what, why and how.

We provide care and support to vulnerable people in their own accommodation within Hertfordshire. We offer each service user a bespoke, individual package of support, promoting person centred care and ensuring independence is maintained as best as possible. We are experts at providing a professional and consultative service, always paying attention to the detail which can often be overlooked. Our Homecare team understands the importance of accurate representation, so our philosophy and principles are shown in all we do.

We have a large team of skilled Care Workers which is constantly growing in line with the ever-increasing demand for quality care at home. As a result, we aim to have care in place within 24 hours of our initial assessment.

We are one of the leading providers in the domiciliary care market within our geographical area and have maintained this position by offering a reliable and transparent service, but most importantly, our consistent ability to deliver quality care, when required.



A group of diverse people, including a man with glasses and a beard in a plaid shirt, and a woman with long hair in a blue shirt, are smiling and interacting in a professional setting. The background is slightly blurred, showing other people in a similar environment.

# Our journey so far.

Shire was first established in 2014 when the owners had a vision of creating a local domiciliary care provider. We now deliver 250,000 hours of care each year, employ over 100 members of staff and care for hundreds of individuals in the community. Our ability to deliver a safe and effective service was evident in our latest **CQC inspection** where we scored

**GOOD**

Read our report here:

<https://www.cqc.org.uk/location/1-5135930088?referrer=widget3>

Our board of Directors have over 50 years' combined sector experience and use their knowledge and skills to drive excellence in all we do.

# You are in control.

The benefits of having a Care Worker support you or a loved one are endless and very affordable! There are many misconceptions surrounding care at home, which often leads to extreme measures such as considering a residential home or spending long stints in a hospital. Our teams are highly experienced within the industry and can support you navigate the complexities of care at home!

## Start your journey in 3 simple steps.

### Step 1

Call us on 01442 215838 to book a free Care Needs Assessment with one of our Field Care Supervisors

### Step 2

We will come to your home at a date and time that suits you to complete all the required risk assessments and create a tailored Care Plan to meet your specific needs.

### Step 3

Care and support begins when you are ready!



# Traditional home visits

Our home visits are typically agreed in 30 minute, 45 minute or 1 hour calls, depending on your requirements. Our needs and wellbeing assessment will give you a clear picture of how long we need to complete the care or support you require.

We have a local office with an experienced team that will regularly review your package of care, to ensure any changes in care or support is reflected in your personalised care plan. We operate a 24-hour oncall service so you have a direct access to Shire, regardless of the time.

Our aim is to keep you at home, happy and healthy.

- Personal care
- Shopping
- Meal preparation
- Assistance with eating and drinking
- Medication
- Mobility support
- Domestic duties
- Paying bills
- Appointments
- Social activities
- Companionship



# 24-hour care

We have a division dedicated solely to managing 24-hour complex care packages, working within the private sector, as well as local councils and Integrated Care Boards (formally CCG's).

A team of experienced Care Workers will cover the package of care on a shift basis, limiting the number of Care Workers assigned to ensure consistency and continuity.

A dedicated Coordinator and Field Care Supervisor will be assigned to ensure the package of care remains suitable and effective.

Your care team will be fully equipped with bespoke training tailored to your health condition and care needs. Our experience in this field makes us the perfect provider to successfully provide around the clock care, regardless of the complexities.

- Learning disabilities
- Mental health
- Physical health
- Hospital discharge
- Neurological health
- Long-term health conditions
- Short-term illness
- Respite
- Reablement



# Live-in care

We have been providing Live-In care packages since 2014. Our focus is to provide a safe and Effective care in a familiar environment, with a focus on maintaining independence and choice.

A care plan will be designed based on our health and wellbeing assessment and will be visible in your home, giving the Live-In Care Worker a step-by-step guide on how best to support you. The care will be reviewed regularly to ensure all changes in mobility, circumstances or health are reflected.

Your Live-In Care Worker will undergo a tailored interview to ensure they are not only capable of delivering your care and support, but they are the right personality fit for you.

Dementia  
Alzheimer  
Learning disabilities  
Mental health  
Physical health  
Hospital discharge  
Neurological health  
Long-term health conditions  
Short-term illness  
Respite  
Reablement



# Emergency care

The need for emergency care is growing due to the limited resources now available. As a provider with many years experience, we have built a large workforce of Care Workers, so always have a staff team available in emergency situations.

We understand that in an emergency, you may need care to start immediately, so we have developed an emergency response team that can provide an assessment over the phone if required to not delay support. We are able to offer emergency welfare calls, live-in care, 24-hour complex support or night sits.

Despite the care being an emergency, this will not impact the quality of our assessment and information gathering or care delivery.

- Respite for main carer
- Hospital discharge
- Sudden change in health
- Short-term cover
- Bereavement
- Carer breakdown or sickness





# Palliative care

The period when someone is approaching the end of their life is inevitably difficult and emotional. We specialise in providing a rapid response that is both sensitive and supportive with a 24-hour on-call service.

We are highly trained in supporting people who are nearing the end of their life and will provide you with a dignified, sensitive and person-centred approach to meet your needs.

Our care is provided by a specially trained team, who work alongside other healthcare professionals to provide a 360 package of care.

You will have a Manager, Coordinator and a Field Care Supervisor on hand to support you and your family through the process.

- Pain management
- Personal care
- Meal preparation
- Assistance with eating and drinking
- Medication
- Mobility support
- Domestic duties
- Appointments
- Companionship



# Benefits

## Compliant and fully trained Workforce

Here at Shire, we have been praised by the CQC for our recruitment, compliance and training package each Care Worker receives. Benefit from a reliable, trusted and compliant provider.

Detailed pre - registration process

Competency based interview

Enhanced DBS

Recent and relevant professional references

Shire onboarding induction

Completion of the Care Certificate

Advanced medication training

Moving and handling training including a competency check

On -going training and development

Regular community spot checks and supervisions

## Our pledge to you

- By listening to individual wants, needs and desires, and by sharing of ideas, we create a bespoke care plan that is personal to the individual, reviewed and updated regularly as needs, choices and outcomes change
- By open discussion of risk and consequence, and sharing of information, we support you to make informed choices about personal safety and risk
- By encouraging feedback, good or bad, we improve and develop our service for the benefit of all our service users.
- By making sure that consent is never assumed, we support individual decision making and personal choice
- By implementing a robust recruitment and induction process we ensure we provide quality staff that has the knowledge, skills and experience required to meet your health and welfare needs
- By offering a 360-degree service we can respond to any change in need and provide continuity with personal care, practical help or social support.

# Who's saying what?

Feedback helps us listen, helps us learn and helps us understand what the users of our service really need.

Here is what some of the users of our service have to say.

Did you know.....

We are rated GOOD by the CQC and scored Good in all 96 areas audited by Hertfordshire County Council.



"This is just a quick email to thank you and your team for the care provided to my father over the last few years, but particular in his last few weeks. **Without exception all of the carers have been fantastic.**"

**Service Users family member**



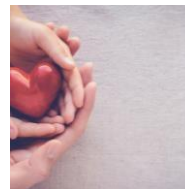
"The service I have received so far has been responsive, effective and well led. The service I receive from **Shire is one of the most prompt and effective** I have received from the various agencies I deal with on a daily basis."

**Service Users family member**



"I will advise our contract and monitoring team of the **excellent and detailed work undertaken by yourselves.** Really exceptional response, pathway and detailed information."

**Hertfordshire County Council**



"I just wanted to thank you and your amazing team for all the **care and kindness you gave mum in her last few years and months** - she thought the world of all your girls, and it gave us as a family peace of mind to know she was in good hands. Please pass on our thanks and gratitude to all your lovely team"

**Service Users family member**

# SHIRE HOMECARE SERVICES

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