

the Good Care *group*



**THERE'S
NOWHERE
BETTER THAN
HOME**



**OUTSTANDING LIVE-IN
CARE YOU CAN TRUST**

CONTENTS

- 2 THERE IS NOWHERE BETTER THAN HOME
- 4 AT A GLANCE - COMPARING CARE OPTIONS
- 6 WHAT IS LIVE-IN CARE?
- 8 WHAT DOES LIVE-IN CARE INCLUDE?
- 10 HOW DOES LIVE-IN WORK?
- 12 HOW CAN I BE SURE I WILL GET GOOD QUALITY CARE?
- 14 WHAT ARE THE BENEFITS OF LIVE-IN CARE?
- 16 WHO WOULD BENEFIT FROM LIVE-IN CARE?
- 17 HIGH-QUALITY RESPITE CARE AT HOME
- 18 INNOVATIVE CARE OF CONDITIONS
- 19 DEMENTIA CARE
- 20 PARKINSON'S CARE
- 21 MULTIPLE SCLEROSIS CARE
- 22 STROKE CARE
- 23 CANCER CARE
- 24 PALLIATIVE & END-OF-LIFE CARE
- 25 MOBILITY & FRAILITY
- 26 IMPROVING HEALTH OUTCOMES WITH NURSE-LED LIVE-IN CARE
- 28 OCCUPATIONAL THERAPY CARE AT HOME
- 30 MEET OUR MULTI-DISCIPLINARY EXPERTS
- 31 INNOVATING CARE DELIVERY THROUGH TECHNOLOGY
- 32 WHY CHOOSE THE GOOD CARE GROUP?
- 34 ENHANCING LIFE AT HOME WITH A HIGH-QUALITY CONCIERGE SERVICE
- 36 MEET OUR PROFESSIONAL CARERS
- 38 CHOOSING A LIVE-IN CARE PROVIDER
- 40 LIVE-IN CARE - COST CONSIDERATIONS
- 41 FACTORS TO CONSIDER ALONGSIDE PRICE

THERE'S NOWHERE BETTER THAN HOME

When faced with the reality that a loved one or family member needs long-term care, we know how worrying and upsetting it can be for all concerned.

Watching someone close to you whose life is impacted by conditions that can affect older people, like dementia can sometimes have a devastating effect on family life. Some family carers experience feelings of guilt that they themselves are struggling to cope and provide the care and support their loved one needs. Many people still believe their only option when they need long-term care is to move into a care or nursing home, which is simply not the case. Live-in care is fast becoming the preferred choice for those wishing to stay in their much-loved home, whilst receiving the care and support they need.

At The Good Care Group we have been providing high-quality live-in care to clients across the country for over 10 years, helping families to overcome the challenges they face. Our care is focused on keeping people safely and happily in the comfort and familiarity of their own home and community, whilst improving their overall health and well-being.



97%

**OF PEOPLE GIVEN THE
CHOICE WOULD PREFER
TO RECEIVE CARE IN
THEIR OWN HOME**

Live-in care Hub, 2017

LIVE-IN CARE RATED 'OUTSTANDING'

We are the only dedicated live-in care provider to have been rated 'Outstanding' by The Care Quality Commission (CQC) in all five key measures - safe, effective, caring, responsive and well-led. Our flexible approach to providing high-quality care, with a fully managed and regulated service that families can rely on is setting the standards in live-in care. We know this provides families with peace of mind that their loved one is receiving the best possible care.

Care is provided on a one-to-one basis and is highly personalised reflecting not just an individual's care needs, but their choices, wishes and social preferences so they are able to maintain as much independence as possible and live a healthy, meaningful and fulfilled life - isn't that what we all want?

LEADING THE WAY IN SPECIALIST CARE

For those living with conditions, like dementia, Parkinson's, Multiple Sclerosis (MS) or for those requiring stroke care, cancer care or for those who need sensitive palliative care, our expert live-in carers are highly trained to provide care and support that positively enhances quality of life, enabling people to live well in their own homes.

Our nurse-led care for those living with complex medical conditions is led and supported by our in-house Specialist Consultant Nurse, who works closely with our care teams to ensure we are consistently improving our clients' health outcomes. Our approach to delivering OT-led care at home, supported by our dedicated Occupational Therapist enables faster discharge from hospital to those coming into our care, whilst ensuring they have a comprehensive plan of care with all the equipment they need to live well at home, whilst significantly reducing the risk of falling.



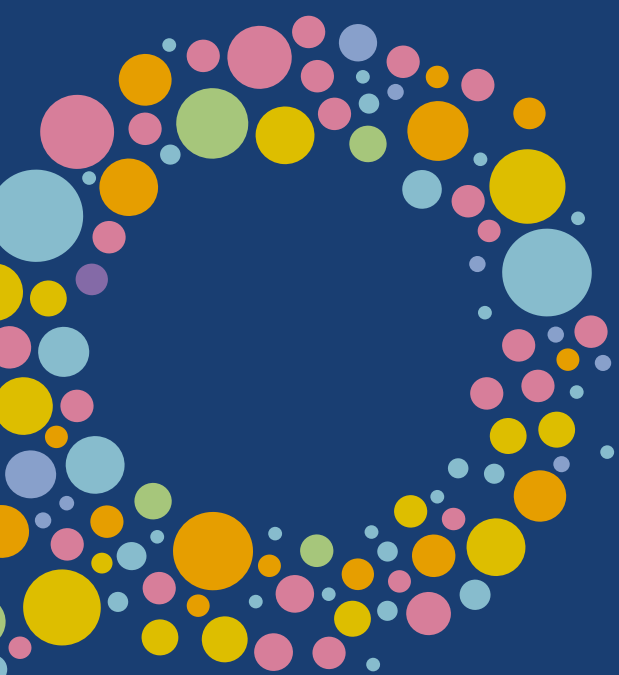
AT A GLANCE

Comparing care options

If you are considering care for the first time, it is prudent to research the options available, so you choose a solution that best meets your needs. Here we explain the benefits and limitations of the options available to you.

BENEFITS		
<i>Live-In Care</i>	<i>Visiting Care</i>	<i>Care Homes</i>
One-to-one care, tailored to you	One-to-one care	A safe and secure environment
Stay in the comfort and familiarity of your own home	Flexible number and frequency of visits	No home maintenance required
Live life your way with choice and independence	Cost effective where care needs are low	Meals are planned and cooked for you
Complex needs can be supported	The ability to stay at home with support and not move into a care home	Arranged activities and social events
Improved health outcomes - fewer falls, lower rates of infection and hospital admissions	Familiar faces most of the time	Can still be part of local community if moving locally
Safest type of care during the Coronavirus pandemic		
Peace of mind for you and your family		
Comparable costs to care in a quality nursing home - very cost effective for couples		
Estate remains with the family		

LIMITATIONS		
<i>Live-In Care</i>	<i>Visiting Care</i>	<i>Care Homes</i>
Adjusting to a carer being in your home	Short visits do not always enable deep-rooted relationships	Stress and upheaval of leaving a much-loved home
A spare room is needed	You will not be guaranteed the same carers	Leaving a loved community
Home modifications may be required	No care and support during the night	Loss of family pets
Home maintenance still required	Visiting carers increase chances of Coronavirus transmission	Moving all your possessions into one room
	Short visits do not allow for quality care of complex conditions	Family home sold to pay care home fees leaving nothing for the family
		Care team ratios - one carer will be looking after 4/6 residents with different needs
		Imposed routines - life is driven by fixed daily patterns (waking, eating, socialising)
		Higher rates of hospital admissions and infections, including Coronavirus
		Not getting on with other residents



WHAT IS LIVE-IN CARE?

Live-in care is when a professional carer comes and lives with you in your home to provide you with around the clock care, companionship and support so you can live a better quality of life with improved health outcomes - and all in the place you love best, your own home.

A COMPASSIONATE & PROFESSIONAL CARE TEAM

Our expert, professional and compassionate carer will move into your home to provide you with one-to-one care and support around the clock, giving you peace of mind and reassurance that you are receiving the highest quality care.

A PERFECTLY MATCHED CARE TEAM


Our live-in care service involves two carers working opposite each other on various rotations. This is typically two weeks with one carer, then two weeks with the other carer. They will be carefully matched working with you and your family to ensure they are able to meet not just your care and support needs, but are closely aligned with how you wish to live your life, sharing common interests. In the rare situation, the match does not work out we will happily work with you and your family to find the care team that does.

A PERSONALISED PLAN OF CARE & SUPPORT

The carer who comes and lives in your home will deliver a highly personalised plan of care, developed by a skilled local Care Manager following an assessment of your needs. The comprehensive plan will be created with input from not just the person receiving care, but with vital input from family members and other healthcare professionals involved in your care if you wish. It will not just cover your care needs, but your choices on how you live your life, your preferences and social and emotional support required. It is a holistic approach that is focused on enhancing health and well-being, whilst improving overall quality of life.

LIVE-IN CARE FOR COUPLES

With the care and support of a live-in carer, you can both continue to live life your way with the reassurance that you are getting the very best one-to-one care that meets both your needs, around the clock. Our comprehensive care planning process for live-in care for couples takes into consideration the needs of both individuals. Each of you will have a plan of care that considers all needs including your lifestyle choices and social preferences, so the care you receive is personalised to you individually but also considers how you wish to live as a couple. Live-in care is a very cost effective option for couples compared to a care home, where you will typically be charged for two rooms and packages of care.



**“THE GOOD CARE GROUP
PROVIDE CARE TO MY PARENTS AND
HAVE BEEN EXCELLENT THROUGHOUT.
WE QUICKLY BECAME CONFIDENT IN
THE WELL MATCHED CARERS BY THE
QUALITY OF CARE AND COMPANIONSHIP
PROVIDED. THEY ARE KIND, THOUGHTFUL,
COMPASSIONATE AND ARE SYMPATHETIC
TO THEIR NEEDS AND FEELINGS
AT ALL TIMES”**

Louie

WHAT DOES LIVE-IN CARE INCLUDE?

Our live-in care service is flexible and adapts to the level of support required. Your professional care team can provide some, or all of the following as part of your plan of care:

PROVIDING DISCREET & SENSITIVE PERSONAL CARE

This can include the task-orientated aspects of caring for someone, like bathing and getting dressed, but also those that promote self-esteem, like having your nails maintained, or your hair styled.

COMPANIONSHIP AS & WHEN YOU NEED IT

Our carers will provide companionship whilst ensuring your privacy is respected. We ensure that a perfectly matched care team shares similar values and interests to make life interesting, stimulating and enjoyable, whilst being there for you to support your emotional and psychological needs.

MANAGING & ADMINISTERING MEDICATIONS

Our professional carers are trained in medications management and use an electronic medications system to ensure all medications are managed proactively and effectively. They will also collect prescriptions from the pharmacy.

ENSURING SAFE MOBILITY IN & AROUND THE HOME

Our in-house Occupational Therapist (OT) will provide guidance and expert advice as to what equipment can help improve safe movement and mobility around your home, whilst minimising falls. They are well placed to provide recommendations on home adaptations that aim to improve the way you live your life in your home.

SPECIALIST & EXPERT NURSE-LED CARE

Our nurse-led care means your live-in carer is trained to monitor and identify any changes in your health, responding appropriately and avoiding any unnecessary hospital admissions. Uniquely, our care teams are led and supported by our in-house Specialist Consultant Nurse. In addition to supporting our care delivery, much-needed support is offered to our clients and their families. As part of our commitment to delivering a high-quality home care service, we monitor and measure health outcomes to ensure we continually improve the care we provide.

PLANNING & COOKING MEALS

Your live-in carer will plan and cook meals according to your choice, preferences and nutritional needs, all served at a time that suits you.

FACILITATING SOCIAL ARRANGEMENTS IN THE HOME

Your carer will ensure you can invite friends over for socialisation and celebrations, providing the support you need to enjoy yourself and not worry about organising anything.

TRIPS & VISITS OUT OF THE HOME IN YOUR LOCAL COMMUNITY

Our carers know how important it is to ensure you can continue to do as much as you wish and that you remain connected to your local community - whether that is a stroll around the local park, attending clubs or groups in the local area or visiting friends and the shops you always have.

DOMESTIC TASKS

This includes cleaning of all rooms and vacuuming throughout to keep your house to the standards of cleanliness and tidiness you always have. Our professional carer is also on hand to support household maintenance which means you do not need to worry.

CARING FOR YOUR MUCH-LOVED PET

Carers will happily support looking after your pet, including taking dogs for regular walks.



HOW DOES LIVE-IN CARE WORK?

Once you and your family have decided that live-in care is right for you, it is important to understand what is involved and how the arrangement will work. Here we help you make sense of how live-in care works.

WHAT DO I NEED TO PROVIDE MY CARER?

All that is required is a spare room for the carer to have their own space during breaks and to sleep, with a TV for their relaxation and internet access so they are able to complete the administrative tasks involved in managing your care. The carer will cook your daily meals and eat the same food, with you if you wish.

The carer will need to have a two-hour break in any 24-hour period, which many clients usually find works best when they are resting in the afternoon. If you require care and support during this period many will have family visit to cover this break, or we can organise for an hourly care provider to cover this for you.

HOW DO YOU APPROACH CARING FOR MY NEEDS?

At The Good Care Group, we have a team of live-in care experts and clinical specialists ready to help you and your family every step of the way. The process starts with a friendly discussion with our care advisors, who will listen to your needs and provide any information you require. We will then organise for a no obligation in-depth assessment of your needs - this is a holistic approach that considers not just your care and support needs, but your choices, routines and preferences to ensure you live your life the way you always have with the right level of support. The Care Manager who conducts the assessment will take the time to really listen to you and your family to create the plan of care that suits all your needs. This plan will then guide your care team and other healthcare professionals involved to provide the care and support you need, as and when you need it.

HOW LONG WILL A CARER SUPPORT ME BEFORE THEY NEED A BREAK?

We will carefully match you with a team of carers who can meet your needs. They will typically work a two-week period before the other carer takes over for another two weeks. When your first carer is due to take their two week break, both carers will meet at your home to complete a smooth and comprehensive handover, to ensure the incoming carer understands any changes in your care and to minimise any disruption to you and your family. Our Carer Community technology platform means that the incoming carer will have had a chance to catch up on everything they need to for the handover, ensuring on arrival a smooth transition takes place.

HOW WILL YOU MATCH A SUITABLE CARE TEAM TO ME?

We are proud of the approach we take to matching the needs of our clients. We will look at the experience, skills, training and qualifications carers have alongside their personalities to ensure the very best match. By getting to know you as a person and how you wish to live your life we are able to find carers who share common interests, have the same values that you hold dear and are respectful of how you wish to live in your home. If for whatever reason we do not get it right first time, we will quickly work with you and your family to make a change if needed. All our carers are highly trained to support those who are living with specialist conditions, like dementia, Parkinson's or Multiple Sclerosis, or for those who require stroke care, cancer care or palliative / end-of-life care. Whether you require personal care or complex care at home, you can be assured of a high-quality service from expert carers supported by clinical specialists.

WHAT SUPPORT IS PROVIDED?

We know that sometimes it can take time for you to adjust to a new person coming to live in your home and that this can be unsettling for some. We provide unrivalled support to you and your family through the transition, whilst ensuring our care team clearly understands what is required to support this transition. A dedicated expert Care Manager will be there to provide support from day one. They will meet with you and your family to regularly review progress and their flexible and adaptable approach will ensure your care and support needs are always met and you are living the life you wish.



HOW CAN I BE SURE I WILL GET GOOD QUALITY CARE?

A FULLY MANAGED & REGULATED SERVICE

The Good Care Group provides a fully managed service, which means that if a carer is unable to care for you, whether that is a planned holiday or an unexpected period of leave then we can guarantee direct cover drawing on our resource of standby professional carers. We work quickly to ensure that you are not left without someone to care for you. Every client is supported by a Regional Manager and a dedicated Care Manager, all supported by a central team of Regional Support Assistants. These teams only manage a small portfolio of clients so that you can be assured you will get unrivalled support as and when you need it. We also have a 24/7 support line, which both our clients and carers can use in case of an emergency.


DIRECTLY EMPLOYED CARERS

Unlike introduction agencies, who will simply introduce you to a carer to manage and pay yourself we directly employ all our carers and value them for their contribution, ensuring they receive on-going professional development. This means they are committed to us and to providing you with continuity and consistency of care. If you have a carer introduced to you through an agency you will be responsible for paying their salary, managing cover for their annual leave and more importantly their supervision and management - all of which can be very time consuming and frustrating for families to manage at a time when they need as much support as possible for themselves and their loved one.

A QUALITY ASSURED SERVICE RATED 'OUTSTANDING' BY THE CARE QUALITY COMMISSION (CQC)

The Good Care Group is the only dedicated live-in care provider in the UK to achieve an 'Outstanding' rating by CQC across all five measures - safe, effective, caring, responsive and well-led. We know this provides families with peace of mind that their loved one is receiving the best possible care.





**THE GOOD CARE
GROUP IS THE ONLY
DEDICATED LIVE-IN CARE
PROVIDER IN THE UK TO
ACHIEVE AN 'OUTSTANDING'
RATING BY CQC ACROSS
ALL FIVE MEASURES**

WHAT ARE THE BENEFITS OF LIVE-IN CARE?

There are many other compelling benefits of receiving care in your much-loved home as opposed to enduring the upheaval and disruption that comes from moving into a care home.

- **One-to-one care and support around the clock** - one-to-one care simply cannot be achieved in any care home.
- A uniquely developed, **highly personalised plan of care** designed to meet your care needs whilst addressing how you wish to live your life, none of the rigid timetables or set routines experienced in a care home.
- **Specialist and complex care** provided by highly trained carers delivered in the comfort of your own home. Familiar surroundings and routines are paramount in helping those living with specialist conditions, like dementia.
- **No need to move out** of your much-loved home, with all the upset and disruption that brings. The family home can then be kept in the family, instead of being sold to fund care home fees. Staying at home means you can keep control of your life, with all your treasured memories and possessions around you.
- If you have an adored pet, you will not be able to take them into a care home. With live-in care you can **keep your pet** and the carer will support looking after it, and if you have a dog we will be happy to walk it for you.
- Live-in care offers considerable and proven **benefits to overall health and well-being**, which offers families much needed **peace of mind and reassurance**.
- The **cost of care is comparable to that of a care home** and considerably cheaper for couples, who would be charged double for two rooms in a care home.
- **Couples can stay together** as a loving couple, as opposed to being split up to be cared for in different areas of a care home.
- Continuing to be **part of the local community** you have loved, for what might have been many years.



**“MY FATHER HAS
DEMENTIA AND WAS IN A CARE
HOME, VERY UNHAPPY. I WATCHED HIM
DECLINE WITH MUCH SADNESS. THE
MOVE BACK HOME WITH A LIVE-IN CARER
FROM THE GOOD CARE GROUP HAS BEEN
SEAMLESS. HE IS NOW VISIBLY HAPPIER
AND RELAXED. IT IS SO MUCH NICER FOR
THE FAMILY TO VISIT HIM AT HOME
ONCE AGAIN”**

Mrs S Anderson

WHO WOULD BENEFIT FROM LIVE-IN CARE?

There are several different situations when live-in care can be used to support your needs, including:

- **24-HOUR LIVE-IN CARE**

When around the clock care is needed to ensure a person can continue to live well in their own home.

- **SHORT TERM CARE, INTERMEDIATE CARE, OR CONVALESCENT CARE**

Following discharge from hospital or for those needing post-operative rehabilitation or recovery from a stroke or chronic illness.

- **SPECIALIST CARE OF COMPLEX CONDITIONS**

There is no need to go into a care home to receive high-quality care around the clock for complex conditions like dementia, Parkinson's or Multiple Sclerosis (MS) or for those requiring medical care

- **PALLIATIVE & END-OF-LIFE CARE**

Ensuring a person's needs and preferences are met until the very end of their life.

- **EMERGENCY CARE AT HOME**

When an urgent live-in care arrangement needs to be put in place following unexpected surgery, an accident or sudden illness.



HIGH-QUALITY RESPITE CARE AT HOME

A SHORT BREAK IS SOMETIMES ALL IT TAKES TO GET BACK ON TRACK

Caring for a family member who requires day-to-day care and support can at times be emotionally and physically demanding for family carers. Everyone, understandably needs some time to catch up on daily life, take a holiday or simply have some relaxation time to refresh and recharge. At The Good Care Group you can be rest assured that you can happily do this whilst your loved one is receiving the highest quality live-in care, provided by a carer who is able to meet their medical, social, domestic and personal needs whilst improving their overall health and well-being. And all in the place they know and love best - their home.

AN OPPORTUNITY TO TRY LIVE-IN CARE FOR THE FIRST TIME

Respite care also provides families with an opportunity to try a 24-hour live-in care arrangement for the first time and take the step into a more permanent arrangement. This gives everyone the opportunity to understand the practical and emotional considerations. It allows you to understand how live-in care works, how it will be managed, how your loved one will respond to a relationship with their carer and adapt to a new way of living that benefits both the person being cared for and the family carer. For a minimum of two weeks (which can be taken as two separate weeks if needed) you can really see if live-in care is right for you and your family.

FLEXIBILITY TO PLAN AND LIVE YOUR LIFE

Families can also plan with respite home care. A series of bookings can be made over a period of time and we will endeavour to ensure you have the same care team providing consistency of care for your loved one, whilst providing you with the flexibility to plan breaks away from your role as family carer.

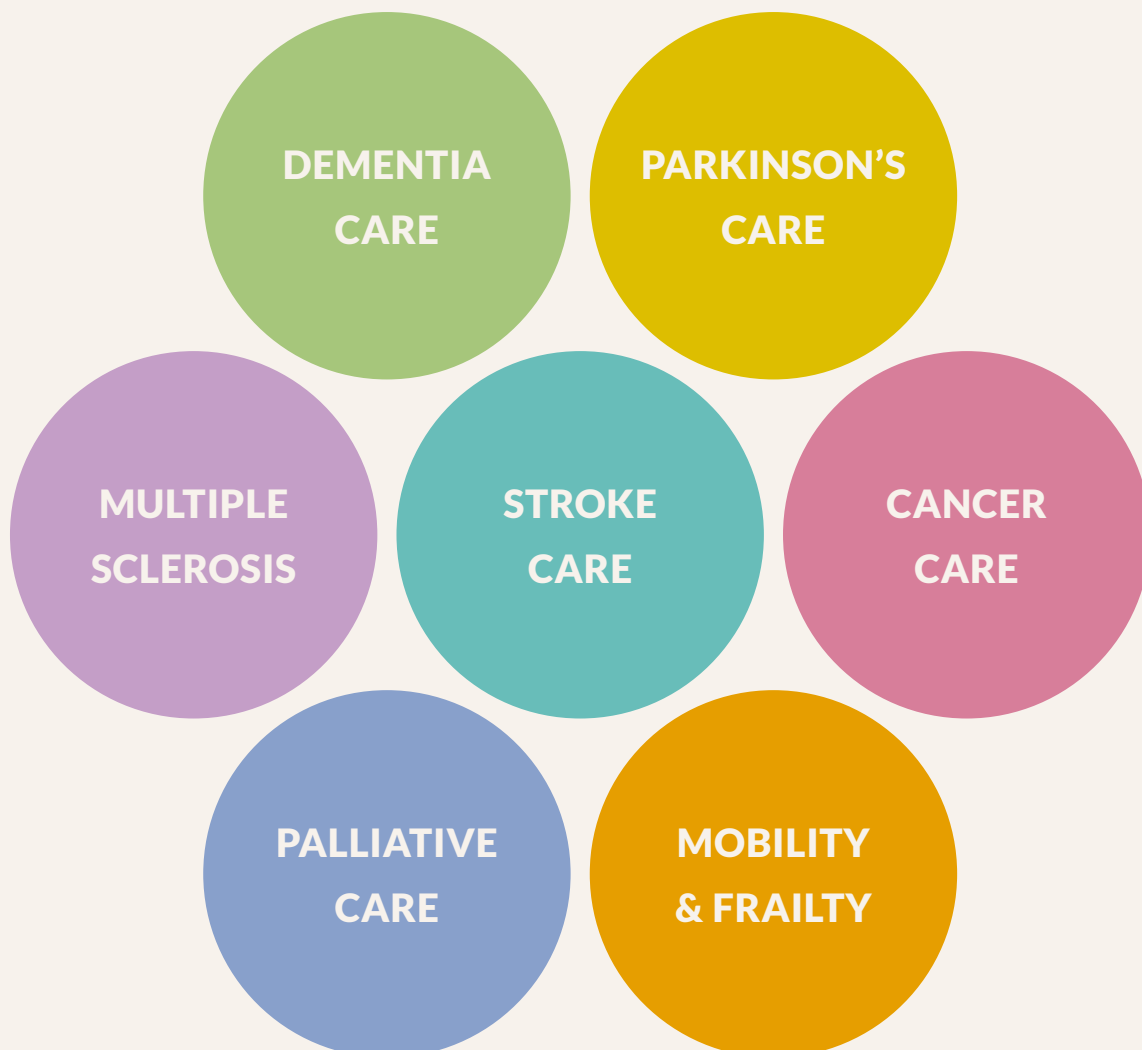
“THE CARE MY MOTHER HAS RECEIVED HAS BEEN GENUINE AND TO A VERY HIGH STANDARD. THE RESPITE CARE PROVIDED BY THE CARERS HAVE HELPED HER TO FEEL SAFE AND HAPPY”

K Walters

INNOVATIVE CARE OF CONDITIONS

At The Good Care Group, we know receiving care in the comfort, safety and familiarity of your own home has far reaching benefits in improving overall health and well-being for a person living with a complex condition.

All our professional carers receive unrivalled industry-leading training in specialist conditions before being placed with a client. Our approach to care is developed using best practice techniques working with leading charities and other clinical experts. It is then supported by our in-house experts, including a dedicated Specialist Consultant Nurse who has a wealth of experience in dementia care and our own Occupational Therapist (OT). Working together with our professional care teams they enable our clients to live well at home with dignity and as much independence as possible, with the right level of support.



DEMENTIA CARE

All our professional carers are trained in how to care for someone living with dementia and use a range of best practice techniques.

These techniques are used to provide reassurance, minimise anxiety and calm behaviours, whilst reducing the need to use anti-psychotic drugs used widely in many care home settings. This means a person can live well, despite the challenges dementia can present with the gentle encouragement and compassionate care provided by our professional carers.

Our approach to dementia care is based on best practice and research using a number of tools, including the SPECAL method, which enables our carer to discover and understand what is important to the person living with dementia. This enables our Care Manager to develop a purposeful and meaningful programme of care. Our care teams receive on-going coaching, mentoring and support based on latest thinking and research that ensure they have the knowledge, skills and aptitude to deliver positive dementia care.

We adopt a blended approach to delivery of dementia care, led and supported by our own Consultant Admiral Nurse. The support from an Admiral Nurse, working with leading dementia charity, Dementia UK means we can offer unrivalled levels of emotional and practical support based on best practice dementia care to those living with dementia and their families.

**“THE GOOD CARE
GROUP’S DEMENTIA CARE
IS SUBTLE BUT SO SUPPORTIVE.
MUM FEELS LIKE SHE IS KEEPING
HER INDEPENDENCE AND STILL
DOING THINGS FOR HERSELF”**

Penny’s daughter



PARKINSON'S CARE

Our live-in care service for those living with Parkinson's is highly personalised focusing on a true understanding of the fluctuating and individual nature of the condition.

Our professional care team, who are all trained using materials provided by Parkinson's UK, the leading Parkinson's charity supporting those affected by the disease, truly understand the need for proactive and effective medication regimes to be responsive to the changing nature of the condition.

We adopt a compassionate, flexible and holistic approach to care at home recognising that Parkinson's can mean a person is not only living with mobility issues, but will often have emotional, social and psychological needs too. With support from our in-house OT we use a 'Positive Risk Taking' approach to care delivery that maintains independence.

We know how important it is that medications are managed well for those living with Parkinson's. Our professional carers are trained in medications management and use an electronic medications system to ensure all medications are managed proactively and effectively.



**"THE GOOD CARE
GROUP CARERS ARE FLEXIBLE
TO MY DAD'S PARKINSON'S
SYMPTOMS AND HAVE OFFERED
CONTINUITY BY ESTABLISHING A
ROUTINE BUILT AROUND HIM."**

Arthur's daughter

MULTIPLE SCLEROSIS (MS)

We know that those living with MS are typically younger than those living with other complex conditions, which means there is a greater appetite to continue to live life like you always have despite the diagnosis of MS.

We know how important it is for people to retain choice and control in life, so our dignified care is highly personalised focusing on a true understanding of the fluctuating and individual nature of the condition. Our care team understand the need for proactive and effective medication regimes and adopt a compassionate, flexible and holistic approach to care that also recognises the impact on a person's emotional, social and psychological well-being.

Our respite service for those with MS enables you to go on a much needed break, either in the UK or overseas, with the support of a professional carer who will accompany you to have the time away you wish.



STROKE CARE

We know that your own home is the best place to recuperate, relearn skills and adapt to any physical limitations resulting from a stroke, with the right care and support.

Our approach to supporting stroke recovery, recognises the limitations that a person may be needing to adjust to and live with. We know that your own home is the best place to recuperate, relearn skills and adapt to any physical limitations resulting from a stroke, with the right care and support.

Our carers are trained to understand the problems you may experience with mobility and will support all your needs - everything from assistance with walking and moving around, helping with personal care through to supporting you to remain active with social activities in and out of the home. We know that muscle weakness following a stroke can cause on-going pain and our carers are trained to proactively and effectively manage medications to ensure you are able to live life as pain free as possible. Our dedicated Occupational Therapist (OT) can support with the purchasing of equipment and developing an exercise programme that will improve mobility and independence.



**“SIX WEEKS AFTER
COMING OUT OF HOSPITAL
MUM CAN WALK INDEPENDENTLY,
SPEAK MORE CLEARLY AND IS
MORE CONFIDENT. I CANNOT
THANK THE CARERS ENOUGH”**

Jennifer's daughter

CANCER CARE

We enable people to live well with cancer, no matter where they are in their journey supporting both the physical and psychological effects of living with cancer.

With high-quality cancer care, our clients have been able to live a peaceful, fulfilled and meaningful life, all in the comfort of their own home. We train our carers to support health and well-being. They will provide home cooked meals and support you with exercise and relaxation regimes that promote independence and enjoyment in life.

Our approach to person-centred care delivered by our compassionate carers will support a person's emotional and psychological needs to build self-esteem and mental well-being. We focus our care on ensuring any individual with a life-limiting illness or terminal condition can live well with an improved quality of life, whilst providing unrivalled support to their family members.



PALLIATIVE & END-OF-LIFE CARE

Our professional carers are experienced in facilitating discussions about needs, preferences and wishes with respect and sensitivity for those receiving palliative care.

We train our carers to support people nearing the end-of-life, as well as how to support overall health and well-being before they are placed with a client. They will effectively monitor symptoms and manage pain relief, provide home cooked meals and support you with relaxation regimes that stimulate enjoyment in life.

Our carers will support a person's emotional and psychological needs to build self-esteem and mental well-being, whilst ensuring they are able to meet their specific goals and their choices are met right up to the end of life. We know how valuable a support network is for families whose loved one is at the end-of-life. Compassion is at the forefront of all we do, and we are dedicated to extending this to all the family, providing much-needed reassurance as and when they need it.



“BOTH CARERS WERE VERY WELL TRAINED IN END-OF-LIFE CARE, WHICH WAS SUCH A RELIEF TO ME. EVEN IN THE LAST DAYS THEY DID NOT DEVIATE FROM HER WISHES”

Anne's daughter

MOBILITY & FRAILTY

As we get older physical problems or elective surgery can all affect our mobility, which can lead us to feel less confident in carrying out our usual day-to-day activities and tasks.

Mobility issues can significantly impact the way we wish to live our life, resulting in a loss of control and independence. Our live-in care service for those living with mobility and frailty issues is highly personalised focusing on a true understanding of the person's needs. Uniquely in live-in care, we have our own in-house Occupational Therapist (OT) who provides expert advice on equipment for you to live safely at home with independence and will provide guidance on how your home may be adapted for a better quality of life.

Sometimes people are living with a combination of mobility ailments that significantly impact their independence. Our carers are highly trained to manage multiple mobility concerns and we can provide double up care if two carers are required for those with complex mobility issues.



IMPROVING HEALTH OUTCOMES WITH NURSE-LED LIVE-IN CARE

At The Good Care Group, we have been supporting people living with a number of complex conditions to live a fulfilled and purposeful life at home with high-quality nurse-led care for over 10 years.

HOME IS BEST FOR NURSE-LED CARE

Most people believe if they need nursing care, they will have to move from their much-loved home into a nursing home. However, it is widely recognised in the medical profession that receiving nurse-led care at home from a reputable, trusted and expert home care provider can have far reaching benefits to someone needing complex care. Our flexible approach to providing high quality nurse-led care with a fully managed and regulated service that families can trust is setting the standards in live-in care for those who need nurse-led care.

LED BY CLINICAL EXPERTS

Our service for those living with complex medical needs is led, developed and supported by our in-house, Specialist Consultant Nurse. With a wealth of nursing expertise having been a dementia care nurse for over sixteen years she provides clinical insight, medical assessment, home visit consultations and liaison with medical professionals to those receiving our private care at home service, as well as providing much-needed emotional support to their families at what can be a difficult time. Our Specialist Consultant Nurse will manage speedy and successful hospital discharge, support with transition to receiving nurse-led care at home and provide practical and informed advice to families that really makes a difference.

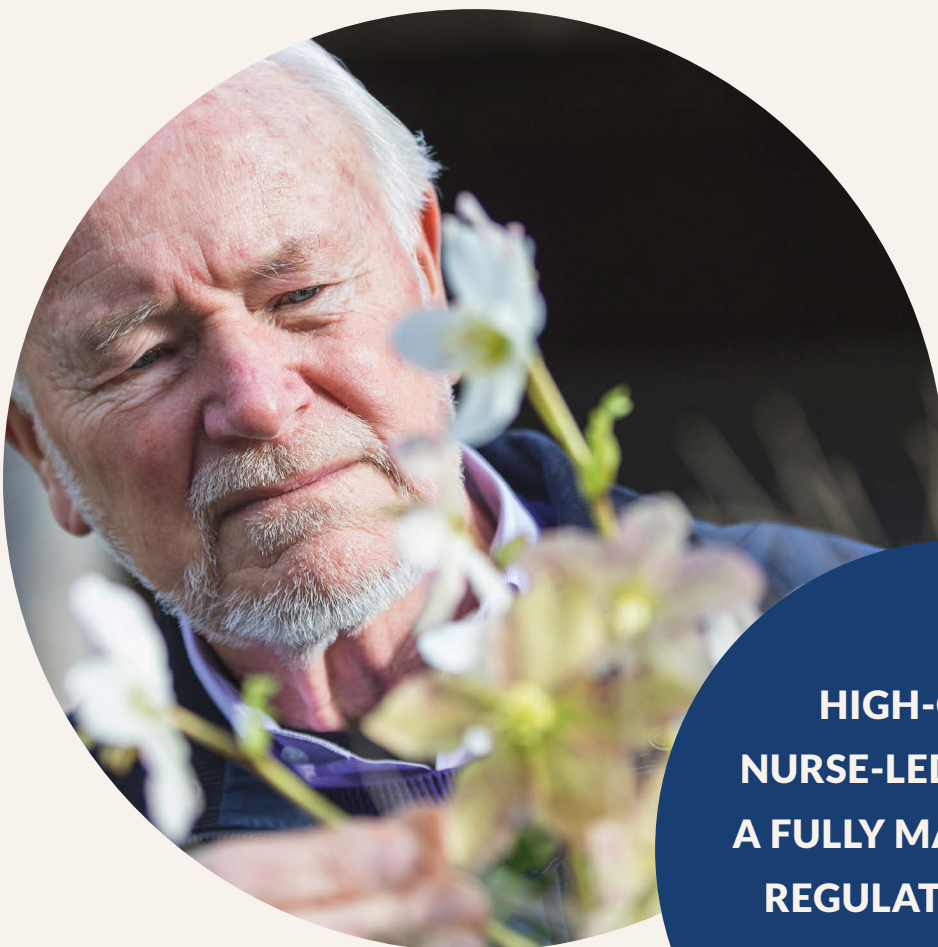
In addition, our nurse provides hands-on support and advice to our regional care teams to ensure they have what they need to deliver the high-quality nurse-led care our clients should expect, whilst enabling our team to improve health outcomes for their clients.

PROFESSIONAL CARERS TRAINED IN NURSING TASKS

Our senior professional carers are highly trained to provide nurse-led delegated healthcare tasks usually undertaken by a district nurse. This means you can stay in the comfort and familiarity of your own home with all the medical and holistic support you need, and all on a one-to-one basis - something even the very best nursing home cannot provide.

OUR CARERS CAN PROVIDE THE FOLLOWING DELEGATED HEALTHCARE TASKS:

- **Care of a stoma, ileostomy or nephroscopy** - monitoring skin, changing bag, cleaning the area
- **Catheter care** - hygiene and flushing
- **PEG care for medication and nutrition** - administering medications and routine flushing
- **Respiratory care** - suctioning of mouth, cough assist machine
- **Insulin care** - administration of insulin via pre-set pen



**HIGH-QUALITY
NURSE-LED CARE WITH
A FULLY MANAGED AND
REGULATED SERVICE
THAT FAMILIES
CAN TRUST**

OCCUPATIONAL THERAPY CARE AT HOME

IN-HOUSE EXPERTISE

We provide an OT-led live-in care service to help people to overcome the challenges posed by permanent or temporary loss or lack of physical, sensory or communication function. Uniquely in live-in care, we have an in-house Occupational Therapist (OT) in our team who provides expert advice and guidance to those who wish to stay living at home. Our OT provides our clients with the support they need to live safely and well at home, advising on any equipment and home adaptations they need to help them to live a fulfilling life, as independently as possible.

Our OT will work closely with our care teams and other healthcare professionals involved in delivering care, including hospital discharge planners, GP's, district nurses and physiotherapists to ensure all health needs are met through a holistic approach to care planning.

PROVEN TO REDUCE THE RISK OF FALLING

We know that falls and fall-related injuries are a common and serious problem for older people, causing distress, pain, injury, loss of confidence, loss of independence and in some cases mortality.

Those living with mobility and frailty issues are more likely to experience falls in and around the home. Our approach to providing a high-quality OT-led service has seen us reduce falls year on year, and our diligent professional carers ensure our clients experience fewer falls that result in serious injury than the average care home resident.

HOW OUR OT-LED SERVICE WORKS

Our OT-led service starts with a specialist assessment of your current physical or cognitive health to truly understand the main concerns, risks and problems that impact your day-to-day ability to function and live well.

Our assessment will adopt a multi-disciplinary approach working with other healthcare professionals involved in your care. Our OT can either complete the assessment at home or in hospital if you are awaiting discharge.

A written report will be provided with the outcomes and recommendations from the assessment together with personal goals for improvements which are then incorporated into your care plan. It does not stop there. Our OT will work with our care team to support and review the care being provided.

WHEN COULD YOU BENEFIT FROM OUR OT-LED CARE SERVICE?

- To recover from injury or illness when additional support is needed to improve independence.
- When coping with the changing nature of long-term complex conditions, such as Parkinson's, Multiple Sclerosis and Motor Neuron Disease (MND).
- To rehabilitate following discharge from hospital or a care home.
- When recovering following a stroke.
- When coping with frailty and mobility issues that impact safe movement.
- If you are experiencing cognitive or memory problems including those living with dementia.
- To prevent and manage the risk of falling.

**UNIQUELY
IN LIVE-IN CARE,
WE HAVE AN IN-HOUSE
OCCUPATIONAL THERAPIST
IN OUR TEAM WHO
PROVIDES EXPERT
ADVICE & GUIDANCE**



MEET OUR MULTI-DISCIPLINARY EXPERTS

At The Good Care Group we have a wealth of dedicated expertise within our team that enable us to provide a multi-disciplinary approach to providing high-quality complex care.



DR. JANE PRITCHARD

Specialist Consultant Nurse

Dr. Pritchard has a degree in Psychology and is a registered mental health nurse. She has been working with people living with dementia for over sixteen years and is passionate about providing the best possible care for those she supports. Prior to coming to The Good Care Group, Jane was working as a Nurse Consultant for a specialist service for younger people living with dementia and worked as an Admiral Nurse for the leading dementia charity, Dementia UK. Jane provides expert support to people living with dementia and unrivalled support for their families.



JACKIE COOPER

Occupational Therapist

Prior to joining The Good Care Group, Jackie worked for the NHS for over 25 years as an Occupational Therapist. She has predominately worked with older people with mental health problems and specifically those living with dementia and other neurological conditions. Jackie works closely with our car teams and clients to enable safe mobility, promoting independence and enablement, ensuring our clients are able to stay in their own homes.

INNOVATING CARE DELIVERY THROUGH TECHNOLOGY

Unlike any other live-in care provider in the UK, we have invested in creating our own market-leading technology to further enhance our service

PROACTIVE & RESPONSIVE TO CHANGING NEEDS

Through the development of an online community for our clients, their families, and our professional carers, we are proactive and responsive to emerging issues, whilst enabling the softer social benefits that technology brings. The secure platform is focused on ensuring our carers are equipped to effectively deliver the high-quality care our clients should expect, whilst delivering improvements in health outcomes. Our families can access important information about the care of their loved one, providing a reassuring window into the care they are receiving.

Our professional carers use a dedicated online community through a Chromebook to complete daily care records, update care plans, monitor nutrition and hydration and manage medications proactively and safely ensuring accurate administration. This allows us to effectively monitor the health outcomes of our client's care, so we can prevent and respond to incidents and ensure the very highest quality of care is always provided. The online community also allows our professional carers to network, support each other, learn and share best practice, whilst facilitating a connection which is so important for a remote workforce.

A REASSURING WINDOW INTO THE CARE OF YOUR LOVED ONE

For families who may live some distance away from their loved one, they can also access care plans, care records, medications and a calendar of events as and when they wish through a similar online community. This offers not only much-needed peace of mind to families but a transparent and immediate insight into our service. The technology also provides families with reassurance that any cash handled by our carers is being managed safely and accurately, whilst enabling them to manage practical arrangements, such as food shopping remotely. They can also connect with our other clients' families who may well be in a similar situation as themselves, so they can share their care experiences and support one another.

Our professional carers will utilise the technology for their clients' socialisation and enjoyment - everything from video calls with family members so they feel connected, online shopping to general web browsing.



WHY CHOOSE THE GOOD CARE GROUP?

RATED 'OUTSTANDING' BY THE CARE QUALITY COMMISSION (CQC)

The Good Care Group is the only live-in care provider in the UK to achieve an 'Outstanding' rating by CQC across all five categories - safe, effective, caring, responsive and well-led. We know this provides families with peace of mind that their loved one is receiving the best possible care.

CLINICAL CARE DEVELOPED & SUPPORTED BY EXPERTS IN THEIR FIELD

Supported by our Specialist Consultant Nurse and our central senior management team, some of whom are nursing professionals, our professional care teams can support people with nurse-led care in the comfort of their own home. All our professional carers are qualified to manage and administer medications, and support several complex medical interventions.

We understand that care can require equipment and other adaptations to the home. Our dedicated Occupational Therapist (OT) will not only liaise with doctors, district nurses and NHS OTs and physiotherapists, she is also on hand to be able to conduct a thorough OT assessment to facilitate faster discharge from hospital if required and will co-ordinate any requirement for equipment, so you can get home as quickly as possible to be cared for comfortably in familiar surroundings with all the care you need. These specialists ensure our professional carers are focused on and supported to deliver a holistic and multi-disciplinary approach to caring for your loved one.

A FULLY MANAGED & REGULATED LIVE-IN CARE SERVICE

We provide a fully managed and regulated home care respite service which offers families reassurance at a time they need it most. Unlike introduction agencies who are not regulated by CQC, all our professional carers are directly employed and managed by us. We ensure they are supervised by an experienced manager and supported by clinical experts - 24 hours a day, 7 days a week.

A PERFECTLY MATCHED CARE TEAM

A live-in care arrangement usually involves two carers working on a two-week rotation. They will be carefully matched working with you and your family to ensure they are able to meet not just your care and support needs, but are closely aligned with how you wish to live your life, sharing common interests and personalities. In the rare situation, the match does not work out we will happily work with you and your family to find the care team that does.



EXPERTLY TRAINED CARE TEAMS

Our industry leading training programme has been created with leading charities and clinical experts and goes well beyond industry standards. This enables our professional carers to support a range of conditions affecting older people, including complex conditions that require more monitoring, care and support. From training, through probation, into placement and beyond our carers never stop learning new skills that ensure they can deliver the quality care our clients should expect, whilst finding new ways to further enhance the level of care they provide.

LOCAL TEAMS WITH NATIONAL COVERAGE

We operate nationwide with a local approach to management of our teams near you. Each dedicated Care Manager has a small portfolio of clients to support, enabling the care team to provide a tailored one-to-one approach with the highest levels of monitoring and support.

“All the patients and families I have recommended have received an excellent service and The Good Care Group has made significant improvements to their quality of life.” - Dr Simon Moore, Private GP and founder of The Moore Medical Practice.



ENHANCING YOUR LIFE AT HOME WITH A HIGH-QUALITY CONCIERGE SERVICE

At The Good Care Group we are committed to supporting our clients and their families by providing high-quality home care services that meet their needs, whilst continually innovating the types of services we offer. We know through our experience of supporting thousands of families who need long-term care for a loved one, how precious time is – for everyone.

Our fully managed service is valued by these families as it reduces the burden of organising and managing a live-in care arrangement, which given many families do not live near their loved ones and have busy lives themselves, provides reassurance and peace of mind at a time they need it most.

IMPROVING EVERYDAY LIFE

We are proud to be partnering with **Circles**, a trusted **Sodexo** brand to offer a concierge service for our clients, their families and our carers that aims to relieve the burden of daily tasks and enhance everyday lifestyle experiences – isn't that what we all want?

So, what is a concierge service and what are the benefits? A concierge service provides specialist personal assistance for household and lifestyle management, entertainment, travel, transportation and holiday planning, alleviating the responsibility and time required to organise and manage these yourself. Services include anything from arranging a tradesperson to fix a broken boiler in an emergency, to booking a taxi to take you into town, through to organising a much-needed holiday or break away or organising gifts or flowers to be delivered to relatives.

The Good Care Group Concierge can be accessed by our clients, their representative or our professional carer 24 hours day, seven days a week all year round via telephone, email or through our Client Community. The service allows you to source information, get advice or make bookings. No request is too big or too small. Once you start using the service and we get to know what you like to use it for and we better understand your preferences we are well equipped to make relevant recommendations that may interest you. In addition, you can benefit from a huge range of discounts and offers from popular shops, brands and restaurants via the online portal.

“My father has started to use The Good Care Group’s Concierge service with his professional carer to buy all his grandchildren’s Christmas presents which we think is a fantastic service. The concierge service has been able to make gift recommendations for each child, source the best price and is going to arrange for them to be delivered. It’s already saved me so much time having to do his Christmas shopping – all I have to do was authorise the payment. Such a weight off my mind at a time when there is so much going on.” - Jane

HERE IS HOW OUR CLIENTS HAVE BENEFITTED

Our client Anne is living well with dementia in the comfort of her own home in London. She is being cared and supported by Sarah one of our professional carers. Her daughter, and Power of Attorney (PoA) lives many miles away in Cornwall. When Anne's washing machine broke down her daughter was able to contact The Good Care Group Concierge through the new service. The advisor was able to source two reputable plumbers locally to Anne, offering her daughter a couple of price and service availability options for her to choose from. She was able book the repair and easily pay for it over the phone. Everything was resolved quickly and smoothly for Anne so she didn't have to worry about not having a boiler that worked, and her daughter had peace of mind as well as saving herself time having to arrange the repair herself.

Jack and Rose have been receiving care and support from The Good Care Group for two years, and despite their mobility issues like to have a holiday once a year together in the UK, with the support of our professional carer, Mandy. This year was no different and they asked Mandy to organise the trip using the concierge service. The advisor was able to source different holiday options for them to consider that took into account their mobility constraints, organised and booked the chosen break and then recommended suitable travel arrangements that ensured they had enough rest breaks on-route. They then delivered travel tickets and the itinerary directly to Mandy. Jack and Rose felt the process was so straightforward that they may now consider more holidays away.

HOW TO USE THE GOOD CARE GROUP CONCIERGE

The Good Care Group Concierge is now part of our fully managed service provision, at no additional cost to our clients or their families. When you join The Good Care Group you'll be set up with a concierge account and will receive your account details within the first week of service. You will continue to have access to the service for the duration of your time at The Good Care Group and can use it as often or as infrequently as you like.

Via The Good Care Group's Client Community

Our clients will be able to access the concierge request portal via the Client Community.

Via email or telephone

Each client will be provided with an email address and dedicated phone number to call, when they are sent their account details.



MEET OUR PROFESSIONAL CARERS

We are so proud of our professional carers and the difference they make to our clients and their families lives each and every day, through their commitment and dedication to providing the highest quality care.

ELIZABETH FEAR


“I have been working for The Good Care Group as a professional carer for over eight years and I can honestly say, I wouldn't want to work anywhere else. During my eight years I have had the opportunity to care and support some wonderful people, helping them at what is a difficult time in their life - this I find so rewarding. Whilst doing so I am so supported by the team at The Good Care Group. The training has been excellent, and the online Carer Community means you can access everything you need to support you in your job.”

RAJINDER AJIZ

“I had the privilege of caring for both my parents in their final years. This life experience has enriched me as a person and I knew with my heart and soul that I wanted to be a professional carer. I have worked in social care for many years now so understand the care and support available to older and vulnerable adults. Having joined The Good Care Group I know they have excelled in the provision of live in care. I really value their care principles and high standards which benefits so many. I quite simply love my job. I find it really rewarding when families recognise the vital work we do to support their loved ones to live well at home.”

GARY HUME

“I began my career in care by looking after my mum through a terminal illness. I knew then that caring and supporting others was what I really wanted to do. I believe that helping someone to live independently in their own home is a real privilege. Having worked for other care providers, I joined The Good Care Group and realised very quickly that the culture and values of the company was very aligned to my own, which was important to me. The on-going training and development you receive is truly fantastic. I think what sets this company apart is the support you receive and the encouragement to be the very best professional carer you can be. When people used to ask what I did for a living I would proudly say I was a carer - now when people ask I very proudly say I am a professional live-in carer with The Good Care Group.”



**“DURING MY EIGHT
YEARS AT THE GOOD
CARE GROUP I HAVE HAD
THE OPPORTUNITY TO CARE
FOR SOME WONDERFUL
PEOPLE - THIS I FIND
SO REWARDING”**

Elizabeth Fear

CHOOSING A LIVE-IN CARE PROVIDER

Once you have decided that live-in care is right for you and your family, the decision now is which live-in care provider do you choose. Many believe that all live-in care organisations are regulated by the Care Quality Commission (CQC), which means the quality of care is monitored and regularly inspected. This is not the case - here we explain the key differences to help you make an informed decision.

LIVE-IN CARE PROVIDER VS. INTRODUCTION AGENCY

It is important when considering the cost of care for a live-in care service that you think about the differences in costs and benefits between using an introductory agency, who charge you a fee to introduce you to a carer who you employ and pay yourself and manage directly, or using a fully managed and regulated live-in care provider, who provide greater levels of management and service delivery to ensure you get the highest quality home care.

EMPLOYED PROFESSIONAL CARERS

There are many reassuring benefits to using a fully managed service. As a fully managed service, The Good Care Group directly employs its professional carers - we never use agency staff. All carers go through a robust and rigorous recruitment process and are trained to the highest level before they are placed with a client. Uniquely, we are the only live-in care provider to use a situational judgement test during the recruitment process to ensure those we hire have the aptitude to deliver the high-quality care our clients should expect. You will be supported by a dedicated Regional Manager and a Care Manager, with support from a central service centre. Our managers only look after a small portfolio of clients, which means you and our care teams get unrivalled levels of support.

A REGULATED & INSPECTED SERVICE DRIVES QUALITY

The Good Care Group is a regulated service, which means the quality of its care is regulated by The Care Quality Commission (CQC), something introduction home care agencies are not. As a family you cannot be assured of the quality of the service the carer you are introduced to will provide. We are proud to be the only live-in care provider in the UK to have achieved an 'Outstanding' rating in all five areas in our last inspection. We are completely accountable for the care we provide, which eliminates worry and provides reassurance to families that their loved one is in safe hands and receiving the best care. Our award-winning care trusted by families across the country has seen us win year on year more care industry awards than any other home care provider, including four dementia accolades recognising our approach to delivering outstanding dementia care.

TAKING THE WORRY AWAY FROM FAMILY MEMBERS

Once an introduction agency introduces a carer to you and you pay the one-off charge to them for that service, that is typically the end of their involvement in the arrangement. Families are then required to supervise, manage and organise all aspects of the care for their loved one, which for most is time-consuming, frustrating and sometimes unmanageable. Most people who require long-term care will need a team of two carers to provide the support they need. This means you will be responsible for managing a rota, paying the carer and organising sickness and holiday cover as well as directing the care. Carers introduced through an introductory agency are self-employed and have not necessarily had any training before being placed with a client.

With a fully managed and regulated service all these worries are simply taken away and you have all the reassurance you need about the quality of care being provided and the level of service you will receive - making life easier for all the family



**“THE CALM,
COMPETENT AND FRIENDLY
CARERS HAVE TRANSFORMED
MY RELATIVES LIFE. THERE IS NOTHING
THEY WILL NOT DO FOR HER AND ENSURE
SHE IS CARED FOR IN EVERY WAY. WE
CAN RELAX KNOWING THAT SOMEONE
WE CARE DEEPLY ABOUT IS SAFE
AND HAPPY AGAIN.”**

M Saxton

LIVE-IN CARE - COST CONSIDERATIONS

COMPARABLE COSTS TO A CARE OR NURSING HOME

Live-in care costs are typically in line with a care home, and sometimes less. Costs in care homes can be much more if you need nursing care. With live-in care you have the added value of being able to keep your family home and the fee you pay for your care is purely for the quality support you receive and not the room and board of a residential home.

If you are a couple, live-in care really is a cost-effective option. In a care home you would be charged double for two bedrooms. With live-in care there is only a nominal cost if two people receive care at the same address.

COST EFFECTIVE OPTION FOR COMPLEX AND SPECIALIST CARE

Live-in care is often cheaper than the total cost of domiciliary care for people living with complex medical or specialist conditions. When a person is receiving hourly care, provided by a domiciliary care provider it is likely that you will be charged extras for additional services to support the person's medical and care needs on top of the cost of a carer visiting. These extras add up and can become costly over time. The total cost to provide hourly care to someone living with high or complex needs is likely to exceed the price of an inclusive live-in care service.



FACTORS TO CONSIDER ALONGSIDE PRICE


When considering live-in care providers, price is of course a consideration in the quality of care offered and the level of service provided. You may wish to ask yourself the following when considering price:

- Whether the provider employs its carers directly, how they train them and develop their skills to ensure high-quality care is provided.
- How the service is managed - a fully managed service where you have around the clock support will generally command a higher weekly fee due to employment costs. However, you should consider this alongside the limitations of using an introduction agency where you will be responsible for managing and paying the carer, which can be a significant burden on you or your family.
- Whether the provider offers specialist care of conditions, nurse-led care where carers are trained to carry out the duties of a district nurse or whether input is provided from an expert Occupational Therapist - this will typically result in a higher weekly fee.
- Whether they measure improvements in health outcomes of its clients and can provide evidence of how they do this.
- How the quality of care is monitored and measured - is there a focus and commitment to quality assurance?
- Is the provider regulated and inspected by the Care Quality Commission (CQC) - introduction agencies are not so you cannot be assured of the quality of the service you receive.
- Does the provider optimise technology in the service it offers? This could be by giving the family a way to stay connected to the programme of care their loved one receives via a secure website. This allows family members, as well as healthcare professionals to access daily care records and care plans, providing a reassuring window for families who live away from their loved ones.
- Are there any hidden costs for additional services or is it a one-off weekly price for care? Be sure to understand the overall weekly or yearly cost of care.

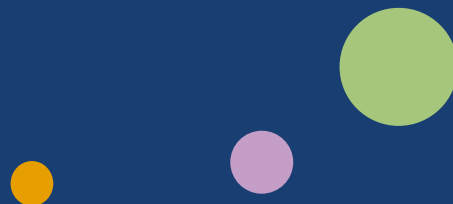


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QUALITY OF LIFE SERVICES