



Continuity Care

providing care that enables people of all ages to remain independent in their own homes



Freedom of choice

We want our clients to be able to enjoy the freedom and independence that supported care in the comfort of their own home can give them. It's a fact, we would all much rather remain living at home than in a hospital or care institution. Our aim is to significantly improve the quality of life for people with health and social care needs in all environments. The increased recuperative benefits to health if the individual is cared for in their own surroundings promotes independence, privacy and ensures they enjoy the best quality of life when they need it most. This is why our services are focused on delivering assistance in a safe, practical and reliable manner. Our care is based on the principles of compassion, the dignity of the individual and a strong commitment to providing excellence.

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About Our Services

Continuity Care is a premier introduction agency that matches and introduces live-in care assistants to its clients to enable them to retain control of their lives by providing continuous care in the comfort of their own homes.

Once we have met with our clients, we complete a detailed assessment of their needs and domestic circumstances. We spend a lot of time getting to know both our carers and clients. This is essential so that our support services can be individually tailored specifically to the client's needs, rather than offering a blanket approach that suits the majority. Using this information, we carefully match these requirements with the skills and

background of our carers so that we find the person whose

abilities and character best complements the client's own personality, routines and care needs.

Initially this process may take a while, but this is something we consider essential because one of our main aims is to provide our clients with the best carer for their situation. Once our customised service has begun, we will introduce and establish regular carers for our clients. This gives you and your family peace of mind and provides continuity of care.



How we assess your needs

When clients ask us for assistance, we will arrange a personal visit from our care manager. This manager will remain as your first point of contact throughout the

time you remain with us. During this visit a comprehensive care assessment will be completed. This covers all your needs, including daily routines and household information as well as any medical and physical support that is required. This is helpful to our carers and ensures that continuity of care is maintained between any subsequent carers that are introduced to you.

The care assessment meeting gives you a chance to tell us exactly what sort of daily and regular tasks you will need the carer to carry out. It is also an opportunity for us to get to know you better. We then use this information to determine which of our carers are best suited to work for you and what levels of back-up will be required. With your permission, we will ask our carer to keep us informed of any changes to your circumstances, so we can regularly update our records to take account of any changes to your needs. Be assured that client confidentiality is paramount to us, and any information we keep at our office will be secure, and made available to you should you request to see it.

After the initial assessment meeting, we will send a quote along with our terms and conditions which you will need to sign and return to us before we can commence the care service.

Once the care service has started, an individualised Care Manual will be sent to you that contains your requirements and general information regarding routines, risk assessments and other useful documents that help the carer to facilitate any hand-overs and provides them with all the information required to carry out their care duties.

Occasionally, we will ask you or our carer for feedback on the service we are providing. This is helpful for us to anticipate and, if necessary, resolve any problems quickly and efficiently. We take great pride in our introductions and want them to be a positive experience for all.



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Our carers

Because our service depends on the quality of the carers we introduce, we are especially careful to find the best people we can for the role. All of our carers are interviewed firstly by phone and then in a face-to-face meeting at our offices. Every carer provides us with references that are vetted. We also carry out an enhanced CRB disclosure and ISA check and ensure there is evidence to support clearance to work in the UK from the Home Office. This interview is very thorough and takes over three hours.

Many of our carers are NVQ qualified or have some form of professional nursing experience and we do not introduce any carers without some training in the common induction standards specified by the Care Quality Commission. Often, carers come to us after they have looked after someone in their own family who has needed care. Almost always, these latecomers into the care field are excellent. They tend to have compassion, life experience and, perhaps most importantly, are dedicating themselves to this type of work because they really want to. To further add to this, we expect our carers to have a good knowledge

and interest in cooking and we actively encourage them to update their care training and knowledge on a regular basis.

In order to monitor the service that is provided by the carers, we like to carry out occasional visits to you and your carer to see how everything is going. However, we do understand if you do not wish to be disturbed with your daily routine.

Our carers come from all over the UK, however we also have applications from New Zealand, Australia, South Africa and other countries around the world. What we look for in a carer is the genuine desire to help people and the wish to make a difference to the quality of life of that person. We have a non-discriminatory policy which ensures that all our carers and clients are treated with the same level of respect regardless of their age, colour, race, ethnicity, culture, sexual orientation, religion or for any other reason. However, we do appreciate that not all our clients hold the same views as us on this sensitive subject, so we ask that you make your wishes clear if you have any specific requests in this respect during the care assessment meeting. Once we have found a suitable carer for you, we will give you the assignment details and the confirmation of booking form which will contain the following information:

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introduce

Name of carer
Contact address
Dates of agreed booking
Daily fee rate for carer
Contact telephone numbers
Agreed travel costs

We will then ask that your carer calls you to introduce themselves and agree the finer details of your booking. After this we would ask that you sign and return the confirmation of booking to our office address that is provided on the bottom of the form. This protects you and the carer from any misunderstandings and cements both your and our approval of the booking.

How our carers work with you

Continuity Care is an introduction agency, this means each carer we introduce is self-employed. As the carer's agent, we will agree their daily fee rate with you before any work starts, and you will pay this directly to the carer on a fortnightly basis. Also, any travel expenses incurred by the carer to and from the booking will be payable on their departure day. Please see our cost section for more details. As all our carers are self-employed, they are responsible for their own tax and national insurance. This means you will have no obligation to make returns to HM Revenues and Customs or pay their national insurance contributions. We recommend all clients pay their carers either by cheque or bank transfer, but not in cash.

If a client wishes to meet a carer before an assignment begins, a separate charge, including travel costs, will need to be agreed with the carer. As well as the carer's fees, there is a daily agency administration fee payable monthly to Continuity Care. We request this is ideally paid by standing order. Please see the cost section for more details.

The support our carers provide ensures that the lifestyle, dignity and privacy of the client are paramount. This includes all aspects of the care provided, ranging from dressing and bathing, bladder and bowel management, and any assistance with mobility, right through to the way the carers respect the sanctity of the client's home and personal possessions.

We always check with clients that they are satisfied with the carers we introduce as it is critical to us that clients are happy with the service we provide.

Similarly, we ask our carers for their feedback. This enables us to avoid any future problems and so ensure our service maintains high standards of care. A copy of the Care Manual will be kept at the client's home to enable any changes or updates to be made by the carer where necessary, so that incoming carers are kept accurately informed of their client's wishes and needs.

Any sensitive information relating to the client including personal or medical details will, of course, be treated with the upmost confidentiality both by Continuity Care and our carers. All such information held on the client's behalf by Continuity Care will be treated in accordance with the Data Protection Act.

The carers' duties and needs

It is important that all our carers are provided with their own private bedroom which should be suitably furnished and heated and preferably contain a television. Carers should also receive three meals a day and be allowed to take breaks of up to two hours per day (except on handover days) at agreed times.

Our carers will provide care, companionship and general housekeeping duties but, unless agreed in advance, their job is usually to look after only one person.



All our carers require a reasonable night's sleep, so unless agreed beforehand, they should not be disturbed at night apart from obvious emergencies. If you have the need to call the carer frequently at night, we suggest that you discuss with them financial remuneration, or respective time-off in lieu.

Clients should ensure they have adequate household insurance in place to cover for any accident, loss or damage as well as, if possible, smoke and carbon monoxide alarms installed. We recommend this for client's own long-term safety as well as the carer's. If the carer can drive and is required to use the client's car, we ask that the car is fully comprehensively insured.

Housekeeping

Our carers will keep the client's home tidy, clean and secure but they cannot be expected to carry out heavy housework such as exterior window cleaning. Carers will launder the client's clothing and bedding, but should not be asked to do this for other family members. Some carers are happy to carry out small amounts of gardening or pet care but this must be agreed with them before the booking begins.

Shopping

We ask all clients to keep a cash float of housekeeping money for shopping, along with a record book where expenditure can be noted with receipts, where possible. When a carer is a non-driver or there is no car available, we ask that cash is kept aside for public transport or taxi costs for household shopping trips.

Meal preparation

We expect both clients and carers to have enough food provision for three meals a day. Our carers will endeavour to prepare and serve nutritious meals to the client's wishes. Some clients like to be involved in meal decisions and preparation, and we encourage this. However, the choice is yours and again we suggest that you discuss your preferences with your carer before the booking begins.

Domestic routines

When we complete the care assessment with the client, we like to make a note of daily routines. This should include what times the client usually rises and goes to bed, meal times and any regular visits from family members.

Personal care

Carers can help with your personal care needs, if required. These include skin care, bathing, shaving, oral care, bladder and bowel management, dressing, and hair care.

Medication

If you require the carer to help with the administration of your medicine following your GP's directions, we ask you to provide written consent. We also like our carers to keep a signed record of the date, dosage and time that each medicine is taken, as we consider this to be good practice. This information will be stored in your Care Manual.

Carers should only administer medication from the original container, dispensed and labelled by a pharmacist or dispensing GP. This includes dosage systems (dosette boxes) and compliance aids.

Under no circumstances can your carer administer any invasive medications such as injections, unless they are suitably qualified to do so, or your healthcare professional has agreed to train the carer, and is satisfied they are competent to carry out the task.

Carer handover

Most carers agree to stay with clients from between two weeks up to several months at a time, some prefer longer. Obviously, carers need respite from work as well, so we like to arrange disruption-free hand-overs. Usually our carers' assignments will start and finish at midday with the replacement carer arriving late morning on the handover day. This allows enough time to be briefed on any domestic details by the outgoing carer, who will prepare lunch for them both and the client on that day. The outgoing carer will usually leave by 2pm on that day unless agreed otherwise.

What happens if your carer is ill

If a carer is taken ill or has a personal emergency before or during an assignment, we will endeavour to introduce a replacement carer at short notice. Should, for any reason, we be unable to do this, then the client will not be charged for the remaining days of the booking.

If you are unhappy with your carer

Occasionally, clients may feel that they don't get on with their carer. When this happens we will try to remedy the situation as soon as possible and, if necessary, supply a replacement. It is always best to let us know as soon as any problems occur so we have as much time as possible to resolve them.

We encourage feedback from both clients and carers, but if clients wish to make a complaint, we have a full complaints procedure available on our website and this is also included with our terms and conditions.

The levels of care we offer

The main levels of support our carers provide can be classified by the following levels of need. However, each client's needs are unique, so these should be seen as guidelines only.

Companionship

Day-to-day companionship and physical help with tasks around the home such as shopping, housekeeping and cooking.

Respite care

Cover can be provided for family or regular carers when they need time off.

Rehabilitation care

Temporary or short-term care to support clients whilst they recuperate at home from an illness or a period in hospital.

Long-term care

Full physical support including moving, dressing, bathing and bladder and bowel management.

The costs of our service

The essential costs of our service are as follows. However, for our full fee structure please see the enclosed rate cards which are also available on our website at www.continuitycare.co.uk

Assessment Fee

The assessment meeting fee is a one-off charge of £100. This covers the cost of a full assessment in your home of your needs and requirements and enables us to produce a Care Manual and assignment briefs for our carers.

Daily agency fee

This is fixed at £17 per day whilst a client engages the services of one of our carers.

Carers fees

These range from £65 to £85 per day for the care of one client. We will provide specific quotes after making a full assessment of a client's needs.



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