

Choosing the right support for you

a guide to selecting the right care and support

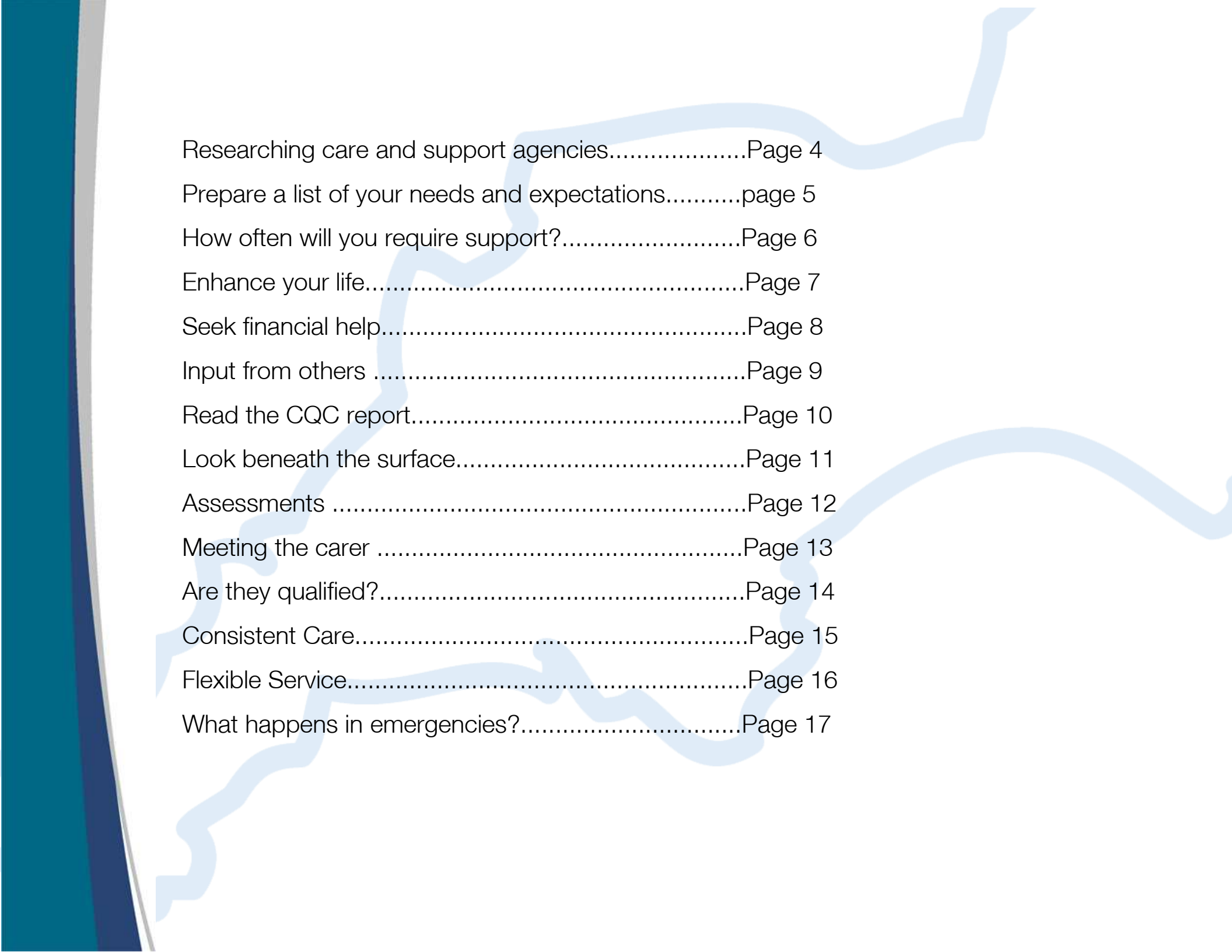


We appreciate that making the initial call to engage a Care and support provider is daunting. Individuals and their families are often unsure about the type of support they need, or are anxious about having an as-yet unknown carer offer care and support in their home. We understand how important it is that you feel completely confident with your choice.

When choosing your care and support, we appreciate that you aren't just trusting the Organisation to help you continue to live at home, maintain your lifestyle and your well-being, you're also trusting them to help you maintain everything that is important to you



Choosing the right care and support can transform your quality of life by providing practical and emotional support as well as companionship. We hope this guide helps you identify the right care and support to meet your individual needs.



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It's important to decide whether you would benefit from having care and support for a few hours a week to help around the house, or you need someone to support you more frequently. It's important to take your time and research different care and support providers to ensure they are able to meet your needs.

You might want to ask someone you trust to help you to choose a care and support provider

Online directories are available to search for care services in your area. Simply pop in your preferred location and preferences

www.pinpointdevon.co.uk/



It's important to make a list of all your needs, the tasks you need help with, any questions, expectations and any concerns you may have - before you have conversations with any care and support provider.

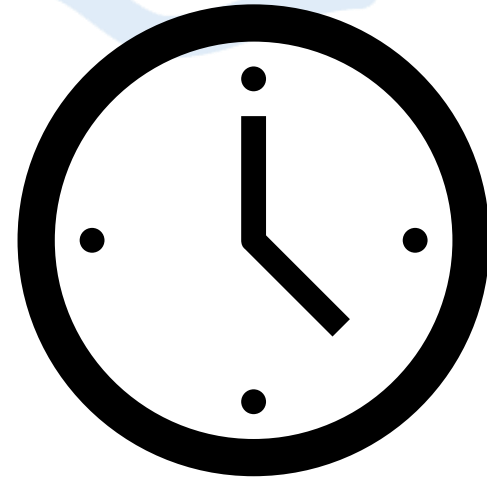
Your needs may change over time. Can the care and support provider provide flexible care.



When you first need care and support you might not know how many hours you require straight away.

If you have professionals who support you will work out how much care and support you will need. Ask the provider if they have a minimum length of time per support visit? Can this visit incorporate household tasks Will the carer have enough time to perform their duties?

If you can commit to a few hours of care for each visit, this will allow the carer time to get to know you and your likes and dislikes



Eclipse Care provide a minimum of 30 minutes support per care per visit (regardless of the frequency of visits) to enable staff to provide comprehensive care and support to meet your needs

When looking at Care and Support providers it's also worth checking that they will help with Domestic tasks, to help improve your quality of life.

If a care and support provider only looks at basic care needs, can you ensure high standards can be achieved?

If your preferences and interests are considered a carer can truly understand you and what makes you happy.



Look for care and support providers that offer's innovative care which enables you to socialise and engage with your local community and continue to pursue the interests you enjoy.

It's important to find out what care and support is available to you, as you may be entitled to financial help. Start by contacting your local authority (Council) and asking for an assessment of your eligible care needs – this is called a 'Needs Assessment'. Local authority funding is means tested, so any assets you have (including savings and the value of your home) will be considered by the Local Authority. You might be eligible for care but be expected to fund it yourself.

You may be eligible for Attendance Allowance, this is funded by the Department of Work & Pensions, is tax-free and not means tested.

NHS Continuing Care is a package of care funded by the NHS if you are assessed as having a primary health need.

Did You Know?? Your Local Authority is obliged to provide you with access to information about help and support that might be available.



If you have friends or relatives who have employed a care and support provider, talk to them about their experiences and what they feel has worked well for them, and what they would change?

What process did they go through to ensure they made the right decision?

How did they choose the care and support provider? Would they recommend the care and support provider they are currently using?

Would they recommend the home care provider they are currently using?



If you do not know of anyone who has used a care and support provider, then seek advice and support from your local health and social care professionals.

Talk to your GP or your district nurse as they will have had experiences of care and support providers. Local carer networks and groups can also be an invaluable source of information.

Carers UK is a charity aimed at making life better for carers and can provide advice by email or phone.

Did you know? Eclipse Care's assessments and on-going reviews are free of charge with no obligation. To engage with us to provide your care and support Please contact a member of the team if you would like some initial advice or support. Tel: 0845 474 0625



All care and support provider's will have regular inspections from the Care Quality Commission (also known as CQC). The Care Quality Commission produces an inspection report known as a CQC Report – It rates the quality of the service in relation to its safety, effectiveness, ability to provide caring support and its responsiveness the CQC also makes an assessment of a provider's management systems to ensure its well led

This means that the CQC will have checked that the service protects clients from harm, offers treatment and support that achieves good outcomes and that staff are compassionate and services are organised so they are able to meet your needs.

It's advisable to choose a care provider with a good rating in all five categories. Care and support providers publish CQC reports on their website and you can also find them on the Care Quality Commission's website by searching for the name of the Care and Support provider.



When searching for a care and support provider, you may find that the company's marketing material says all the right things and gives you the answers you want. However, it's really important not to only look at the brochures or marketing material when you make your final decision. It's important to make your choice based on the interaction you have with the care and support team

From your first interaction with the care and support provider you should feel at ease and able to speak openly. The care and support provider should be able to answer your questions in detail when you first make contact.

"Marketing material does not necessarily reveal the reality of the challenges of the day-to-day provision of care and support"



Before commencing care and support for an individual, agencies should ensure they know your individual requirements. The care and support provider should meet with you at a convenient time to discuss your needs in detail.

The prospective care and support provider should provide you with a comprehensive assessment, asking a variety of questions, not just about your medical needs, care and support needs or risk assessments. The assessment questions should look at how to enhance your quality of life - What will make a difference to the individual needing care and support?

You may want to speak to several care and support providers and meet each of them separately before making a decision.

It's always best to look at two or three companies to see who you and your family prefer.



Receiving the appropriate Care and support is very important, but if you are going to have a regular carer then you need to be sure you'll get along.

Ideally, it's best if you have some common interests so that you can chat about those interests, and share conversations, rather than just talking about what you'd like for lunch.

If you have time, ask to meet your carer first. Eclipse Care tries to match up people's interests; if a client has an interest in gardening and growing vegetables, it's possible that the carer we find may have a similar interest. It's important for both parties to consider - Can you have a good conversation about something you both enjoy?



It's easier for you and the carer if you both have common interests, and having similar values and beliefs will also help your relationship flourish.

For example, if you're a pet owner you may not feel comfortable having regular contact with a carer who dislikes animals.

At Eclipse Care our team members have their own personal profile that explains the kind of work they've done in the past and their interests and hobbies.



eclipse care
promoting independence

It may seem obvious, but it's important to ensure that the training and experience of your carer matches your care and support needs

For example, if you have a specific care need or diagnosis, it is essential to find a carer with relevant experience and training

- Does the care and support provider have specialist services for specific needs such as dementia?
- Does the care and support team receive specific training?
- What experience does the Management team have?

Ask the care and support provider for a testimonial Ask the care and support provider for a testimonial. This is not an unreasonable request. Other individuals who use the services of the care and support provider should be happy to recommend them if they are satisfied with the service. If a service provider cannot find an individual who is willing to speak to you about the care they deliver, start to question why?



The key to receiving good care and support is a consistent relationship with a care team you know and like.

Ask the care and support provider if it is possible to have a consistent staff team (ideally up to two people) with the exception of sickness or holidays. This will ensure you know who will be coming to your home.

It's helpful if everyone who is involved in your care and support communicates regularly. This can include a member of your family or a friend.



Check with the care and support provider you are able to choose another carer if you feel that the person caring for you isn't suitable or you don't get along with them for any reason. It's important that you can make changes to your care and support package if your needs change and that your care is regularly reviewed for quality assurance.

How can you cancel the services should you wish to? Eclipse Care's clients are free to change or end their care and support with Eclipse Care at no cost with 14 days notice

Can you cancel your care visits at short notice? At Eclipse Care if you wish to cancel your care and support visit/'s please call the office team within 48 hours to avoid any charges being accrued.

Can you change your carer? Eclipse Care packages of care and support are designed to be flexible to accommodate changing care and support needs. Should you wish to make changes to your care package or request a different care and support team member for any reason, please call the office team so we can action your request.

Ask the care and support provider if they can be contacted in the event of an emergency?

What policy does the organisation have if the carer visits you and you feel unwell or need medical treatment?

Do they have a registered manager to speak to? (This is a CQC requirement)

All care and support providers should have a protocol for dealing with unpredictable situations



For more information, advice or details on how Eclipse Care can meet your care and support needs, speak to one of our team.

Office Hours:

Main Office

Between 9:00 am – 5.00 pm
Monday – Friday

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