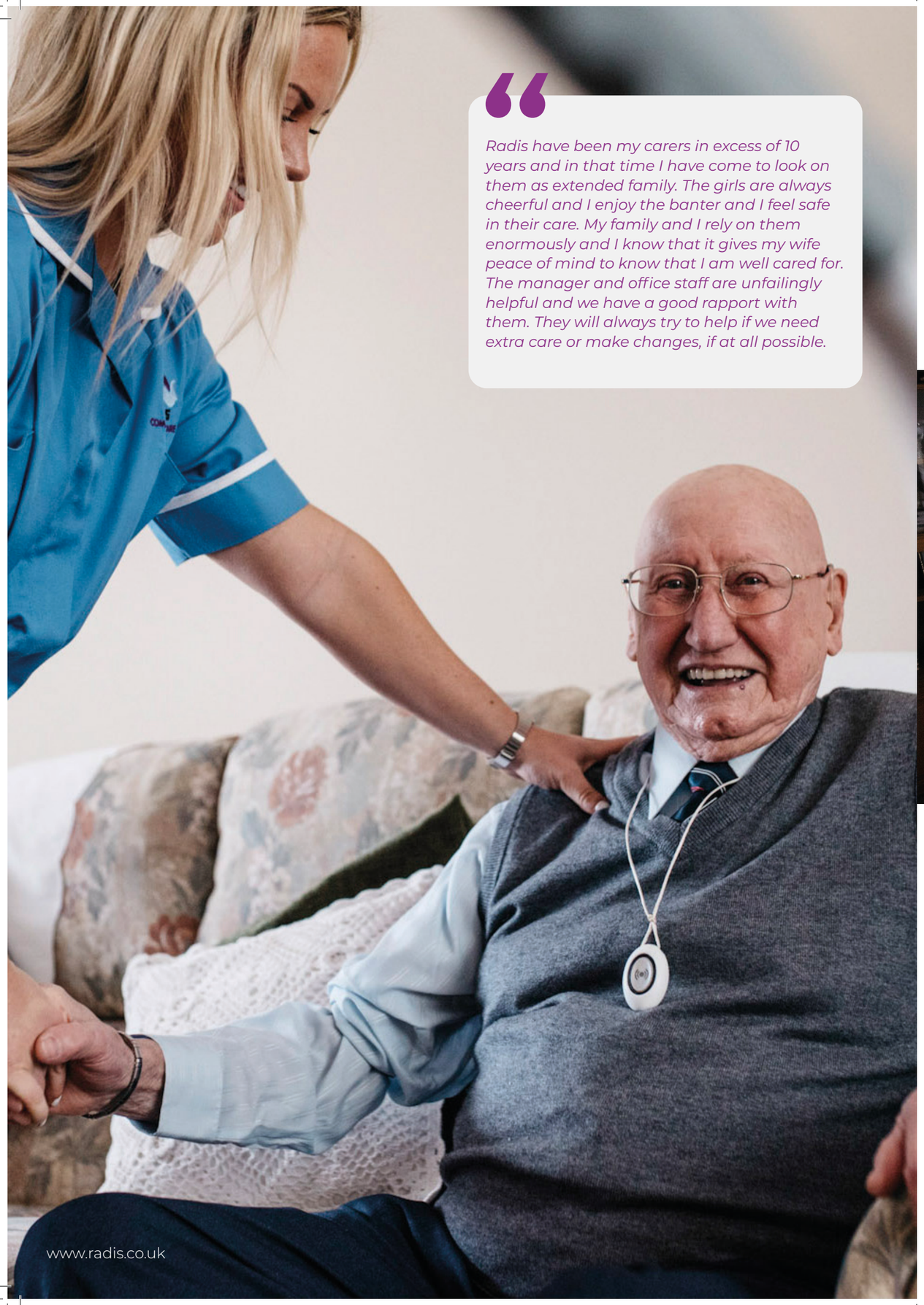


radis
COMMUNITY CARE

Visiting Care Service

Support from professional carers
in your own home

0330 100 8150
enquiries@radis.co.uk
www.radis.co.uk



> *Radis have been my carers in excess of 10 years and in that time I have come to look on them as extended family. The girls are always cheerful and I enjoy the banter and I feel safe in their care. My family and I rely on them enormously and I know that it gives my wife peace of mind to know that I am well cared for. The manager and office staff are unfailingly helpful and we have a good rapport with them. They will always try to help if we need extra care or make changes, if at all possible.*

Do you find day to day jobs a struggle? Could you use an extra pair of hands to help you take care of yourself and your home?

Radis Community Care's professional care workers offer the practical support that you need to remain living happily in the home that you love.



About Radis Community Care

For over 20 years, Radis Community Care has been providing high-quality care to people across England and Wales with a focus on helping them to remain independent and happy in the place where they most want to be – home.

Our Commitment to Quality

We are accredited with numerous Local Authorities across England and Wales. We are also registered with the Care Quality Commission (CQC) and the Care Inspectorate Wales (CIW) – the two governing bodies who regulate health and social care in England and Wales.

Our carers are fully vetted and selected for their caring nature. They have a comprehensive induction are trained and supervised to ensure they meet your needs in a professional, dignified, compassionate and personalised way, as well as receiving ongoing training, refreshers and opportunities to obtain qualifications.

What is Visiting Care?

Visiting Care is support given to you in your own home by professional care workers. Your carers will visit you in your home as often as you need them to support you with day-to-day activities.

Before we provide any care, we will meet you, understand from you your needs and preferences, what other support you have/don't have and work with you to put together a support plan.

If there are aspects of your care that you would prefer to do yourself, our carers will always respect your personal choices and if your needs change in the future, so too can our level of support.

We can provide visits as often as you need them, throughout the day, 365 days a year. Typically visits can take place anytime from 6am through to 11pm, and we can even arrange overnight care if you need it.

Many clients choose to have regular daily visits, or even more than once daily, for example to support getting up, going to bed, mealtimes or medication times. However we can also change this frequency, for example if you need visits on certain days, or perhaps a weekly visit to help you with shopping or housework.

We will regularly review your care with you and adapt it to suit, to make sure it fits around your needs fully. You can ask for us to review the care anytime too.

Visiting Care can cover a range of activities including:

- Preparing meals
- Household chores such as cleaning and laundry
- Support with personal care such as washing, dressing and getting dressed
- Ensuring that any medication is taken at the right times
- Caring for a pet
- Support with moving around the house and getting out and about for doctors' or hospital appointments, shopping or hobbies and interests
- Support with technology to enable you to keep in touch with your friends and family
- End of life/palliative care
- Supporting with your health conditions, including nurse-led support where needed

Although it is sometimes called home care, your care is not confined to your home. Your carer can enable you to get out and about to pursue your hobbies, interests and live an independent life too.

Through regular reviews and monthly visits with your designated service manager, we closely monitor any changes in your health needs, choices and preferences and adapt our care as required to ensure that your needs are always met. This will be in discussion with you and any health care professionals that work with you.

> *They don't rush me; they support me to be as independent as possible. I will chat things through with my main carer, it is always confidential, and I feel at ease with them, we have a really nice relationship.*

Who is Visiting Care suitable for?

Visiting Care is suitable for anyone who needs some extra help to lead the life they choose.

We are experienced at helping people with various different needs such as frailty, physical or other disabilities, health conditions such as dementia or Parkinson's Disease, or even more complex health needs where nursing care is required.

We also support with therapy directed by other health professionals such as reminders to take medication and making sure appointments are kept. As you approach the end of your life, our carers can also help to ensure that your final days are as comfortable as possible.

Supporting family carers

If you have a friend or family member who cares for you, visiting care could mean that they can take a break, go to work, go shopping or keep other commitments – safe in the knowledge that you are being well cared for in their absence.

To do this, we work sensitively and empathetically with you and the rest of the family, understanding your preferences, routines and how to do this in a way that fits within the family setup.

We can also provide support over a number of days or weeks to provide longer respite, perhaps for your family carer to go on holiday, or at short notice if they have encountered a crisis such as being admitted to hospital or taking ill.





It gives me comfort that although I live overseas I know mum couldn't be in better hands.

How much does Visiting Care cost?

As a visiting service, you only have as much care as you need, therefore costs are generally far less than residential or other types of care, with the added benefit of being able to remain in your own home.

You will typically pay an hourly rate for your care – the cost of this will depend on your location, the type of support that you need, the times and frequency of your visits. Our Care Advice team can talk you through how this works.

How can I fund my care?

Unlike NHS services, social care services are not automatically free for everyone. Unless an assessment of your financial circumstances shows that you cannot afford to pay for your own care, you will have to pay for some or all of your care.

The first step is to ask your local council for a Care Needs Assessment. This is free of charge to everyone regardless of financial circumstances, and they will go through with you in detail about the support you need both now and in the future. If the assessment shows that you need some support, then a Care Plan will be put together with you about what services you need to meet your individual needs.

Your local council can also carry out a financial assessment (also known as a means test) to check if you qualify for any help towards the cost of your care. For more information about funding visit our website: www.radis.co.uk/care-funding

Next steps

1. Call us on 0300 100 8150
2. Arrange a free, no obligation assessment of your needs with your local care team
3. Agree with you the support you need and the times you need it
4. Start the care

If you are looking for professional and compassionate Visiting Care for yourself or a loved one, call our Care Advice Line now on **0300 100 8150** or email: **enquiries@radis.co.uk**

Tell us what you think! We are always looking to improve our services and encourage feedback from our clients. You can send us your feed-back about our services at homecare.co.uk



About Radis Community Care

For over 20 years, Radis Community Care has been providing high-quality care to people across England and Wales with a focus on supporting them to remain independent and happy in the place where they most want to be – home.

We are a family-run business built on a strong set of values which are all focussed towards our goal of ensuring that we provide outstanding services that make a positive difference to people's lives.

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