



Each Home Instead® franchise office is independently owned and operated.
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History of Home Instead

Grandma Manhart



Part of something bigger

UK - Opened October 2005

Home Instead now has over 230 offices across the UK

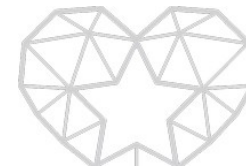
Over 10,000 CAREGivers

Over 14,000 Clients



Our Mission

To become the UK's most **admired**
care company through **changing** the
face of ageing



About us



- **Started Home Instead in 2009**
- Our regulating body, the Care Quality Commission (CQC), rated us as 'Outstanding' in response to the question "is the service caring?" and 'Good' overall.

Gillian (Daughter of Client) – York

"Home Instead have been caring for my mother over the last year and have done a wonderful job. They took great care to choose a carer who they knew my mother would get on well with and relate to.

The carers have been totally reliable and professional and have allowed me to have a break knowing my mother is very well cared for."

Considering all the options

- Residential care should not be the default option
- A variety of services provide viable alternatives including:
 - Temporary respite before returning home
 - Calling upon family, friends and neighbours
 - Employing a personal assistant
 - Accessing groups and services in the community

There's no place like home

- Care should be about choice, not reacting to a situation

71% of people would rather grow old in
their own homes¹

- All too often illnesses and accidents can result in a rushed and unsuitable care decision
- “Reactive” approach to care compounds this problem
- Addressing care before it is needed is the best way to avoid this

1. The Care Choice Gap report, commissioned by Consultus Care

There's no place like home

3X more people will experience depression in care homes²

3X more people are likely to fall in care homes³

26% of people admitted to a care home pass away in their first year⁴

The Money 'Issue'

Financial advantages of homecare:

- Service provided at your choosing (reversible)
- You decide the level of care and support you need
- Only pay for 1:1 care you receive rather than paying for care shared with others with varying needs

Care Homes¹
£31,200 per person per year (on average)

Home Instead
£11,000 per person per year (on average)

1. Moneyadvice.service.org.uk

Key questions to ask a prospective care provider

Who is responsible for the organisation and what role do they play?



- A care provider registered with the CQC should have a registered manager. This is the person who is officially responsible for running the service.
- Ask who the registered manager is and, if you want to, whether you can meet them. You can ask who else is involved from that organisation – for example the management or owners of that organisation.

What training do you provide for your staff?

All care providers registered with the Care Quality Commission should provide:

Induction training

Shadowing

Ongoing Training



Shadowing should be an essential part of a quality provider's training process.

Unsurprisingly, new recruits learn a lot from more experienced colleagues.

What is in place to ensure standards and quality are maintained?

- A quality provider should be regularly seeking feedback from clients.
- A good care provider should also be performing regular spot checks on staff as well as providing them with support via 1 to 1 meetings with a manager or supervisor. This all helps to maintain the quality of service you signed up for.

What if I don't get on with the person supporting me?

- Everyone's an individual - *it's impossible to get on with everyone*. In a residential care environment there should be a sizeable team of people so it would just be a case of making the provider aware and them being sensitive to the client's preference.
- A good provider should do their best to meet the client's preferences as they will be aiming to provide a personalised service that suits their needs. This should include preference for male or female staff if the client is more comfortable with one than the other.

What happens if we need to increase or decrease the amount of support required temporarily?

- One of the key advantages of care at home is the ability to adjust the support to suit changing needs – increasing as a long term condition deteriorates or decreasing if the support is to help during a period of convalescence.
- Ask the provider about what charges are made for one off changes, terminating services when no longer required and also when someone goes into hospital.

What happens if there is a problem out of daytime hours?

- Residential care providers will have someone on duty out of hours who would deal with issues that arise.
- Home care providers should have someone who can be contacted by clients and staff in the event of a problem out of office hours.
- Will this be a call centre or a member of staff who is “on call” out of office hours?



When was your last CQC inspection and can I see a report? What was your rating?

All care providers registered with the Care Quality Commission are inspected on a regular basis.

Since 1st April 2015 any provider that has been given a rating must display it publicly. The rating will be Outstanding, Good, Requires Improvement or Inadequate.

You can see the inspection reports on the CQC website (www.cqc.org.uk) or the care provider may be willing to provide a copy.

Some specific questions for care at home

- Will the visits be at a time that suits?
- How will we know who is going to be visiting our loved one?
- Will the same person or team visit all the time?
- How do you know if a member of staff has a problem and doesn't make it to a client call?



Useful resources

The Care Quality Commission – www.cqc.org.uk
www.homecare.co.uk and www.carehome.co.uk for user reviews

Ask professionals who are likely to come into contact with care providers e.g. district nurses, social workers. Some will be concerned about “recommending”, but others will give you an opinion.

Find out about and use resources in your local community

- Support groups
- Lunch clubs
- Exercise classes
- Shopping services

Global Guiding Principles – Living Home Instead

Build Trust
Take the Lead
Share your Heart



Services we offer



- Companionship
- Home help and housekeeping
- Personal Care
- Live in Care

Specialised Services;

- Dementia Care
- Palliative Care
- Live in Care
- Respite emergency home care

Technology



Home Instead Senior Care

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www.homeinstead.co.uk/york