



# Feel safe and cared for in your own home

A guide to FeelCare support services



## About us

As it's not always possible for our own families to take care of us when we are frail or unwell, we want to let you know we are here to help if the need should arise. FeelCare Home Care Services is a family run support provider in London. We provide hourly care from 4 hours locally and 24 hour live-in care nationwide.

Our shared ethos is to retain the highest quality of support no matter the level of needs or circumstances. From home cooking and cleaning, getting out with friends, to personal care and assistance, our team help people with a variety of needs.

## What is home care

Home care is a term for support provided in people's own homes by carers and support workers to assist someone with their daily life. Enabling someone who is vulnerable due to physical or mental health needs or frailty due to a hospital discharge.

Home care is flexible, with just the right amount of assistance given at any one time, helping someone to maintain personal independence, comfort and contact with their local community.

You may only require a few hours per week, several hours a day, or even live-in care. The service may be on a temporary, intermittent or long term basis. FeelCare minimum four hour visit is to ensure our clients feel fully supported and get to know and trust our carers, which we believe is the best way to achieve optimal well-being.



The FeelCare team go above and beyond to -

- provide the best care possible whilst always seeking to do better
- provide care with dignity and respect
- embrace the differences between us, clients and carers alike and grow stronger because of it
- work together as a team whilst taking responsibility for ourselves
- be open, honest and fair
- to take pride in all we achieve by celebrating successes and never forgetting to note, share and learn from any shortcomings
- ensure our clients' and carers' well-being is at the forefront of all we do
- have fun and live life to the fullest



Our services are designed to reflect your individual preferences, support needs and abilities, no care package is ever the same. Our experienced carers can visit you in your own home to support you with many different life and personal tasks:

- **personal care**
- **household chores**
- **administration of prescribed medication**
- **companionship and socialising**
- **shopping, meal preparation**
- **support with eating and drinking**
- **attending appointments**
- **attending social activities**
- **assisting with continence**

Our clients are people with a variety of health and well-being needs including:

- **cancer care**
- **post-operative**
- **dementia**
- **end-of-life support**
- **age related frailty**
- **acquired brain injuries (ABI)**
- **physical and mental health needs**
- **learning disabilities and autism**

If you have a specific diagnosis or a support need that is not mentioned, please give us a call.



**“The level of care and attention provided to my husband, Stanley has been nothing short of outstanding. The FeelCare carers are experienced and have quickly understood Stanley’s quite complex needs and advanced Alzheimer’s.**

**Our live-in carer has been kind, responsive, responsible and kept him laughing! She is a pleasure to have around which is important when someone is living in your home. I was introduced to Christine the company’s founder at a desperately difficult time and I don’t know what I would have done without her and her team”**

**- Mrs. Vera Coleman -**



## End-of-life support at FeelCare

Our end-of-life care provides the kind of support that is needed towards the end of someone's life by working closely with family, friends, and fellow professionals. Each bespoke support service allows an end-of-life client to pass in the most peaceful and comfortable way possible.

The palliative care team at FeelCare are fully trained to offer a variety of tasks to make you and your family feel comfortable and safe.

- **personal care i.e. supporting with bathing, showering and toileting**
- **mobility support, such as help moving position in bed and help with standing or sitting – and using hoists when required**
- **administering or prompting medication and supporting with pain management**
- **changing bedding and housekeeping duties**
- **preparing meals and snacks to taste and dietary requirements**
- **complex care such as support with catheters and PEG feeding**
- **on-going companionship and emotional support**





## **Dementia care**

Because dementia is progressive and can profoundly affect daily life, it is important that we support the whole family to understand how you can navigate your new normal. As challenging as dementia can be there are so many ways to support a person with a diagnosis of dementia to live well.

Our care team are trained and experienced to help our clients retain as much independence as possible.

- **establishing a safe and familiar daily routine**
- **support to get out the house to remain part your community**
- **continually explore new hobbies and entertainment that bring joy**
- **explore the possibility of dementia friendly home appliances and decor**
- **advice and support on a healthy balanced diet**
- **use sensory activities as a distraction and calming tool for unsettled days**
- **to be a constant in someone's life to avoid unnecessary change**
- **information and support for family members to understand dementia**

## Post-operative and illness recovery

You can make your recovery at home go a lot smoother if you take a little time to plan ahead and prepare your living space.

Our post-operative and illness recovery care helps to prevent complications after surgery by helping you to prepare for a safe return home. Our carers will be there for you and your loved ones for as long as you need them during your recovery.

- **help to plan ahead if your doctor tells you that you need specific items such as oxygen tanks, an elevated toilet, shower seats or medical supplies**
- **make sure you're well supplied with the right food before you get back home**
- **support with bathing, showering and toileting**
- **mobility support, such as help moving position in bed and help with standing or sitting and using hoists when required**
- **administering or prompting medication and supporting with pain management**
- **changing bedding and housekeeping duties**
- **complex care such as support with catheters and PEG feeding**







## **Acquired brain injuries (ABI) rehabilitation support**

Our brain injury services offer people with an acquired brain injury bespoke support, follow on care and support as a vital step in their rehabilitation. As a home care service the FeelCare teams' key aims are to reduce risk, maximise independence and where possible, support individuals to fully recover.

Our management team work closely with the individual, families, community rehabilitation teams, doctors and social workers to establish a partnership approach to aid recovery.

A brain injury can transform the lives of an entire family. Our experienced team work towards improving the quality of life for all the family by providing information and guidance where needed. Our focus and ethos for our brain injury service is high quality care, supporting well-being, growth and development.

- **provide emotional and practical support and specialist care for ABI clients**
- **act as a link between the family, healthcare professionals and case management teams**
- **improve families' understanding of brain injury, helping them to cope**
- **become an integral part of the multidisciplinary teams to document support requirements, highlight goals, challenges and risks within a rehabilitation programme**
- **support discharge planning and signposting into local ABI support services**

# Frequently asked questions

## How your support is arranged

Arranging support is quick and simple, once an initial care assessment has been carried out by a FeelCare manager a care plan is produced which includes: your care needs, timings of your carer visits, interests, contacts, medication and so on. When completed and agreed by you, a suitable care team member can then be matched with your file and introduced at a convenient time.

## How to change or cancel your care arrangements

If at any point in time you are unhappy with the care you are receiving you can call the office team to express your concerns, make changes or cancel your care. It is your home, your care and always your choice.

## What your FeelCare carer can help you with

There are so many tasks and needs a carer can attend to. The best thing is to call our team for an informal chat about what type of support it is you need - from household chores and cooking to personal care and medication support there's lots we can help you with.

## What about your personal security

Every team member goes through rigorous recruitment screening before they begin work with FeelCare. You can rest assured that ID, background, references and qualifications are all thoroughly checked before a FeelCare ID card is created.

## What happens when the office is closed

Our office phone number diverts to an on-call service answered by the FeelCare management team from 5 pm weekdays and over the weekend and holidays.

## How can you pay for a FeelCare carer

We will send you an invoice at the end of every month for the hours of care provided, this can be paid by your preferred payment method.



## How FeelCare is accredited and monitored

If you haven't yet heard of the Care Quality Commission, they are the independent regulator of health and social care in England. The Care Quality Commission inspect all health and social care providers and use the evidence they collect to create a report on the quality of care being provided.

## What training does the team undergo in order to be a qualified carer

We offer bespoke training to our team to reflect specific needs -

- understanding your role
- your personal development
- duty of care
- equality and diversity
- working in a person-centred way
- communication
- privacy and dignity
- fluids and nutrition
- awareness of mental health, dementia and learning disabilities
- safeguarding adults
- safeguarding children
- basic life support
- health and safety
- handling information
- infection prevention and control

## Where can I find your terms and conditions and company policies

Our policies and procedures, including our terms and conditions can all be found on our website. Please contact the office for your 'client and carer password', this will grant you access to all the documents you require. You can also request a printed version by speaking to a member of the team.



If you would like to find out more about FeelCare services, please call us anytime. Although our office hours are similar to most, in the world of home care our phone is always on.

