

Supporting your community

St. Michael's Home Care is part of the St. Michael's Group. People using our service have the satisfaction that they are supporting a well-regarded local charity with all profits going into the expansion of the free services provided by St. Michael's Hospice.



There for you

St. Michael's Home Care Ltd | Basil de Ferranti House | Aldermaston Road
Basingstoke | Hampshire RG24 9NB | Company Number: 09218951

Call us on **01256 848896** or visit
www.stmichaelshomecare.co.uk



There for you

a guide
to our care
services

a helping hand
...from the people who care.



All profits go to
St. Michael's Hospice

St. Michael's Home Care



Welcome to St. Michael's Home Care.

We provide expert, professional home care in the Basingstoke and North Hampshire area.

We work closely with our clients and their families to deliver the most effective level of care possible. We understand that everyone's needs are unique, so we treat our clients as individuals and take great care to put together support packages that are flexible, cost-effective and unique to every person's individual requirements.



Our aim to is to provide the highest possible standards of care and to ensure our clients' rights and welfare are at the forefront of all decisions made.



All profits go to
St. Michael's Hospice

Our services explained

At St. Michael's Home Care, we pride ourselves on a tradition of providing the highest level of care. Our experienced team is there for you when you need them and can help in so many different ways. Our aim is for you to enjoy life in your own home with a friendly, personal service that's tailored to your individual needs and wishes.

If you are currently receiving a care package through your local authority you can still change to direct payments. Our team can guide you in the right direction if you wish to organise your funding through the direct payment scheme. You could also be receiving individual budgets – these are monies paid to you by the local authority as a more flexible way for you to take control of purchasing care services that are appropriate to your individual needs.

Our service is tailored to suit you. Whatever your circumstances and needs are, our professional care support workers can assist you throughout the day:

Starting your day

- Personal care: We can prepare your breakfast and help you with getting up, washing, showering and dressing.
- Domestic support: We can help with the housework and laundry, and take care of changing bed linen.

Daytime support

- Meal preparation/service: We can help prepare your lunchtime meal and serve it for you.
- Medication: We will ensure that you are helped with any medication you need.

Outings

- We can provide assistance with shopping or accompany you to a specific event, for example, a wedding or family party.
- Appointments: If you need us to accompany you to an appointment to help listen or understand what's being said, we are more than happy to assist.
- We can accompany you to your GP, to the hospital or sit-in if you have visitors such as nurses, chiropodists etc.

Evening support

- We can prepare your supper and serve it for you.
- We can help you with your evening bath or shower and make sure you get settled into bed.

Respite care

- We offer a respite service for a family member who may be caring for you and we always do our best to accommodate your normal daily routine.

Post hospital care

- If you have been discharged from hospital, you may just need some help until you are back on your feet. We offer a short-term care service until you are well enough to manage on your own.



This is not a complete list of services; every care package is personalised to each individual and their personal needs.

Our care team

To achieve the best level of support for you, your family and friends, it requires a skilled and knowledgeable team of care support workers and people to manage them.

Each member of our care team has been fully trained and we have great confidence in their skills and abilities. We will recommend a care support worker who is trained in the areas of expertise you require and you will have the opportunity to meet with us to discuss your needs prior to your service commencing.

We put a strong emphasis on being a great employer and we support our team by ensuring:

- they receive a competitive salary. We recognise and understand the pressures and responsibilities of the role
- they are fully trained and supported to enhance their knowledge and skills in specific areas of expertise. We encourage our team to undertake QCF Level 2 and 3 in Care
- their travel costs are fully covered to ensure they are paid top rates for travelling between their appointments
- they receive higher than the industry standard of holiday entitlement



Our team is carefully selected through the most stringent recruitment process and only the most suitable, like-minded people will be selected to give you the quality of care you deserve.

Our highly trained team will at all times:



Have the correct skills and knowledge



Have an identification badge and uniform



Have a professional manner and appearance





Your questions answered

Answers to some of the most common questions we are asked.

Q I need help but I don't know where to start, can you help?

Yes. We aim to make the process as simple as possible for you. Please contact us so we can talk through the best way of moving forward.

Q My loved one needs care but they will not accept it.

We find clients are considerably more open to the idea of receiving care when they have the chance to meet us face-to-face.

Q Do you only treat people dying of cancer or the elderly?

No. We provide care to anyone aged 18 or over in our community who may or may not have a life limiting illness and who requires care within their home.

Q Am I entitled to state funded care?

To check if you are eligible for state funded care we advise you to contact your GP, district nurse, social worker or other healthcare professional.

Q Are you part of St. Michael's Hospice?

No, but we are a wholly owned subsidiary, with all profits generated being reinvested into St. Michael's Hospice.

Q Will I always have the same care support worker?

Yes. You will have a regular team of care support workers and we will work to provide as much continuity of care as possible.

Q Will my care support worker come on the same day every week?

Yes. We will do our best to plan a schedule of care around you.

Q Are you able to provide 24hr home care?

Yes. Please contact us to discuss how this may work for you.

Q What is the cost of St. Michael's Home Care?

As each of our clients' needs are different, the cost of care varies for everyone. We will be happy to meet with you to discuss costs and find the best solution for you.

Q What happens in an emergency?

We provide a 24 hour support line. In addition, all of our clients receive a guide for emergencies, so you have peace of mind that we will always be there when you need us.

