

Why Care in Hand?

Rely on us to care for you





“At Care in Hand, our belief is that everyone has the right to choose the way in which they want to be cared for and supported. We respect individual privacy and offer dignity and independence. We operate as a people focused business in every sense, and adhere to set principles in order to reach our aims and achieve excellence in quality care provision within the home.”

DELAN UMANEE
Managing Director, Care in Hand

About us

WHY CARE IN HAND?

We are a Pembrokeshire-based business providing high quality, home-based care and support. Offering bespoke services, we aim to meet the ever-growing need for cost-effective and flexible home care solutions.

Established in 2002 and owned and managed by registered general nurses, we have grown our services and are now recognised by Pembrokeshire County Council as one of the top providers of community care in the area.

As well as our Live in Care service, we offer Hourly Domiciliary Care and Nursing and Complex Care services, all of which are available to people of all ages and needs within the Pembrokeshire area.

We are a caring company and we deliver a bespoke service designed around the needs of our clients. From our professional team of carers and qualified nurses to the management team, we work together to deliver a quality service - one we would be proud to offer to our loved ones.

At Care in Hand, we operate under a strict Quality Assurance Policy, a comprehensive procedure that is regulated by the Care and Social Services Inspectorate for Wales (CSSIW), which conducts annual inspections of our care provision.



Delan & Sheena Umanee

CARING FROM THE TOP DOWN

Managing Director, Delan Umanee co-founded Care in Hand in 2002 with his wife, business partner and the company's Quality Assurance Director, Sheena Umanee, who is also an experienced and qualified nurse. They continue to work alongside Director, Darren Umanee, also a qualified nurse and the rest of the team to deliver a quality service to all clients.

Meet the People Who Care

At Care in Hand, we have a team of more than 90 members of staff who work closely with the management team to make sure all clients receive the best care and support. From our Carers and Qualified Nurses, to our Supervisors and Coordinators a team approach ensures that we can offer a reliable service.

We believe training is essential for the development of all members of the team. Refresher training is offered to all staff annually as standard, and we carry out regular reviews. We offer continuous professional development opportunities to our staff and our overall service offered to clients.

OUR CARERS - MELANIE'S STORY...

Many of our carers have had first-hand experiences of caring for a loved one. In fact, some have even decided to work with us after

seeing the care we offered their loved one when they needed it. Here, Melanie Caudwell, Level 3 Community Carer tells her story:



Melanie Caudwell, Level 3 Carer

"I was inspired to become a community carer after I was the main carer for my mother, who fell ill a few years ago. My local authority put me in touch with Care in Hand and I contacted them to see whether they could help offer some extra support. After some time working with a team of carers, I built strong relationships with them. I really admired how they managed to help my mum, treating her so patiently and with such dignity, and it really made me think about how rewarding a career in social care could be."

A WELL TRAINED TEAM

We have a three step process that we follow to make sure we recruit the right staff:

Step One

Criminal Record Bureau (CRB: Enhanced) and Protection of Vulnerable Adults (POVA) checks. References reviewed and job histories checked.

Step Two

All prospective employees undertake a five day induction training programme before meeting or working with any clients.

Step Three

After the induction, prospective employees must complete a three month probation period shadowing a Senior Carer.

How we can help

When we meet a new client, we assess individual needs and create a tailored care plan. Whatever option is best for you or your loved one - Live in Care, Hourly Domiciliary Care or Nursing and Complex Care - we'll make sure we're offering the right type of support.

From an initial enquiry, we can have support packages up and running within two weeks, and once the service has started, Care in Hand will appoint a Care Manager to oversee the delivery of the care service and the client's needs.

OUR CARE - PAUL'S STORY...

One of our clients, Paul Murch, 38 from Tenby receives Live in Care support from us. He was diagnosed with Huntingdon's Disease about

The Care Manager will be on hand to assist the client, the whole family and loved ones as well as the Carer in the event of any difficult situation or when concerns arise. The Care Manager will regularly review the care plan against the client's needs.

We work hard to make sure we offer quality care. We operate a strict Quality Assurance Policy and are regulated by the Care and Social Services Inspectorate for Wales (CSSIW), which undertakes annual inspections to review our care provision.

ten years ago. Here, Paul shares his story about the way Care in Hand has helped him live with his illness.



Paul Murch (right) with live in carer Jan (left)

"I've always been a very independent person and the thought of leaving the comfort of my own home just seemed wrong to me. So when I was told about Care in Hand's Live in Care service, I soon realised it was the best option."

"Jan and Barrie have been my regular supporters for some time now, spending two week periods at a time working with me. Although I am mobile, they give me that extra peace of mind that I need to live within my home."

"I couldn't ask for better supporters. I think of them more as my mates now rather than carers. I can't fault the care I receive one bit, and would encourage anyone in the same position as me to consider Live in Care."

Why Live in Care?

Our Live in Care service gives people of every age who live in Pembrokeshire the chance to access 24/7, quality care from highly qualified care professionals all within the comfort and privacy of their own home.

In some cases, the service offers a critical life-line to those suffering from long-term conditions or acute disabilities, and for others it provides much needed short-term support in the form of respite care.

For partners or companions with varying care needs, Live in Care offers an appealing, cost effective alternative to traditional residential or nursing home care, especially when coupled with our domiciliary care package.

We believe the continuity of our carers, many of whom work with a single or small group of clients, also brings further comfort to our clients, who provide a sense of routine and companionship.

Whatever the requirement - from simple day-to-day tasks to specific means of support, such as Complex Care or Respite Care, you can rely on our Live in Care service. To find out more about the service, visit www.careinhand.co.uk



Why Hourly Domiciliary Care?

Our Hourly Domiciliary Care is a less intensive service designed to be flexible to the needs of individuals allowing them to stay in the comfort of their own homes. The service offers help in the home with errands and domestic chores as well as medication supervision and personal care.

For some people, we provide this service as a form of Rehabilitation Care to those who have just come home from hospital for a period of up to six weeks. For others, it is a form of Palliative Care, helping both clients and their families to deal with the end stages of a terminal illness.

Rapid Response care can also be offered at short notice, and Night Care is available at varying levels depending on a client's requirements. For shorter term needs, Respite Care is available to cover illness or holidays and we also offer short term care for those holidaying in Pembrokeshire.

Whatever the requirement, from simple day-to-day tasks to specific means of support such as Palliative Care or Rapid Response Care, you can rely on our Hourly Domiciliary Care service. To find out more about the service, visit www.careinhand.co.uk

Why Nursing and Complex Care?

Our Nursing and Complex Care service allows anyone of any age to benefit from a professional and quality nursing care service, all within the comfort of their own home. The service is provided by qualified nurses, health care assistants (HCAs) and clinical support workers.

For some, our Nursing and Complex Care service offers a critical life-line to those suffering from progressive conditions and, in particular, to younger adults. In other cases, it provides much needed specialist support to those suffering from the effects of an accident.

When a relative needs care, we understand that it is vital that their families are supported too. We offer our Family Support service for a few days or weeks as a respite package, or one of our qualified nurses can help a family carer every day, or on a few specific tasks, to make each day a little easier.

For people with higher dependency needs, we can provide a combined or dual care package that includes full-time live in care, supported by hourly community care.

Whatever the requirement - from our Family Support service to specific means of support, you can rely on our Nursing and Complex Care service. To find out more about the service, visit www.careinhand.co.uk

Care funding

HELPING WITH CARE COSTS

All our care services vary in terms of cost and are entirely dependent on each individual's specific needs. At Care in Hand, you or your loved one's care needs will be determined during the initial personal assessment and a Care Plan and agreed payment method agreed.

Always consider what benefits and entitlements are available. From split funding direct payments to multi-funding sources and various allowance schemes, there may be ways your local authority

can help cover care costs. Contact your local authority for a Financial Care Assessment first of all or visit www.direct.gov.uk.

And remember, we're here to help. As experts, we can help you through the process and we work with Pembrokeshire Financial Advisers, who can help with financial planning, visit: www.pembrokeshiremortgages.co.uk for more details or contact us on **01834 811 333**.

Benefits and Entitlements

Seeking information and advice may appear complex at first, but there are several forms of benefits and entitlements available. Contact your local authority and enquire about non means tested and means tested options, including:

- Attendance allowance
- Disability Living allowance (DLA)
- Careers allowance
- Direct payments
- Continuing care
- Care fee payment plans
- Independent living funds



Next Steps

We follow a simple, Five Step guide with every client to make sure we offer the right care and support from day one. If you are interested in finding out more, follow these easy steps and we'll help get you or your loved one the care needed.

Step One - GET IN TOUCH

Pick up the phone and contact us on **01834 811 333** or email enquiries@careinhand.co.uk. We'll have a friendly chat and take some details to discuss your requirements and the options available to you.

Step Two - OUR BROCHURE

After our initial conversation, we will post or email our brochure pack, which includes all the information you need. We will always be on hand to answer your questions to help you make the right decision for your caring needs.

Step Three - THE ASSESSMENT

If you choose Care in Hand as a care provider, we will meet the prospective client (with or without family / loved ones) within the home for a free, no obligation assessment. We will address and answer any questions or concerns, and draw up a comprehensive and bespoke support plan. We will detail all your requirements from set routines and hobbies to medication or mobility issues.

Step Four - THE QUOTE

Following our meeting, and assuming we can provide a suitable care package we will prepare a full and detailed quote. This will include everything from the level of care we recommend as well as the cost of the package.

Step Five - MAKING CHOICES

Once you have decided which care package is the best option for you or your loved one, the next step will be to choose a suitable carer. We will create a carer profile and identify a carer who has the suitable knowledge and experience, who can help support any client needs.



Without my carers from Care in Hand, I would be lost. I always feel safer when they're around and everyone is so kind. I have nothing but praise for all the team. I can only say a big thank you!

MRS MARIE LEIGH
client of Care in Hand



Level 2 Carer, Charlotte Evenden