

Home Care Services

Caring for you in your home



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We know you want to stay living in your own home for as long as possible. Our home care services can help you do that.

Every year our dedicated home care workers support thousands of people to live independently, safely and happily at home.

We pride ourselves on our highly professional service and can offer a wealth of experience and expertise, having served the people of Derbyshire for many years.

Our specially trained, experienced and committed staff will make sure you get a service whatever the weather - 7 days a week - 365 days a year.

We offer tailor-made services at flexible times, early or late, to suit your needs. And we'll use the same team of home care workers to visit you so you get to know them.

We also have dedicated out-of-hours teams on call through the night in case you need us unexpectedly.

If you choose our home care service we promise to offer you the highest possible standards of care by staff who will always treat you with dignity and respect.





Our services

If you're eligible and choose us to provide your services we'll visit you and discuss the care and support you need and when you want it. Then we'll draw up your own personal service plan with you.

If you are eligible for support we could help you with:

- getting in and out of bed
- washing
- dressing
- going to the toilet
- taking your medication
- eating and drinking
- some practical domestic tasks, like shopping.

We could also offer a sitting service so your carer can get out and about, knowing you in are safe hands.

We also provide a short term Specialist Dementia Home Care Service which offers support to promote independence with personal care and practical daily living skills, to enable you and your carer to remain at home for as long as possible.

How can I get help at home?

If you think you or someone you care for may be eligible for a service please contact Call Derbyshire on **01629 533190**.

What does it cost?

You may be asked to contribute towards the cost of your care, either from your Attendance Allowance and Personal Independence Payment/Disability Living Allowance or from other money you may have, for example savings.

We will help you to check you are receiving all the benefits you are entitled to. A separate leaflet is available which explains the cost of home care in more detail. We can go through this with you and your family to explain how it works.

To request this leaflet, called Co-funding for Non-Residential Services, please call us on **01629 533190** or you can download or order a printed copy from **www.derbyshire.gov.uk/careinfo**

What our customers say:

'Staff work sensitively and carefully'

"They are very respectful of my privacy and dignity"

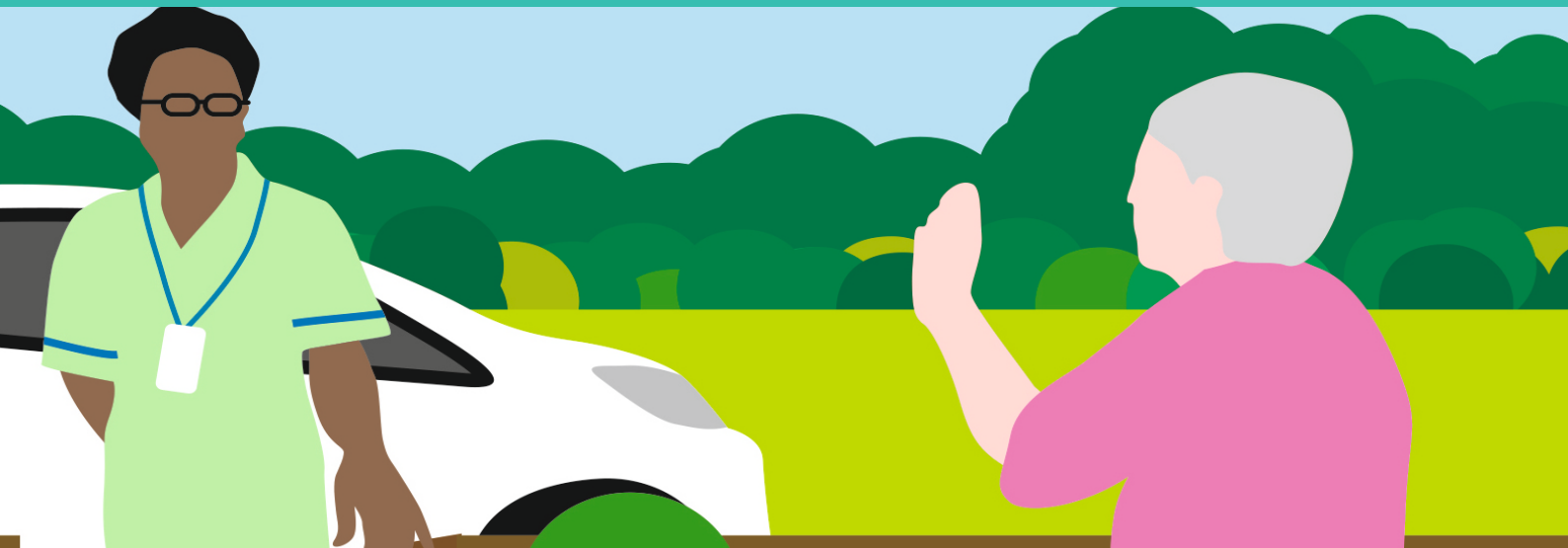
"They're brilliant and do everything properly"

'I couldn't find fault with them'

"They're always helpful at the office"

"Everybody's very courteous and polite"

Taken from the latest Care Quality Commission inspection of our service.



Our staff

We believe it is essential that you and your family are confident with the care you receive and that you feel safe and secure in our hands.

That's why all our home care staff are trained to the highest standards and can offer a range of expertise in specialist areas including dementia.

All our staff have been checked by the Disclosure and Barring service and meet the stringent industry regulations as standard.

Our service is registered with the Care Quality Commission, an independent body that regularly checks our service to make sure we are meeting quality and care standards.

More information

To find out more about our home care service, please call us on **01629 533190** or visit:

www.derbyshire.gov.uk/homecare

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Call Derbyshire 01629 533190