



**smah**  
support me at home

Providing professional & compassionate home care across North Norfolk



## **SUPPORT ME AT HOME HAVE BEEN PROVIDING CARE AT HOME SINCE 2014**

### **Quality Assurance**

We guarantee that all of our staff have the necessary training, experience and qualifications needed in order to do their jobs professionally and effectively. During our recruitment procedure we certify that they are compliant with the Care Quality Commission (CQC) and the Disclosed Barring Service (DBS). We undertake rigorous measures to ensure that they are constantly working to the highest of standards with regular observations, spot checks and reviews. Many of our staff undergo further training with us in order to continually advance their skills and improve themselves professionally.

### **CQC Rating**

CQC overall rating: Good

Regulated by



## OUR SERVICES

Many events can happen in a person's life & it may mean you or a loved one needs an extra pair of hands at home. Support Me at Home can respond quickly by providing understanding & caring support workers.

For most people, staying independent & at home with support from carers is preferable to moving into residential care. Because we are so flexible, the type and frequency of visits are tailored to each individual, & those arrangements can be easily altered to meet changing needs.



## OUR SERVICES

**Personal Care:** If you are an older person or you have a disability, you may need some help with getting washed & dressed or help to get into your nightwear. We can also help with toileting care.

**Dementia Care:** Our staff have a real understanding of the needs of people affected by the dementia. Our highly-trained carers know the different types and stages of the condition, & they're experienced in helping patients & their families cope with the daily challenges.

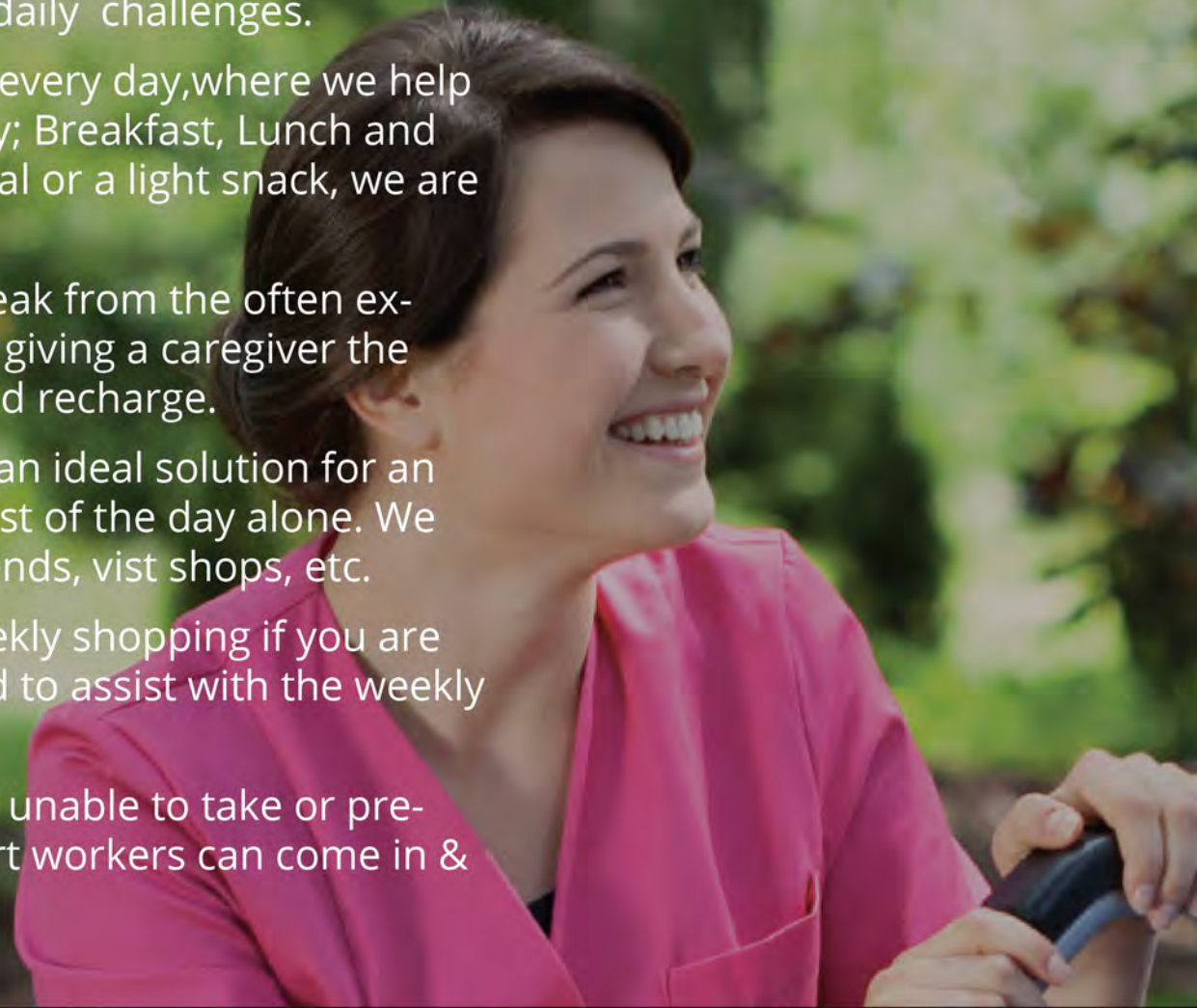
**Meal Preparation:** We provides a meal service every day, where we help you prepare your meals up to three times a day; Breakfast, Lunch and Tea. Whether you want a fully cooked main meal or a light snack, we are here to help.

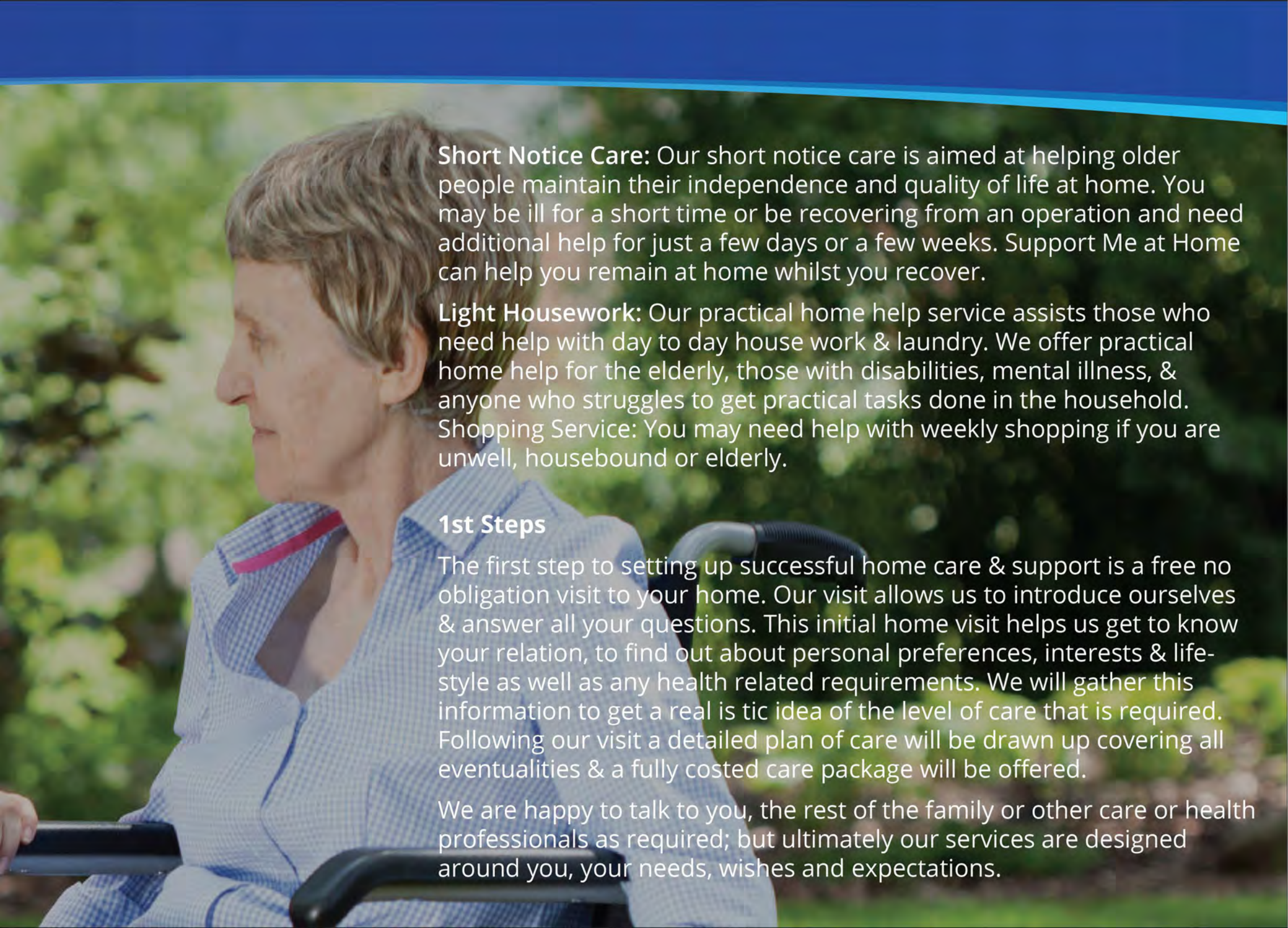
**Respite Care:** This provides a much needed break from the often exhausting challenges faced by family caregivers, giving a caregiver the opportunity to take a break or holiday, relax and recharge.

**Companion Care:** Having company at home is an ideal solution for an elderly person who would otherwise spend most of the day alone. We can also accompany you on trips out to see friends, visit shops, etc.

**Shopping Service:** You may need help with weekly shopping if you are unwell, housebound or elderly. We are on hand to assist with the weekly shopping & put it away for you.

**Medication:** You may be a little forgetful or are unable to take or prepare your medication without help. Our support workers can come in & assist you when it is due.



A woman with short, wavy, light-colored hair is shown in profile, sitting in a wheelchair. She is wearing a light blue and white checkered button-down shirt. The background is a soft-focus green landscape, possibly a garden or park. The text is overlaid on the right side of the image.

**Short Notice Care:** Our short notice care is aimed at helping older people maintain their independence and quality of life at home. You may be ill for a short time or be recovering from an operation and need additional help for just a few days or a few weeks. Support Me at Home can help you remain at home whilst you recover.

**Light Housework:** Our practical home help service assists those who need help with day to day house work & laundry. We offer practical home help for the elderly, those with disabilities, mental illness, & anyone who struggles to get practical tasks done in the household.

**Shopping Service:** You may need help with weekly shopping if you are unwell, housebound or elderly.

### **1st Steps**

The first step to setting up successful home care & support is a free no obligation visit to your home. Our visit allows us to introduce ourselves & answer all your questions. This initial home visit helps us get to know your relation, to find out about personal preferences, interests & life-style as well as any health related requirements. We will gather this information to get a realistic idea of the level of care that is required. Following our visit a detailed plan of care will be drawn up covering all eventualities & a fully costed care package will be offered.

We are happy to talk to you, the rest of the family or other care or health professionals as required; but ultimately our services are designed around you, your needs, wishes and expectations.



## Paying for homecare

Care services at home aren't usually free. How much you pay for homecare depends on a number of factors, including your income and savings.

If you're eligible for financial support to pay for homecare, your local council can arrange homecare services for you. Alternatively you can choose to receive direct payments and arrange homecare yourself.

Here's how the means test for social care will look at your income and savings, and how this will affect what you pay for care.

### Your capital

Over £23,250

Between £14,250 and £23,250

Less than £14,250

### What you will have to pay

You must pay full fees (known as being self-funding).

The local council will fund some of your care and you'll contribute to the rest.

This will be ignored and won't be included in the means test – the local council will pay for your care. However, they will still take your eligible income into account.

## What is a personal budget?

A personal budget is provided by the council if they decide you are eligible for help following your care needs assessment and financial assessment. It gives you an amount of money to spend based on how much it will cost in your local area to arrange the care and support you need.

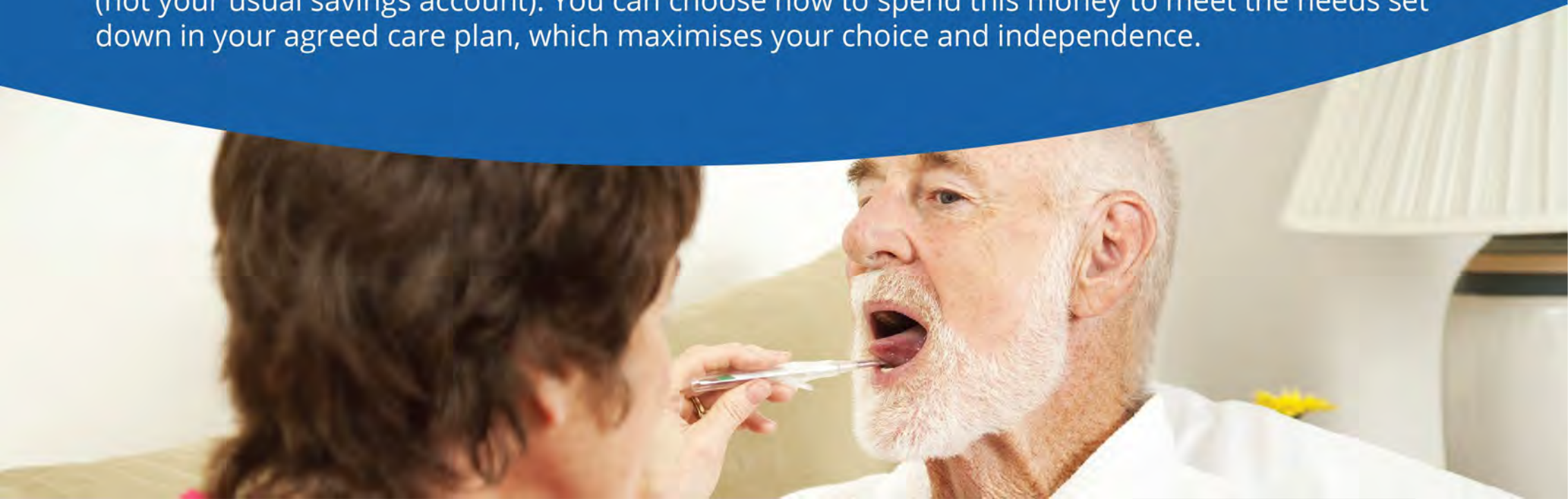
If you're assessed by your council as being eligible for help, you'll be given a personal budget to make sure your needs are met.

## Management by your local council

The local council manages your personal budget for you. They will be responsible for arranging care and support for you, but this must be based on your wishes and as agreed in your care plan. This is the most commonly chosen option.

## Direct payments

Cash payments are paid directly into a bank account specifically set up to receive the personal budget (not your usual savings account). You can choose how to spend this money to meet the needs set down in your agreed care plan, which maximises your choice and independence.



## USEFUL CONTACTS

### Support me at Home

01692 531 241

[www.supportmeathome.co.uk](http://www.supportmeathome.co.uk)

### Age UK Advice Line

0800 678 1602 - Lines are open 8am-7pm,  
365 days a year.

<https://www.ageuk.org.uk>

### Norfolk County Council

Main number - 0344 800 8020

<https://www.norfolk.gov.uk>

### Care Quality Commission

03000 616 161

[www.cqc.org.uk](http://www.cqc.org.uk)

### Get urgent help at home (Norfolk Swift Response Team)

Norfolk Swift Response is a free 24-hour service you can call if you have an urgent, unplanned need at home but don't need the emergency services. If, for example, your partner or carer is suddenly admitted to hospital, the Swift Response team can assist you with getting up, washing and dressing. They can also help if you have a fall but are not seriously injured and can bring special lifting equipment to help make moving as safe as possible for you.

Call Norfolk Swift Response on **0344 800 8020** and select option 1.

**01692 531241**

[www.supportmeathome.co.uk](http://www.supportmeathome.co.uk)

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