



Home Care For You



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Who We Are

Care By Us Limited is a specialist Domiciliary Care Agency that operates successfully in East Hertfordshire and West Essex delivering nearly 700,000 hours of care per annum.

We are licensed by the *Care Quality Commission* and accredited by *Hertfordshire & Essex County Councils*.



We are members of the *United Kingdom Home Care Association*, and the *Hertfordshire Care Providers Association*.

We are a friendly, dedicated, family-run business which is passionate about providing excellent care services to our clients, 24 hours a day, 365 days a year.

Our Care Objective

We provide fully *flexible, tailored care packages* to suit your *individual needs*.

Our aim is to provide you with the care and support you need to enable you to maintain as much *independence* as possible, and to live safely in the peace, comfort and security of your own home.

Our care or support is provided in *an enabling way*. This means that we are always trying to enable you to do more for yourself in order to reduce your dependence on us.

Our dedicated enablement team and our care plans always look for opportunities to promote or increase your independence.



The Care By Us Team

All of our staff are *compassionate, family-orientated people* and most are *locally based*. Many have nursing backgrounds and years of experience as professional Carers in the community. They use their own life skills and experiences to support you and give you the best quality of life, and as much independence as possible.



Our Home Carers are all *thoroughly vetted by us*, police checked to an enhanced level, and fully trained to Care By Us' high standards. We always try and carefully match our Carers to suit you.

Our *on-going training programme* continually develops the skills of our workforce to ensure that we provide the highest standards of care possible.

Our Clients

We help people of all ages and care requirements including *Adults*, *Young People* and *Children* with:

- Learning Disabilities,
- Physical Disabilities (MS, Paralysis, Spinal Injuries),
- Alzheimer's and Other Forms of Dementia,
- Neurological Disorders,
- Degenerative Conditions such as Parkinson's and Muscular Dystrophy,
- Old Age/Infirmary,
- Mental Health concerns,
- Clients who have rehabilitation needs from illness and surgery,
- Palliative care (caring for people with life-limiting illnesses).



Our Guarantee

When you choose Care By Us, we guarantee you:



- Individual care plans structured and tailored specifically for you,
- Compassionate, caring and well trained staff,
- High levels of Carer continuity,
- Regular follow ups by Management to ensure that our service is meeting your needs,
- An understanding and flexible Management, who are supportive and willing to react quickly and without fuss to your changing circumstances.

Our Services

Hourly Care

Hourly care involves one of our Carers coming to visit you in your own home. The visits will be scheduled as often as you require and the Carer will stay for as long as you need. The timings of the visits are arranged to suit you and visits can be from as little as a $\frac{1}{4}$ hour all the way up to 24 hour live-in care.

Should you need someone over-night, it will be no problem for your Carer to stay over.

Live-In Care

If you need a lot of care, *Live-In care* may be the optimum care package for you. Live-In Carers would come and stay in your home to provide you with the comfort and assurance that they will be on hand should you need them. Our live-in weeks run from Monday to Monday, and we will replace your Carer should he/she become sick or take a holiday.

You will be able to choose a favourite Live-In Carer as your main Carer, and we would rotate the Carer from time to time, if you wish, in order to give you the opportunity to meet other Carers.

Both Hourly and Live-In Carers will be able to provide you with the *Care and Support Services* detailed over the page.

Our Care Services

- Personal Care, which includes assistance with bathing, dressing, toileting,
- Cooking and assistance with feeding (where necessary),
- Moving and Handling:
Helping clients with limited or no mobility. From someone with no mobility to someone who is just a bit wobbly on their feet, we have the skills and the know how to help you move around,
- Assistance with Medication,
- Domestic Chores such as washing, ironing, light cleaning and other tasks.

Our Support Services

- Shopping,
- Assistance with pets,
- Paying your bills,
- Organising your social life,
- Helping you find work,
- Getting out into the community and undertaking community based activities.

Our Home Carers also offer companionship, and where possible enable you to regain aspects of social activity such as visiting friends, going to church and eating out.



Frequently Asked Questions

Why Do I Need Care?

As people get older they will find that in order to be able to do certain routine tasks safely and easily in their own homes, a little bit of help would be most welcome. The aim of Care By Us is to provide you with that little bit of help, so you can continue to live a comfortable, safe and independent life in your own home for as long as possible.

Why Can't My Family Just Take Care Of Me?

If circumstances allow it, family are better at being family and maintaining that special relationship with you rather than suddenly assuming the role of Carer. Your Carer will help you maintain your independence and dignity and allow your family to continue their role as your family. You will never have to feel that you are calling in favours or inconveniencing anyone, as your Carer will be there for you. Our Carers are dedicated professionals who love to care, and have been specially trained to look after you.

Why Am I Being Encouraged To Have Care?

There are many people who would benefit a great deal from professional care in their own home, but who strenuously resist the efforts of those who love them to put that care in place. Furthermore, some people living in their own homes may even be at risk of personal injury without a Carer. There are many reasons why people resist care; but the most common reasons are a perceived loss of independence and an invasion of personal privacy.

If I Accept Care Will I Lose My Independence?

At Care By Us our aim is to **preserve your independence and autonomy**. We provide you with the minimum care necessary in order to keep you safe and happy in the comfort of your own home. Our Carers are unobtrusive and sensitive to your needs for independence, "space" and privacy.

How Will I Know It Is My Carer At The Door?

This is only a concern in the beginning, as soon you will know all of your Carers well. However, all of our Carers (except Live In Carers) wear the Care By Us company uniform with an embroidered Care By Us logo. The Carers also all carry photo identity cards with them on all of their care visits, so please ask to see this card if you are unsure.

What If It Is Inconvenient For Me To Get To The Door?

Very simply, a key safe can be fitted outside your home. This is a completely secure safe that can only be opened using a coded combination, which only your Care Team will know. Inside the key safe will be a key that the Carer can use to come into the house. When leaving, your Carer will then return the key to the key safe, locking it securely. Key safes work very well and are very popular with our clients. They are inexpensive and can be obtained locally and fitted easily. Please ask the Care By Us office for more details.

What If I Don't Feel Like A Call From My Carer?

The service you will receive from Care By Us is completely flexible. Although we plan our calls well in advance, you can cancel your call at any time. We do not charge for any calls cancelled, provided that you give us at least 24 hours notice.

What If I Don't Like My Carer?

At Care By Us we put a great deal of effort into matching the right Carer with our clients. We aim to get the chemistry right between you and your Carer, but if we misjudge the relationship, we will change the Carer until you are comfortable.

What If I Only Want One Carer?

In most circumstances Care By Us will put in place a small team of Carers who are felt to be best suited to you. This means that you do not become too reliant on one individual Carer who inevitably will have to take time off for holidays, family commitments or sometimes illness. You can rely on Care By Us to always provide you with a Carer, and because all our Carers are trained by us to our high standards and will be familiar with your personalised Care Plan, we can ensure that the highest levels of Care are always provided to you.

Can You Sort Out My Medication?

We will work with your local pharmacies and can arrange repeat medication to be delivered to you. Care By Us operates from dossett boxes or blister packs that must be filled by a member of the family or the pharmacist. The Carer can remind you to take your medication at the correct time and will assist you where necessary.

Who Are Your Live-In Carers?

Our Live-In staff are all dedicated and well trained professionals who have been thoroughly vetted. They are family-orientated people who are caring and compassionate. We ensure that all of our staff meet our high standards of care, and we carefully match our clients to our Carers.

What About Accommodation For The Live-In Carer?

Live-In Carers should have their own room, with reasonable access to heat and light. All rooms should have a bed and space for clothing. This room is for the Carer to rest and sleep in, and should reflect this. Live-In Carers are given full board and lodgings for the duration of their stay with you. The Carer will normally eat the food that is provided by you or the family. However, if you or they have special dietary requirements, then the Live-In Carer will be responsible for providing their own food, along with any personal items required such as soap, toothpaste and shampoo.

Are The Live-In Carers Entitled To Breaks?

Live-In Carers are normally entitled to two hours break each day which may or may not need to be covered by somebody else. Where the break needs to be covered, this is usually achieved by your family/friends taking over care for two hours of each day. Alternatively, we can provide a Carer to cover the break. Don't worry about this though, because we will discuss this issue with you and find a solution that suits everyone.

Live-in Carers are on call to you 22 hours each day. However, should the Carer experience more than two short calls a night, the break may need to be extended in order to ensure that the Live-In Carer is fresh and attentive when on duty. The Live-In Carer is not able to accumulate breaks unless by special arrangement with the client and Care By Us office.

Can The Live-In Carer Use My Telephone?

The Carer may not make personal telephone calls using your home phone. However, we would ask you to please let the Carer call the Care By Us office from the home phone if there is a weak signal for their mobile phones. (We will of course phone them straight back).

Live-In Carers would be expected to use your home phone to call the emergency services, doctors/nurses if necessary.

Will Carers Be Permitted To Smoke Or Drink In My Home?

Carers are not permitted to smoke or drink alcohol in your home.

Can The Live-In Carer Drive Me?

Carers are not permitted to drive you in their own cars unless they have the correct insurance in place and it has been agreed with the Care By Us office. If you have your own vehicle they may drive you in this, provided you have comprehensive insurance cover that covers them when driving your vehicle, and provided you have checked with the Care By Us office that the particular Carer has our permission to drive.

Who Will Provide Any Necessary Equipment And Consumables?

You are responsible for providing all materials and equipment the Carer may need to assist you, such as disinfectant and specialist equipment for your needs. We will, of course, help you to arrange/acquire any necessary equipment. Aprons and gloves will be supplied by Care By Us.

What If The Carer Gets Sick?

In the event that a Carer is taken ill whilst caring for you, we will be responsible for providing a replacement Carer.

What About Insurance?

We are fully insured. However, we recommend that you check your insurance to ensure the domestic staff section covers you for any accident, loss or damage to the Carer, or their belongings whilst in your home.

What If I Am Not Happy With The Live-In Care Service?

Should you be unhappy with the services of a Carer, please let us know as soon as possible. We require four hours to resolve the problem without loss of charges. If Care By Us is unable to resolve the problem within this period, a reduction in our fee will become applicable.

If we are slow in responding to your complaints, you can always complain to the Government Regulator, whose contact details will be provided to you in your Service User Guide when you become a client.

What If I Want To Terminate Your Care Service?

Care By Us Care contracts are typically subject to a 2 week cancellation period.

Coming Out Of Hospital



We require a minimum of 24 hours notice and an idea of the date of discharge. All it takes is a phone call to us.

A Care By Us manager will visit you in hospital and carry out a full assessment. We will work with the health professionals to put in place a personal care package which will be tailored to your requirements.

Leave it to us, we will do the rest, and if you wish, we can prepare the house, shop, and cook a meal ready for your return home.

What Our Clients Say About Us

"The visits from the Care By Us Carers are like a window that brightens up my day."

"Thank you for looking after Dad with so much care and respect."

"Please convey our heartfelt and deepest thanks and gratitude to your staff for their service. They have turned up on time, always cheerful, and never grumbling through the atrocious weather and bad driving conditions."

"I am writing to you to thank you for the excellent service you have provided my husband for many years. I will always recommend your company to anyone who requires caring."

"I really like your Care Workers; they are all very professional and very polite. You are very lucky to have them on your team. I have my favorites of course but that is only natural."

How Much Does It Cost?

Our charges are based on the time that we spend with you.

HOURLY RATES start from a fixed price per hour.

LIVE-IN rates per hour are much lower and are subject to individual quotation.

A more complete table of all our prices is available on request.



Contact Us

Our office opening hours are open from 07:00am to 10:00pm.

However, we do operate *24 hours a day, 7 days a week, 365 days per year*. You can contact us on the number below at anytime of day or night and you will always be able to talk to a person and not a machine.

Tel: 0333 700 80 80
E-Mail: enquiries@carebyus.com
Web: www.carebyus.com

Address: Millars Three
Southmill Road
Bishop's Stortford
Hertfordshire
CM23 3DH

We will be happy to come and see you, and explain our services in more detail. If you agree, we can make a no-obligation assessment, and provide you with our view of the most appropriate care arrangements to be made for you.



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