Spot the Difference

There isn't one and that's where Mears Care comes in

Homecare that isn't life changing
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LILIAN:

Lilian liked to sit in her garden in summer and watch the world go by, that is until she had a fall while hanging out the washing which robbed her of her confidence. She can’t remember much about it but a broken shoulder meant a very long stay in hospital while she recovered. After she came home Lilian was trapped inside too scared to go out unaided until her Mears care worker saw a care and repair initiative advertised and asked the local housing team for help.

Mears operatives checked out the garden area and saw that, as well as repairing and levelling some of the paving, if they installed rails by the front door and along an outside wall she could steady herself as she went out. Just a couple of rails were all that was needed to give Lilian back her confidence and her freedom.
Mears is one of the UK’s leading domiciliary care providers delivering care services at home to more than 20,000 people per week. We have over 70 branches across England, Wales, Scotland and Northern Ireland, delivering a dedicated local service in your area.

We support people of all ages and with conditions such as dementia, or a learning disability or people who just need a little bit of extra support to remain independent.

Our care services can be provided 24 hours a day, 7 days a week. You may be eligible for help to pay for the care you need from your local council or NHS or you can choose to pay privately.
Our approach

Mears supports people with their daily living helping them to live independently in their home.

Support could include a complete personal care service, the provision of aids and adaptations or help attending appointments, taking gentle exercise and staying connected with your social network, family, friends and the local community.

We focus on quality and the promotion of independence. Mears’ ethos is to work in partnership not to take over. We incorporate the essential elements of choice, competence, individuality, continuity and respect in all of our services.

Our support packages are tailored to your individual needs and can be changed and adapted even on a day to day basis. Our staff are trained to fully assess your needs and to work with you to plan your support and we will if necessary liaise with other local organisations such as transport, local leisure facilities and retailers.
Home care services

Mears understands that home care should be tailored to meet your individual needs and preferences. Once you make contact with us, we will visit you in your home and listen carefully to fully understand your requirements.

We will carry out a full assessment of need and from this, suggest an appropriate package of support for you. It’s important that we enable you to make the choices about what care you would like, when and where you would like to receive it and who should provide it - care that reflects your wishes and your lifestyle and more importantly meets your ever changing needs, day by day.

We promote independence, and therefore we believe that support should not necessarily be forever. Your Support Plan will be constantly reviewed, ensuring it continues to meet your changing needs and wants. Your plan is flexible, so changes can be made at any time.

Our care workers are very important to us, and it’s their commitment and desire to provide good quality care, that enables our service users to maximise their independence and quality of life.

Our care workers talents enable more and more people to remain living at home and we are committed to the continuous development of their skills.
Why choose Mears Care

Mears Care offers a local service completely focused around your needs.

- We are available 24 hours a day, 7 days a week, 365 days a year.

- We value individuals’ right to dignity, independence, choice and flexibility in selection of care staff and in the creation of care plan.

- We are dedicated to communicating effectively prior to the provision of care and on an ongoing basis to ensure we continue to meet your expectations.

- Our stringent recruitment process ensures we only work with dedicated care staff able to meet the differing needs of our Service Users.

- We value feedback and commit to be honest and straightforward when resolving any issues.

- Our dedicated Quality Assurance department ensures maintenance of the highest standards of care.

- In addition to maintaining our own high standards, we are formally regulated by the Care Quality Commission in England, the Care Commission in Scotland, the CSSIW in Wales, and the RQIA in Northern Ireland.
Who we provide services to

Mears Care understand that our Service Users have individual needs and we are able to provide care staff to meet both general and specialist requirements. Many different Service Users receive care from Mears care, including:

- Older People
- People with a Physical or Learning disability
- People with a terminal illness
- People with HIV/AIDS
- People with Mental Health needs
- People with Head Injuries
- People with Dementia
- Children and Families
Services we provide

Mears Care provides a variety of home care services ranging from fortnightly housework calls through to intensive 24 hour live in packages. The types of services we can provide include the following:

- Assistance with bathing and personal hygiene
- Assistance with oral care
- Assistance with getting up and going to bed
- Food preparation
- Shopping
- Housework
- Medication administration assistance
- Advice and support with transport arrangements
- Sitting services
- Assistance with correspondence

The frequency and duration of visits by a member of staff are arranged to meet your individual needs, however should what you require not appear above, we would be delighted to tailor our service for you.
Aids and Adaptations
Mears can install aids and adaptations to make living at home easier. From an initial assessment of your mobility needs, surveying the property, designing the installation and supervision of contractors, Mears are able to manage the whole process including help with grant applications where appropriate.

Adapting the home with equipment such as stairlifts and level access showers can make a substantial and highly valued improvement to your quality of life, enabling independence and the opportunity to continue living at home.

Telecare assessments
This service assesses what technology can be used to assist you to remain at home, such as a medication alarm dispenser, a falls sensor or a pendant button you can push in case of emergency giving you access to a live call centre to gain assistance.
JOHN AND RENE:
HUSBAND AND WIFE

Rene says she can’t remember not having care workers visit her every day, it’s as much part of her and John’s daily routine as the first cuppa of the day. The local Mears Care team are part of the support network of family and friends which allows them to stay together and stay at home.

A stroke left her partially disabled and in a wheelchair and John, who’s now in his 90s couldn’t manage on his own. The care team doesn’t just support Rene, in different ways they support John too. The couple have known many of their care workers for several years and John says it’s not just their care skills that are important, it’s the different personalities and they always look forward to the visits - like a ray of sunshine coming through the door. When Rene joins in Mears outings and events naturally John is always included too, enjoying the opportunity to help out.
There are many different types of care available within the market, with providers ranging from small local companies, through to larger national companies such as Mears.

The cost of care varies from provider to provider, and will depend on the care services you require, how often you need the care and when it is delivered. You may be eligible for support towards the cost of your care from your local council or the NHS.
Roy was always in front of a High Court Judge when he was younger. He was a Court Associate, managing the court proceedings so he’s never been afraid to speak out or address an audience. After a stroke left him partially paralysed Roy spent months in hospital until he was able to go home with the support of the local Mears team. Roy’s main carer is 71-year-old Stan and he and Roy’s wife Norma work together to encourage, persuade and generally cajole Roy into doing as much for himself as he can which is helping him to help himself.

Never a bystander, Roy speaks at Mears Care service user forums, providing feedback on services and helping the company to identify areas for improvement. As part of the local Dignity in Care campaign service users also speak at training sessions explaining from their point of view the specific needs of people with certain conditions. Roy has volunteered to be the expert trainer, helping old and new care workers to understand how a stroke can affect a person’s life and the care needs that result.
Personalisation
Personalisation is an initiative that allows people to choose their own care provider, and to manage the relationship directly including payment. If you are eligible for funded care you can opt to take a Direct Payment and will then be able to select your care provider. Another option is to have a Personal Budget, where you can choose the care provider but the finances are managed by the local authority.

Paying for your own care
Many people pay for their own care, and it is important that you select a care provider with the best skills and experience. Mears is one of the UK’s largest dedicated domiciliary care providers delivering high quality, affordable care to the very highest standards. Please contact your nearest branch for a confidential, no obligation care assessment.

NHS Continuing care and NHS funded nursing care
You may be eligible for NHS funded health and personal care, known as Continuing Care. If you are not eligible for Continuing Care, then you may be entitled to NHS funded Nursing Care. We can advise you on the how to apply for funding.

Making decisions for others
Choosing care and working out how best to fund it can be very complicated, and older people can sometimes find this difficult. A Lasting Power of Attorney/Continuing Power of Attorney (Scotland) allows for someone to be appointed to look after their health and welfare and/or their property and financial affairs for them. We can direct you to professional advisers who are authorised to advise you and your family about setting up a Lasting Power of Attorney.
Our Care Workers

The key to our service is the quality of our care team who have a genuine desire to make a difference to the lives of the people they support. We provide them with full training and offer career development opportunities.

We offer our staff industry leading training and development and genuine career progression. The benefit to our customers is well motivated, professional care workers who are reliable and committed to delivering a first class service.

All our care workers are thoroughly trained and vetted with enhanced CRB checks (PVG in Scotland and EDC in Northern Ireland) carried out on all staff so you can be confident that the care workers visiting you in your home are reliable and trustworthy.

Your care will be delivered by your local team of care workers rather than one individual, ensuring your needs are always met.
We ask staff to get involved in local projects that bring benefits to many people and which help create better mutual understanding between different age groups. Because most of our service users are older people a number of our community programmes are designed to support their specific needs.

As a group we are keen to promote measures that keep people living safely, healthily and comfortably in their own homes for as long as they wish to do so.

We do this with practical help such as handing out safer slippers, running care and repair weeks and providing thermometers. We also ensure our care staff are given the information they need to identify any potential dangers or hazards and we distribute information locally to the wider public.
Keep Warm, Keep Well

Older people are often those with the least money and in the present economic climate worry about the cost of heating their homes, and may cut back on heating.

Mears has purchased and distributed 14,000 wall thermometers free of charge and branches have been sent copies of the government leaflet ‘Keep Warm Keep Well’. Care workers are asked to monitor the thermometers when they visit to ensure the temperature is within the designated safe range and to raise the alarm with family, social services or their Manager if the room is constantly too cold.
FAQs

What happens if your care worker cannot gain entry to my home?
If there is no reply when the care worker calls, we have a strict "No Reply" policy and procedure which every care worker has to follow before they can leave the house.

They are required to check around the outside of your home, to make sure you are not in the garden, look through your windows and call through the letterbox in case you have fallen. If we continue to be concerned, we will contact your neighbours or next of kin and finally we may have to call the police for assistance.

Some service users have key safes fitted for emergency use only or if they are unable to get to the door very easily. This is a little box which is fitted to the outside of your home, normally with a keypad on the front which the care worker opens with a code. They can take out the key which is stored inside and return it when the visit is finished.

Do your care workers cook?
We can provide assistance with meal preparation for breakfast, lunch or your evening meal.

We encourage you to have a healthy well balanced diet, and therefore our care workers will prepare food of your choice, providing they have enough time to cook it.

We also do batch cooking if you have a freezer, to enable you to freeze portions of home cooked food rather than buying frozen ready meals.
FAQ’S

Do you provide care through the night?
We have a range of flexible options. If support is needed once or twice in the night to use the bathroom for instance, we can provide a sleeper service, where the care worker goes to sleep (you will need somewhere for them to sleep).

We also have a night sitting service where the care worker remains awake through the night and is able to support your every need.

Do you care for pets?
Yes – this can be included in your support plan.

What if I need help outside of my planned visit?
If your care is contracted via Social Services, we may need to telephone your Social Worker to obtain permission to put extra care in place, otherwise, we can adjust your planned visits to meet your immediate need.

Can my care worker assist me with taking my medication?
Yes. You may simply need a reminder to take your tablets or medicine, or perhaps need more help than this – we can work with you to create a support plan that incorporates this.
To find out more about how Mears can help support you or your family please contact your local branch

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Or visit our website to read more and find your local branch www.mearshomecare.co.uk