

Professional, Affordable, Care and Support

Day to Day Care Ltd provides professional, affordable care and support in your own home. Our services are tailored to your specific needs and offer a viable alternative to residential care. Whether you are looking for specialist care, support for your regular carer or just occasional assistance to help you with your shopping, housework or other day-to-day tasks, our services are flexible enough for you to use only when you need them.

We have been providing professional, affordable, high-quality care and support to people in their own homes and their carers since 2003. We are extremely proud of our standing in our local community and pride ourselves in offering the best homecare services in Bromley, based on exemplary care with a personal touch. In July 2015 we were extremely proud to be named as homecare.co.uk's 3rd most recommended homecare service provider in London. This award is extremely important to us because it is based on feedback from past and present clients.

Our flexible, tailor-made homecare is designed to give clients real choices and help them remain in control of their lives.

Our hand-picked care workers are the key to our success. That's why we invest heavily in ongoing specialist training to ensure they can continually develop, thrive and achieve their full potential.

We pledge to provide valued services to all of our clients, each and every time they need us. That's why we offer a no quibble guarantee that if you don't value our services, as long as you advise us within twenty four hours, we will not charge you for them.

Along with this introduction we have included some information which may be of interest to you but there is more information available on our website www.daytodaycare.co.uk. If you would like to discuss in more detail how we might be able to assist you or your loved one we are always available to talk to on 01689 897774.

We look forward to being of assistance to you.

Mandy Hayler
Care Manager

Our pricing structure is clear and simple. The price shown is the price you pay and there are no hidden extras. There is no VAT to pay.

Prices effective from 30th January 2023

Regular Care	15 Minutes	30 Minutes	45 Minutes	60 Minutes*
Weekdays 7am to 7pm	£12.82	£16.68	£20.52	£24.37
Weekdays 7pm to 10pm	£16.03	£20.84	£25.64	£30.46
Weekends 7am to 7pm	£17.04	£22.17	£27.29	£32.42
Weekends 7pm to 10pm	£19.23	£25.00	£30.78	£36.56

*Visits of longer than 60 Minutes are charged on a pro-rata basis at the 60 Minute rate.

We are happy to offer a shopping service at the above rates plus an additional charge of £2 to cover mileage

		Night Care	Night Sleeper
Weekdays 10pm to 7am	Per Night	£301.57	£211.11
Weekends 10pm to 7am	Per Night	£362.01	£253.41

The Night Sleeper rate applies when the Care Worker is provided with a bed and is given the opportunity to sleep. If the Night Sleeper is required on more than three occasions during the course of a night the Night Care rate will apply.

Public & Bank Holidays will be charged at double the above rates.

Our Carers use mobile technology to log all care activities. This enables clients and their loved ones to monitor the care delivery service remotely by using the Care Planning app.




Call us on 01689 897774

www.daytodaycare.co.uk



First Floor Offices, 350 High Street, Orpington, Kent. BR6 0NQ



Person Centred Planning

A person centred approach to home care ensures that your personal needs, wishes and aspirations are at the heart of your care planning.

We take the time to understand you as an individual, how you would like us to help you and how we can work together to achieve your goals.

Person centred planning is a process of continual listening, and learning; focusing on what is important to you now, and in the future. We also ensure to include people in your life who are important to you, like family and friends.

How we apply our person centred approach

A Day to Day Care care plan is created by listening to you and understanding what is important to you. We listen not just with our ears but also with our heart.

Finding out about you, and how you want to live your life is important for us to be able to support you in the right way and with the right care worker.

We spend time regularly talking with our customers, reviewing goals and outcomes and can change care planning as and when required. This approach ensures that we are always helping in a way that best reflects your needs and wishes.

The five key features of person centred planning

We are committed to delivering the five key features of Person Centred Planning, which are:

✓ The customer is always at the centre of the whole process; their rights and ability to make informed choices being integral to this.

- ✓ Family members and friends are full partners; their contribution and value is recognised and invited.
- ✓ Services are delivered in the context of the life each customer chooses, both now and in their future; recognising the valuable contribution each person can make to their chosen community.
- ✓ There is a shared commitment to recognising and acting upon each person's rights.
- ✓ The process is organic; it will grow and change according to the needs and aspirations of each person and the rate of change and growth will be determined by them.

How we help

We support people at home with a wide range of health conditions, long or short term, and help with whatever support needs you require, including:

- ✓ Personal care; washing, dressing, personal appearance
- ✓ Practical help; cleaning, tidying, laundry, ironing, shopping
- ✓ Preparing and cooking meals
- ✓ Managing medications and collecting prescriptions
- ✓ Accompanying to medical appointments
- ✓ Assistance in keeping up your hobbies and interests
- ✓ Help with getting out and about in the community
- ✓ Visiting family and friends
- ✓ Attending events, special occasions, short breaks and holidays

To find out more about how we help, please contact us for a chat or to arrange your free home care assessment

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Respite Care Services

Take a break and recharge your batteries with our Respite Care service. Our Care Workers can provide you with that little extra support you need to allow you to manage your own well being.

Our Respite Care service allows you to take that much needed break or holiday, while your loved one is being cared for in the comfort of their own home.

Taking care of yourself so you can take care of your loved one

As a carer it's important that you also take care of your own well-being, so that you can continue to look after your relative properly. Caring for a loved one, especially if you're their sole caregiver, can be both physically and mentally draining if you don't receive any additional support.

Our Respite Care Workers

Many of our Care Workers have been in the same position as you, caring for a loved one. They do understand that it can be difficult to hand over control to them and will make it as easy as possible for you.

You can be reassured that our Care Workers are reliable and compassionate people with the desire to help make a difference.

A flexible Respite care solution

The assistance we offer is tailored to meet your individual requirements, and ranges from one-off or regular visits to Live in Care.

We can help with everyday tasks such as washing, cooking and cleaning as well as accompanying your loved one on social outings and appointments.

Our Respite care can help when:

- ✓ You want to take a holiday
- ✓ You're unwell and need to rest and recover
- ✓ You want to meet with friends and socialise
- ✓ You just need some time to yourself

Go for a cuppa or have a holiday

Whether you want to go for a quick cuppa with friends, or a relaxing weekend away, our Respite Care can provide the help and support your relative needs, while also allowing you the freedom to take a well-deserved break.



Our Respite Care provides the extra support, allowing you to take the time you need to recharge your batteries, maintain your own health and preserve a quality relationship with your loved one.

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Dementia Care

Dementia affects 1 in 3 of us across the UK and with over 800,000 people with some form of dementia; almost all of us know somebody who suffers with it.

Our personalised dementia care service will support you and your family, whether that's by providing support for your loved one, or helping you to take a break when you need it.

Supporting the whole family

Living with dementia is difficult, both for the person and their family. Symptoms and emotions change frequently, it can be hard to know how to handle the situation. This can be challenging and emotionally draining for the family.

Our aim is to supply the best quality dementia care for your loved one, and emotional support to you and your family throughout this time.

Personalised and adapting support

The service we provide is personalised as support needs are different for each person. Working with you, your family and your loved one, we'll ensure that the care plan is created to help you all get the best out of life.

As dementia progresses, support needs change. We regularly review progress and changes, adapting the care plan so that the right amount of support is always being provided.

Our dementia trained care and support staff

Our care workers are specifically selected due to their compassionate, friendly, upbeat attitudes.

Most of our carers have several years of experience or have cared for their own family members.

We train staff specifically on caring for people with dementia and provide them with on-going support and supervision so they always feel confident and knowledgeable in their field.

How we help

We help in a number of ways, from practical help to personal care. We also help with dementia specific support to both the person with dementia and their family or main carer, like:

- ✓ Assisting to make a memory box or life story
- ✓ Building daily routines
- ✓ Encouragement to perform daily activities
- ✓ Supporting with skills on how to aid memory
- ✓ Having a specific place for items to be, to avoid confusion
- ✓ Involving with daily routines to provide a feeling of importance and well being
- ✓ Keeping up with interests and hobbies

The services we can offer;

- ✓ Washing, bathing, hygiene and personal appearance
- ✓ Ensuring medication is taken at the right times and in the right doses
- ✓ Preparing and cooking nutritious meals
- ✓ Cleaning and tidying the home
- ✓ Emotional support
- ✓ Respite care for the family
- ✓ Light gardening
- ✓ Shopping
- ✓ Going out into the community, on holidays or short breaks
- ✓ Medical appointments
- ✓ Visiting family and friends

Our home support preserves dignity and enables choice and independence, keeping your loved ones happy and well.

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Home from Hospital Support

Our home from hospital service provides you with the support you need to recover, continuing with a lower level of care than what was needed in a hospital setting.

Returning home from hospital following a stay because of an operation, illness or injury can be daunting. Support at home can help you to recover and transition back to your independence.

Staged Recovery

We believe that a staged recovery process is key to your wellbeing and health.

Rather than struggle when you arrive home from hospital, taking the option of home support, either to regain your independence and confidence, or to have assistance when you are recovering from an injury or illness will make all the difference to how you recover.

Getting back into familiar surroundings

The option to have help at home means that you stay in familiar surroundings with your loved ones, friends, pets and all of your memories. This can assist with keeping you motivated and determined, rather than being on your own in a hospital or rehabilitation centre.

Our dedicated staff

Our staff are upbeat, compassionate people who provide companionship, support and assistance to aid your recovery. They are highly trained so are knowledgeable in all aspects of care and support.

Our aim is to keep you as independent as possible. This means we will do as much as we can "with" you rather than "for" you.

As with the nature of recovery, our support will change as you change. We will review your recovery at regular intervals, updating your personal care plan to reflect this.

How we help

- ✓ Personal care like washing and dressing or going to the toilet and emptying commodes
- ✓ Helping to keep your house clean and tidy
- ✓ Feeding and walking your pets
- ✓ Assisting with daily exercises
- ✓ A friendly face, friendship and companionship

Our care staff are trained in food hygiene and nutrition so they can prepare and cook nutritious meals until you are ready to do more for yourself.

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Frequently Asked Questions

We understand that making the right decision about your care and support is important, and this is where we can help.

We have been providing support to people in their own homes since 2003. During that time we've answered many questions from people enquiring about their options. Here are just a few of those questions, which we hope will help you to make the right choice.

Why choose home care services?

There are a number of options you may wish to consider. For example, there are many excellent care and residential homes throughout Bromley that provide all the necessary support you may need. Most of us would prefer to stay in our own homes enjoying the comfort and independence this gives us. Home care can help you achieve this.

What services do you provide?

Our service is personalised to your specific needs giving you the freedom to live your life the way you want. We help with shopping or light domestic support, through to personal and complex care services for long term conditions, such as dementia.

We also provide respite care for those looking after a loved one, home from hospital support, night support and twenty four hour live in care.

Who pays for the service?

You may be entitled to Local Authority funding depending on your circumstances, you can also pay for your care and support privately. You may need to do both; receive local authority support and "top up" the support you receive by paying for extra things your Local Authority doesn't provide. Your family could also spread the cost amongst themselves.

Local Authority funding may be provided as a direct payment, individual budget or self directed support which gives more

choice and freedom over the type and level of support you want.

If you are over 65, you can claim Attendance Allowance which is non-means tested and can be used to pay for home care.

Day to Day Care can offer guidance about your funding options as well as information about the Local Authority.

Is your team qualified and trained?

Yes, we believe that well trained and fully qualified, confident staff make a real difference to the service we provide. Our staff receive an induction and ongoing training, meeting all regulatory requirements. Our staff must also have one other vital ingredient - the compassion and desire to do the best they can for you.

How will you know what care I need?

We'll start by arranging a time to visit you and include others you may want to be involved in the decision making. We will then find out about the things you would like to do, and from there we will create a personal support plan. Once you are happy, we will then be in a position to start your service as soon as you are ready.

What if I am not ready to decide whether home care is right for me? Can I think about it?

Yes. We want to ensure that you are completely happy and comfortable. We encourage you to think about your options before proceeding. We will be ready to help but only when the time is right for you.

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