

Home Instead Senior Care – Stockport

COVID-19 Stakeholder Update – 6th April 2020

Hello All, I hope you, your families, your staff and the people you are working with are keeping well and staying safe.

This is the first of a weekly communication to update all stakeholders about our position to deliver high quality home care and detail the support we can provide during the Coronavirus Pandemic.

At this time, we are “Business as Usual”

Office Hours: We have moved to 7 day working to better support Clients & CAREGivers and also to spread out and social distance our Staff Team across the week. This is supplemented by home working by a number of staff.

Office Opening: Monday to Sunday 8.30am to 4.30pm

On-call support line: 4.30pm to 8.30am – Mon to Sun

Capacity: We currently have capacity across all areas & times. We have recruited and trained 5 new CAREGivers in March and are training a further 4 this week. This will increase our capacity by approx. 195 hours per week.

Recruitment: Recruitment and training of CAREGivers is on-going during April.

PPE: We have sufficient PPE to cover our requirements at present. We have orders placed and are awaiting supplies from a variety of sources to meet our on-going requirements. PPE is still in short supply in the network.

COVID-19: We have successfully supported discharge from Wythenshawe Hospital a Client who went into hospital with a diagnosis of COVID-19. The Client, who is 92 years old, has fully recovered at home with our CAREGivers supporting with 4 calls per day.

Care offer: We are currently taking on a variety of packages at present, from Companionship & wellbeing, hospital discharge and illness recovery through to End of Life. We are also providing support for loved ones where family have had to isolate.

We are working with a well known local Supermarket to provide shopping to regular Clients as well as people in isolation to ensure people receive the essentials without the trauma of queuing. We are also providing a range of well being and support services. The lists are gathered by Staff, picked overnight and we deliver free of charge.

Areas: Bramhall, Woodford, Hazel Grove, Offerton, Stockport Centre, Cheadle, Cheadle Hulme, Great Moor, Stepping Hill, Victoria, Edgeley, Adswold, Cheadle Heath, The 4 Heaton and Reddish.

If you have any questions about our service, please call the Office on 0161 480 0646.

David Moore