



Home Instead Senior Care – Stockport

COVID-19 Stakeholder Update – 17th 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 second communication to update all stakeholders about our position to deliver high quality home care and provide support during the Coronavirus Pandemic.

At this time, we continue to be “Business as Usual”

Office Hours: We continue to work across 7 days. We have two Teams working across the 7 days to continual support to our Clients, their Families and our CAREGivers.

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 6 new CAREGivers so far in April and are training a further 2 next week. This will increase our capacity by approx. 130 hours per week.

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

PPE: 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 but we are being support by Stockport Council.

Workforce: At this time we have 96% of our workforce working. We continue to keep the health and safety of our Clients, CAREGivers and Staff as our top priority.

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

We continue to work 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, Adswood, 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

Managing Director