

## Home Instead Senior Care – Stockport & Tameside

### COVID-19 Stakeholder Update – 18<sup>th</sup> May 2020

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

As lockdown and isolation continue for our vulnerable and shielded Clients, we write to update all stakeholders about our current position to support people isolating in their own homes care and manage depression and loneliness during the Coronavirus Pandemic.

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 provide 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 still have capacity to take on new packages across all areas & times. We have recruited and are training 2 new CAREGivers this week and are training a further 2 the week after. This will increase our capacity by approx. 70 hours per week.

**Recruitment:** Recruitment and training of CAREGivers is on-going during May & June.

**PPE:** We are working with a network of suppliers including the 7 nominated Public Health England suppliers to ensure we have more than sufficient supplies of PPE to work in a safe and effective way and meet or exceed the current guidelines. All our CAREGivers are fully competent and compliant with current Infection Control techniques and trained in the correct application and use of PPE and also the safe disposal of PPE following completion of a call.

**Workforce:** At this time we have 99% 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 new support for loved ones where family are now going back to work.

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 Heatons and Reddish, Droylsden, Denton, Dukinfield, Audenshaw and Ashton under Lyne.

If you are unsure of the postcodes we work within, please call the office.

### Lockdown, Isolation and Shielding.

Whilst many family members are now preparing to return to work, a lot of elderly relatives are still in lockdown, self-isolating or shielding. We are providing a range of well-being, social inclusion and support services, all **observing social-distancing**, to ensure these people stay safe, remain healthy and have contact with the outside world!

As lockdown continues many vulnerable people are starting to experience depression, loneliness, low mood and decline in confidence. Lack of exercise and social isolation can take a big toll and Home Instead specialise in supporting people to conquer loneliness, improve mood and wellbeing and recover health and happiness.

Our care plan will be written to look towards coming out of lockdown and isolation and build the confidence needed to "venture" back out. Whilst the Government suggest this may be some time! It is important not to lose that time and support Clients to be ready.

### Alternative to Residential

We have been asked by a number of enquiring families about support to keep elderly relatives at home. Whilst typically residential or assisted living presented their best option, people have asked about how we can ensure safety and support for people who want to stay in their own homes.

To that end we have put together a package of care that we call: our Alternative to Residential. This is a support package of over 90 hours per week and priced competitively against Residential, Assisted Living and Live-in Care, but offers families the opportunity for their loved one to stay in the comfort of their own home.

This support can be started immediately and more importantly offers complete flexibility, just like a standard package of home care. The service can be increased or decreased subject to the needs of the Client at a moments notice. It also allows the family to provide additional support when our CAREGivers are not there.

### Live-in Care

We are thrilled to now be able to offer Live-in Care to support people wanting to stay in their own homes during these challenging times. We are working with a partner to provide high quality Live-in Carers, who are fully trained through the Home Instead Training Program. If you want to know more about this service please contact the office.

If you have any questions about any of our services and support, please call the Office on **0161 480 0646**.

Please ***Stay Safe,***

*David Moore*

Managing Director

Our CAREGivers go to work so you can

**#StayHomeInstead**

