

Home Instead Senior Care – Stockport & Tameside

COVID-19 Stakeholder Update – 30th April 2020

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

Now we are heading into week 8 of isolation, this is our third communication to update all stakeholders about our current position to deliver high quality home care and provide support during the Coronavirus Pandemic.

Once again, 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 next week and are training a further 2 the week after. This will increase our capacity by approx. 90 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 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, Adswold, 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.

Many of our Clients are 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.

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

Please *Stay Safe, Stay Home...Instead*

David Moore

Managing Director