



Home Instead Senior Care – Stockport & Tameside

COVID-19 Stakeholder Update – 1st June 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 starts to ease for most people, restrictions and isolation continue for our vulnerable and shielded Clients. We write to update all stakeholders about our current position to support people in their own homes **beyond COVID-19 and through recovery.**

We continue to be “**Business as Usual**”. We remain incredibly **Resilient & Committed**.

Office Hours: We continue to work across 7 days: 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 continue to recruit CAREGivers and are expanding our capacity further during June.

PPE: We have no issues with supply of PPE. 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. We continue to be well supported by Adult Social Care with specialist training and PPE.

COVID-19 Cases: We continue to put the Health and Safety of our Clients, CAREGivers & Staff as our number One priority. We currently have a full workforce and continue to fully support them to meet the Government guidelines and maintain Social Distancing.

At this time, we are supporting two Clients who were discharged from Hospital with a diagnosis of COVID-19, who are now making a full recovery back to health.

We are working closely with a number of shielded and vulnerable Clients who receive support from just one CAREGiver, covering ALL their calls across the week.

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 visiting shops. The lists are gathered by Staff, picked overnight and we deliver free of charge. We are also providing a range of well-being and support services.

Areas: Bramhall, Woodford, Hazel Grove, Offerton, Stockport Centre, Cheadle, Cheadle Hulme, Great Moor, Stepping Hill, Victoria, Edgeley, Adswood, Cheadle Heath, The 4 Heaton’s and Reddish, Droylsden, Denton, Dukinfield, Audenshaw and Ashton-under-Lyne.

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

Beyond COVID-19 and through Recovery.

As lockdown eases, the thought of venturing outside the home can be a very daunting prospect for many people who have low mood or lost confidence, have developed poor mobility through lack of exercise or have found their health has generally suffered.

Whilst many family members are now preparing to return to work, a lot of elderly relatives still remain in lockdown, self-isolating or shielded. Without that Family support, life may become much tougher for these people, who may already be suffering loss of confidence, poor mobility, depression and loneliness. To help these people get back to their best, we are offering a range of support designed to:

- Conquer low mood and depression through Companionship at a Sociable Distance.
- Encourage Exercise and Healthy Eating – Get people moving again!
- Help people understand how they can access the Community **in a safe way**.
- Support people to “venture out” and get back to doing all those pastimes and hobbies they thoroughly enjoyed before coronavirus, whilst maintaining safety.

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

