

Home Instead Senior Care – Stockport & Tameside

COVID-19 Stakeholder Update – 15th 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 restrictions ease further and high streets are starting to open back up, We write to update all stakeholders about our latest position to support people in their own homes and out in the community, **beyond COVID-19 and through recovery.**

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

Office Hours and On-call support line: We are now amending our Office opening to 6 days per week, Monday to Saturday from next weekend, however there are no changes to our “out of hours” support.

Capacity: We have again increased capacity to take on new packages across all areas & times. We continue to recruit CAREGivers and have expanding our capacity by 7 new CAREGivers during June. We continue to recruit and are looking for Office Staff as well.

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.

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

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: There has been a noticeable increase in enquiries for our support and families go back to work and people come out of Shielding. We are 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.

Areas: Bramhall, Woodford, Hazel Grove, Offerton, Stockport Centre, Cheadle, Cheadle Hulme, Great Moor, Stepping Hill, Victoria, Edgeley, Adswold, 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 Support, Recovery & Independence.

Home Instead are excited to offer a range of “High Tech – High Touch” support services to help people get back to their normal way of life.

We hear the quote: *“Mum isn’t ready to accept help, but we are worried about her!”* numerous times. To overcome this scenario, we are able to offer both the ‘Tech’ and the ‘Touch’ to support people who are nervous about letting CAREGivers back into

their home. Using a combination of social distancing, infection control, correct PPE and technology, we can support people to build their confidence as well as provide support and monitoring whilst we are not there. This service provides that essential “peace of mind” for families whilst also allowing Clients to maintain independence whilst accepting some support to get back out and about.

As the community opens up again, 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. A lot of elderly people still remain in lockdown, self-isolating or shielded. Without essential 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.

For more information about our “High Tech – High Touch” support service, please contact the office and speak to one of our Client Care Team.

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

