

 *Amber Home Carers*  
consistency and passion for caring



## Quality care for your loved ones

If the time has come when you or your loved one needs a little extra care, we are here to help. Amber Home Carers is an independent, community-based provider of health and social care covering the Barnes and west London area. With our dedicated and experienced team, you or your loved one can rely on having complete peace of mind at home or wherever you are.

At Amber Home Carers, we know that good care is not just about doing a job – it comes from the heart. We instil this value into everything we do. It means caring for people, and at the same time enriching their lives.



Amber Home Carers

Tel: 020 8563 8209

E-Mail: [info@amberhomecarers.com](mailto:info@amberhomecarers.com)

## Care quality commission regulated

Amber Home Carers is a Care Quality Commission (CQC) registered home care provider. Our fully trained and qualified staff are all CRB checked.

## Our staff are fully trained

All carers are fully trained in basic courses such as Manual handling, Basic life support, Food Hygiene, Domestic services, Cultural competence and many more. Specialist courses are provided mainly in dementia, learning needs and other common physical illnesses. We cover Parkinson diseases, terminal illnesses, End of life care and many more.



## The people we help

We've developed Amber Home Carers to fit the individual needs of people of all ages and backgrounds. We do not differentiate according to religion or ethnicity, and believe in providing our service to everyone who needs it.

### THE PEOPLE WE HELP INCLUDE:

- Those with physical disability needs (eg paraplegia, motor neurone disease)
- People with Parkinson's disease, dementia, Alzheimer's disease, motor neurone disease, or other needs for palliative care
- People with behavioural and communication needs
- People with a terminal illness
- People with substance use and misuse needs
- People with HIV-related illnesses
- People with mental health related illnesses
- Young people with behavioural needs, mental health needs, and social or eating disorders
- adults awaiting hospital care
- adults coming out of hospital
- people of all ages, including the young and the elderly, who need companionship.

## Personalised care packages

We'll work closely with you to put together a package of care that is personalised to your individual needs, whether you need help for one hour a day, 24 hours a day or anything in between. We'll match you with the most appropriate care giver, who will be supervised by a qualified nurse. We'll also provide emergency cover for a permanent carer if necessary. Our diary of activities helps us keep track of tasks completed during care hours. We also operate a 24-hour call-out system, so if you need care last-minute we'll be able to meet your needs.



## Our Services

We offer 4 main areas of care:

### PERSONAL CARE

We can help with the important day-to-day things to make your life both easier and richer, such as:

- Bathing assistance
- Cooking simple meals of your choice
- Toileting
- Bed preparation
- Dressing and light domestic work.

In addition, we can arrange gardening and cleaning help for you through reputable providers who we work with closely.

### BEFRIENDING

We provide a befriending service, helping you to connect with the people around you and to gain ultimate enjoyment from life. We:

- Enable you to get out and about for social events
- Escort you to hospital appointments.

### MEDICAL CARE

We can care for you in a number of medical situations, for example following an operation or even accompanying you when you go on holiday. We can provide:

- Post-operative care
- Convalescent care
- Respite care
- Holiday care
- Care for couples
- Care for the terminally ill.



### LIVE-IN CARE

Live-in care is an increasingly popular care option, and will suit you if you need to be looked after at all times. We can benefit your life in many ways, for example by:

- Providing care in a familiar environment, affording you complete peace of mind
- Allowing you to continue living in your own home, surrounded by your most treasured possessions
- Enabling you to continue enjoying your independence doing the things you've always done, for example keeping a pet and staying in touch with others in the community
- Easing contact with your loved ones, who won't feel restricted by visiting times.

## Assessments

We use assessments to work out the appropriate care package for each person we care for. This will either be carried out by Amber Home Carers or by the local authority.

## The Assessment Process

1. We may need to ask you quite a few questions and, if necessary, ask for extra information from your carer, doctor or any other specialist who knows about your health and needs. A specially trained member of staff will carry out the assessment and all information will be treated confidentially. Our aim is to make sure we understand your needs and expectations of us. That way, we can assist you in the best possible way.
2. If you decide to choose us to provide you with care, we'll need to carry out a risk assessment. If it seems appropriate we may discuss some of the best ways we can work together to provide you with a service with minimal risk.
3. The information you've given us will enable us to identify your needs and, with your help, prepare a plan for the care we expect to deliver. With you, we'll agree which services your carer will provide. We'll also draw up a diary of events for the period during which you'll receive care.

We'll include details in your care plan such as emergency numbers, entry to property, medical history for our care worker visits, and the tasks to be performed. The care plan will also state our agreed objectives for providing the service and how we plan to achieve those objectives.

## How to Pay for Home care

### HOME CARE FUNDING

Funding for home care is mainly through:

- Social services
- Private funding
- Charity or other sources

### DIRECT PAYMENTS

If you've been assessed as needing community care services you may be able to receive direct payments in cash in place of these services.

Direct payments are means tested. This means some people won't be eligible for them, and in some cases will have to contribute to the cost of their care themselves.

The payments are intended to give customers greater choice in their care. Direct payments must be enough to allow the customer to buy services that meet their needs, and must be spent on services the client needs.

### PERSONALISED BUDGETS

Following assessment, you may be considered eligible for a personal budget. A personal budget is an allocation of social care funding from the local authority. If you're considered eligible for a personal budget it should be enough to meet your assessed needs.

### HOW TO PAY

You can pay for home care in a number of ways:

- You can pay yourself using your direct payment.
- Payments can be made through personal arrangement.
- A representative can pay for you, for example from a charitable organisation.
- Adult Social Services from your local authority can pay on your behalf.



## The Team

You can rely on Amber Home Carers staff to arrive at the correct time and stay for the time allocated. All our carers are carefully monitored.

Our office staff are available to take your calls 24 hours a day and to answer any queries you may have. Please call us with any questions – nothing is too big or small. In addition, you'll be allocated an area supervisor who'll ensure your care package runs smoothly.

## Jacqueline Esin, director

Jacque Esin is a registered nurse with 16 years of experience in NHS settings and private settings. Jacque has a Diploma in Mental Health Nursing, BSC in Substance Use and Misuse and currently studying health and social care management. After working in the community and going through personal experiences with Carers. The approach to care in your home used by Amber Home Carers is personal and is further strengthened by dedication of both the carers and the organisation.

## Contact us

If the time has come when you or your loved one need an extra hand to remain in the comfort of home, Amber Home Carers will provide a service that is tailor made for you.

If you'd like to find out how Amber Home Carers could help you or your loved one, or you'd just like to ask a couple of questions, please contact us. We'd love to hear from you.

Please call or email us for pricing for individual care packages.

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