



WHEN YOUR LOVED ONES NEED CARE,
THERE'S NO PLACE LIKE HOME

TEL: 0121 421 3733 - **WEB:** WWW.CAREWISH.CO.UK



CARE **W**E PROMOTE **I**NDEPENDENCE BY **S**UPPORTING YOU AT **H**OME

The family choice for more than 10 years' and where special is our standard.

Care Wish provides the highest quality of care and support for people in their own homes.

As a family business, our values of integrity, honesty and accountability are reflected throughout in all that we do. We are committed to helping people live longer in their own homes and therefore the skills of our workforce offer much more than just the ordinary care provider.

The majority of the people that we provide for are private clients who will not accept today's ordinary providers. They want and expect something special and at Care Wish, special is our standard.

We understand that everyone deserves special care but many are concerned that to get the very

best is expensive – well it's not. Our prices are a match for most in the West Midlands but in the Care Wish family, quality comes first.

The Care Wish promise:

Care Wish promises to treat all those it provides for with integrity, honesty, dignity and respect. Our staff will be competent, trained and professional throughout and will do everything they can to help people maintain their independence and their ability to make good choices about their own lives and the lives of those around them.

The wellbeing, both physical and emotional, of those we provide for will always be our first thought. We will listen and not tell, we will always try to achieve the outcomes people want and to avoid any unnecessary barriers

We promise to match the price of anyone who can offer the same service as Care Wish provide.

"MY MOTHER WAS
VERY HAPPY WITH ALL
THE GIRLS WHO CAME
INTO HER HOUSE OF A
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GET DRESSED AND DO
HER BREAKFAST. THEY
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AND DID EXACTLY WHAT
WAS ASKED OF THEM"
... JUNE P

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TIME TO CARE...

If I want care at home what happens now.

Health experts throughout the world agree that people do better when they are at home. Hospitals have documented evidence that early discharge from hospital back into the home environment aids and speeds recovery.

Care Wish specialises in providing care and support at home and whether you are looking for some help for yourself, or for a loved one, Care Wish is your first choice.

Choosing to have care is a big decision, but the first choice has already been made and that is that you will have a better quality of life in your own home than in some institutional setting.

Care Wish understands fully that the decision to invite a stranger into your home is a difficult one so we have made it easier for you.

Step 1. We will ask you some questions about what you and your family will want to achieve. This is not always as easy as it seems but through our years of experience we will be able to set out a plan that is about you and what you want and not about what we do.

Step 2. A senior carer will meet with you, refine the plan, and have a look at the home. We may make some practical recommendations based on our knowledge and experience. We will explain what paperwork and technology will be used. We are meticulous in ensuring that you can audit/check what we do.

Step 3. We will select a carer that we think will suit you.

Step 4. We will introduce the carer and on the initial visit they will be accompanied by the same senior who first visited you so that proper introductions can be made.





"The manner in which the carers worked with/for A.J. was often above and beyond their remit but they cared and it showed"
... Gail B.

QUALITY THAT IS ASSURED

Quality is delivered through the people we employ, the quality training they receive and the robust systems we employ.

Carers hold much of the key to a quality service and so our recruitment standards are of the highest quality where all applicants are thoroughly screened, multiple references obtained and police records checked to the enhanced level.

The Care Wish training programme is a quality standard ensuring all care staff undergo the nationally recognised induction process. They are individually trained in all areas of care and are required to gain the level 2 diploma in care as a minimum.

Our systems keep you safe with all staff having to log in and out of your home by free telephone ensuring you receive the allocated time on every visit. This system will alert the manager if your

personal carer is delayed and in this way you can always be confident that you, or your loved one, are never left without their call.

All this is underpinned by our Quick Plan computerised monitoring and allocation system that makes sure you get the right carer at the right time, each and every time.

We carry out spot checks to ensure that the service delivered is as agreed and regular field observations to ensure staff are performing to the highest of standards.

We understand that remaining safe and supported in your own home is one of your care wishes and with Care Wish it is another wish come true.

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ABOUT OUR SERVICES...

We are local and are able to provide services to your home.

Services we offer:

- Personal Care - washing and dressing
- Bathing/ Shower calls
- Domestic duties - cleaning and laundry
- Shopping - we can take you shopping if you prefer
- GP's, appointments, dentists, hairdressers etc - we can provide a transport service for you
- Cooking - preparing meals whether it is a full cooked meal or just a light meal, supper or snack Accessing local community events
- Support to access education and vocational training
- Sitting service - we can sit with your loved ones while you take a much needed break
- Assist with medication – prompt or remind service
- Regular visits to your home, daily, weekly, monthly or hours to suit your needs.

NEW SERVICES NOW AVAILABLE:

- **Live in Care** - teams of two dedicated carers to provide care and support whilst living in the comfort of your own home
- **Supported Living** - clients live in their own home and make their own choices (wherever possible) about how they wish to live their life



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CARE WISH SUPPORTED LIVING

**For most, this
will be their first
ever step to a
more independent
lifestyle.**

Some will come from home, where care was provided by mum and dad, and others from the care system, but for all it will allow them to find the highest level of semi-independent living and in a community of their choice.



Supported living by Care Wish bridges the gap between residential care and home care services. Based on the values stated in the government's white paper, **"Our Health our Care our Say"**

this is an outcome-based service for vulnerable people that focuses on the development of their independence, choice and control over the things that are important in their lives.

In a Care Wish Supported Living house you will be a tenant in your own right with all of the legal and social normality that a tenancy brings. You have the rights and entitlements from the state that mean you are recognised as independent person, no matter what your vulnerability or disability is.

Care Wish work with vulnerable adults helping them with such practical tasks as:

- Personal Hygiene
- Laundry
- Menu planning
- Budgeting
- Shopping
- Food preparation
- Cooking
- Washing-up and house-hold tasks



We equally understand that outcomes cover a range of social and emotional needs and so support people with:

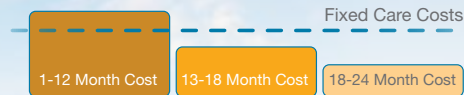
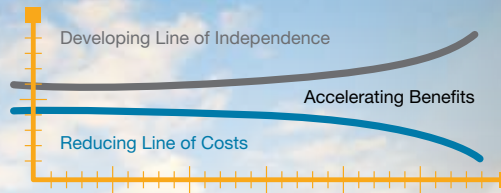
- Developing Social contacts
- Vocational access and work
- Educational development
- Managing relationships with families and friends

Care Wish recognise that in this day and age every service has to be able to offer best value and we do this through a clear value in service proposition.

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The Value of Developing Independence Model

Care Wish see the service provided as an investment in people where, through planning, individual agreements and the development of personal strategies, costs will decrease in direct relationship to the developing levels of independence.



Care Wish are committed to the delivery of a supported living service that fully accepts the set of principles that are defined in the Reach Standards:

- I choose who I live with
- I choose where I live
- I have my own home
- I choose how I am supported
- I choose who supports me
- I get good care and support
- I choose my friends and relationships
- I choose how to be healthy and safe
- I choose how to take part in my community
- I have the same rights and responsibilities as other citizens
- I get help to make changes in my life



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OVERCOMING SOME OF THE BARRIERS TO CARE

It is difficult for people who have lived all of their lives independent of the care system to readily accept that they need care.

All too often it is the critical incident, a fall, an accident or some form of trauma that force care upon us.

For some, they will see care as the last step of independence and for others it is the humiliation of having to rely on somebody they don't know. Often care, personal care that is, requires some degree

of intimacy particularly in situations where bathing and toileting assistance are needed.

We see families trying desperately to encourage their elderly mum or dad to accept that they need some form of care or support and in these situation care is seen as a negative.

Why not ask Care Wish to help?

We have experienced care practitioner-consultants who will meet with you and your relative and explain the many positives that the Care Wish service provides.

We understand these barriers and can help individuals realise the benefits that care and support can give. We know that people want to stay in their own homes and we can help them do so for longer.

Our approach is that we are working for the individual, that they are always in control and that what we do is what they want us to do.

It is a fact that the sooner people start to use Care Wish the longer they will be at home.



"We all know how stubborn and unfriendly mom could be and how that made us all feel; you do a tremendously demanding job and we admire you for that"
...AB

BUT CAN WE AFFORD SUCH HIGH LEVEL CARE?

Care Wish charges are about the same as the majority of care providers within the West Midlands. It is a fact that there are some cheap care companies.

We specialise in providing care and support for those who pay privately and those who receive Direct Payments but this doesn't mean that you have to be rich.

Almost everyone we support is eligible for an attendance allowance or some other form of subsidy.

There is no stigma in accepting this money, you will have paid into it all of your life and the Government see such payments as your rights.

Care Wish will help ensure that you get what you are entitled to.

One of our experienced care practitioners will be happy to meet and discuss your circumstances in total confidence and, if you want it, they will work alongside you to complete the necessary forms.

Care Wish do not believe that there should be any barriers to receiving the correct care and support that is high quality and within your budget.

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ABOUT OUR CARE STAFF...

- Personal, caring and experienced care staff
- Detailed screening and references checked
- Policed checked (CRB enhanced)
- Fully inducted into the company and work alongside care workers until they are confident and competent to work alone.
- Uniformed, with photo ID cards
- All staff receive training: First Aid, Food Hygiene, Health and Safety, Manual Handling, Safeguarding of Vulnerable adults and more specialised training to meet the clients needs e.g. dementia, continence care.
- Staff have undergone or currently working towards achieving a QCF or NVQ in care level 2.
- Checked routinely and have regular meetings with supervisors or the manager.



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FUNDING...

Care Wish provide care to private individuals, and work alongside the councils.

We provide care for a minimum of ½ hour calls from morning to night.
We also provide sit calls from 1hr - 24hrs.

Our services operate 7 days a week 365 days per year.

Direct Payments:

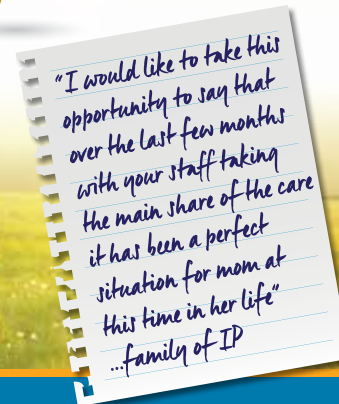
This is a government funding scheme which is designed to financially help those with their care needs.

To qualify for this funding you must need personal care, and your savings must be less than the national requirement.

Please contact Care Wish who can give you more information regarding this scheme and other benefits which you may qualify for.

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WE TAKE CARE OF EVERYTHING...



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