

## Nationwide Live-in Care Service



# History of Able Community Care

Angela Gifford founded Able Community Care in 1980 when there were few alternatives to a move into a residential care home for older and disabled people.



Angela's objective for Able Community Care was to provide an appropriate and reliable, live-in, home care service for people who had high-dependency care needs and wished to remain in their own home.

The live-in care service would remove the risks associated with being alone, needing care and would encourage independence with the support of one to one care. Live-in carers would assist with personal care, domestic care and offer social companionship. A rotational system of fortnightly live-in carers would be put in place, with our clients choosing whom they would like to have on their personal care rota.

Able Community Care has always believed that everyone is an individual and deserves to be cared for in a safe and caring manner with the person's own way of life respected and their views on how they wish to be cared for listened to.

Able Community Care is a specialist live-in care provider, providing live-in care services throughout the UK and The Channel Islands. The company remains in the same family ownership as in 1980.





## Able Community Care - Our Ethos

We strongly believe that everyone is an individual and deserves to be cared for in an individual way. Everyone has their own way of life, with their own way of doing things. Wherever it is safely possible, we will try and tailor your care package to meet your needs.

## A Residential Home is Not the Only Answer

Our service removes the risks associated with being alone and promotes independence through one-to-one care. Carers can assist you with personal care, shopping, cooking, cleaning, laundry, walking the dog, medical and social appointments or simply to provide companionship.

Able Community Care offers a live-in care service, provided to anyone who would prefer to stay living in their own home.

The comfortable surroundings of your own home provides the happiest environment to live in. Living at home does not necessarily have to change simply because of frailty, illness or injury. If you feel you cannot cope alone, there is a true alternative.

Able Community Care is an Introductory Service and our carers are self-employed. Able Community Care undertakes rigorous reference checks, interviews and all carers have current DBS checks and Public Liability Insurance.



## How to Access our Care Service

After an initial contact with us, we will answer any questions you may have. We now ask you to complete the enclosed client form. This enables us to start to build a picture of your need and requirements. We do need this form returned before a home visit can take place.

## Home Visit

All potential long-term clients have a one to one home visit from one of our Care Managers. This is totally free and without obligation.

This is an opportunity to meet you and your family, to understand your needs and to explain our service to you. We can also visit you in hospital, at a relatives, or wherever you may be staying.

## Offer of Care

Once we have met you and have confirmed we can meet your needs, an Offer of Care Letter is sent to you or your advocate with full costs and a breakdown.

Unlike other care agencies, we do not agree to undertake a care package without first establishing that we are the right agency for you. We do not believe a safe, accurate assessment for long term care can be done without meeting you in person, something Able Community Care is happy to do.

## Start of Care

If you wish to go ahead, we will require a start date and a copy of our Terms and Conditions signed and returned. You will be introduced to your individual Care Manager and we will endeavour to find you the 'right match' of carers.

## How We Work

Carers live in with you on a weekly or fortnightly basis. Our objective is to find you two or three preferred carers who return to your home on a rotational basis. Our experience has shown this method offers the client peace of mind, it is the easiest way of maintaining independence and will have as little disruption for you as possible. Your designated Care Manager will discuss your requirements with you frequently.

It is your choice to have or not have any carer in your own home. We welcome and encourage regular feedback from clients and their families on a carers suitability or compatibility.

## Reliability and Out of Hours Assistance

Our care promise is continuous care. We have 100% reliability 365 days a year.

In the case of an emergency, our Care Managers can be contacted 24 hours a day to respond to any problems with your care package.



## Why Able Community Care?

Able Community Care is experienced in providing care to people from late teens to centenarians. We understand the needs of people with conditions such as Alzheimer's, Parkinson's disease, MS, spinal injuries, stroke recovery, acquired head injuries and Cerebral Palsy, for example.

We are adept at establishing a long term rota and selecting the 'right' carer for your one or two week placements.

Your Care Manager will liaise with you at every step, via telephone, e-mail, by post or a home visit if requested.

For every carer booking we will send you an advice letter in advance. This features a photograph and an up to date profile of your carer. Your carer will then telephone you to introduce themselves and to discuss any concerns you may have. Every carer will 'hand over' to the next carer before they leave.

Able Community Care is backed by lawyers with in-depth knowledge of domiciliary care. This, added to our several decades experience in the care sector, enables us to meet the needs of a continuously changing industry.

## High Standards of Recruitment

All our carers are rigorously checked. Able Community Care will only accept written, professional references, all of which are verbally verified by our recruitment team.

All references are checked against the Care Quality Commission database. We insist on our own DBS checks. Able Community Care only offer face to face interviews for potential carers. We travel thousands of miles each year at our own cost to fulfil this.

All carers must provide proof of eligibility to work and hold their own Public Liability Insurance.

All carers annually update their practical Moving & Handling certificates and appraise us of their skills and training before being selected for appropriate placements.

The majority of our carers are drivers.

Put simply, Able Community Care will only accept those candidates that we feel we would like in our homes, or would feel comfortable recommending to our own relatives.

## Costs of Live-in Care

All carers introduced through Able Community Care are self-employed. Carers weekly wage begins at £650 per week (for low dependency, companion type roles) to £900 per week. The wage is determined by the level of care, the nature of disability and the demands of the placement.

Bank Holiday days are an extra £70 per day. We recommend that you allow an average of £40 per week to allow for the carers travel costs.

You also need to be aware of the carers food allowance and we recommend £40 for this, or for provision of this in your household budget.

Able Community Care is an Introductory Service. Agency fees are £118 per week + VAT. The carers wages (including travel and food) are paid directly to them by you.



## FAQ's

Q 'I notice some care agencies use a computer to 'Skype' interview people instead of travelling to interview them. Does Able Community Care ever do this?'

A No. We only interview face to face.

Q 'My old care agency, sub-contracted the 'out of hours service' to another company, do you?'

A No. Our own Care Managers undertake this.

Q 'Do you charge for visits?'

A No.

Q 'Do you have a registration fee?'

A No.

Q 'Does an outside agency recruit for you?'

A No. We recruit 'in house' only.

Q 'You mention Moving & Handling certificates. Can these be done online, via home training?'

A No. Able Community Care only accept practical course certification where carers attend a hands on, observed session.

Q 'My grandmother was told by her care agency if she has to ask for help in the night, she will be charged £5 each time she calls out. Do your carers charge for this?'

A Certainly not.

Q 'If I don't like a carer, will they have to come back?'

A No. You choose whom you get on with and who you do not.

Q 'My elderly aunt uses cheques to pay accounts. Do you charge for this?'

A No.

Q 'Every time I called my previous agency I spoke to someone new, do your office staff change a lot?'

A No. You will have a designated Care Manager who you will discuss most of your care plan with. As a small company we strive to offer a personal service to you with high levels of customer care. Our office staff have been here an average of 8 years – our longest serving member has just passed 21 years!

Q 'My aunt would be unable to pay her care workers directly and, as I live abroad, it is not practical for me to do so. Is there a way round this?'

A Yes, we offer an Agent Service for clients who wish us to pay carers on their behalf.

Q 'Can you provide your live-in care service outside of the UK?'

A Yes we can and have done so. There are however additional expenses with providing care internationally which is mainly the cost associated with travelling.



\* During Covid-19 we adhere to the Government Guidelines and some potential care workers will be interviewed on Zoom and some online training will take place.





## Able Community Care also provide:

### Our Holiday Care Companion Service

Our Holiday Companion Carer Service can enable you to take a holiday knowing that you will have the support of an experienced carer who will enable you to take and enjoy a holiday of choice.

A holiday visiting family, staying in a seaside/country hotel, a cruise, a package holiday abroad, other holidays of choice can all be a reality with a Companion Carer.



### Our Home from Hospital Care Service

Periods of time in hospital can take away our confidence as to how we will cope on returning home, how independent will we be?



Convalescent care offered at a time when we are recovering from an illness, an operation or an injury, within our own home can enable us to make a quicker and safer recovery in the place where we are most happy, our own home. Former independence can be regained safely and without anxiety.

Able Community Care's Home from Hospital Service offers a Live-in Carer to help with domestic tasks, offer assistance with personal care and offers you and your family the security of knowing that help is at hand twenty four hours a day until you are well enough to manage on your own.

### Our Planned Respite Care Service

Our Live-in Care Service for people who care for a family member or friend but need a break knowing that their loved one is being cared for safely in their own environment by our experienced live-in carers.

This service is booked in advance and is available nationwide



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## Mission Statement

Care:

The provision of what is necessary for the health, welfare, maintenance, and protection of someone or something.

