



Support for Living Independently

Help at home



Support for living independently

Welcome to Age UK Leicester Shire & Rutland's Home Care service leaflet explaining what services we can provide to help you or your loved one remain independent, safe & comfortable at home.

With over 25 years' experience offering home support, we are a trusted, well established & CQC registered provider. Our services can meet all your care & support needs through our high quality & responsive care services available throughout the day & evening.

Our award-winning Home Care Workers are reference checked & undergo an enhanced DBS check, as well as receiving on-going training to ensure all our staff are kept up to date with best practice.

Support is tailored to you & flexible to your needs, enabling you or your loved one to receive the support exactly as & when you need it.



"My carer has become like one of the family, it is always a pleasure to see her"

Our Home Care service includes:

- Domestic Help
- Deep Clean
- Personal Care
- Home Respite
- Companionship
- Personal Assistants
- Footcare
- Handyperson
- Gardening
- Traders Business Directory

Domestic Help

Our flexible service offers support with any domestic duties around the home, whether it's a one-off spring clean or weekly tidy up, our friendly team can meet all your requirements.

We offer regular Home Care Workers so you know who to expect & will agree a time to come that suits you.

We can complete any range of domestic tasks required including:

- cleaning
- laundry
- shopping
- meal preparation
- hoovering
- dusting
- changing bed covers
- ironing



Deep Clean

Our specialist Deep Clean Service offers a more in-depth clean than our regular domestic cleaning, which can include carpet cleaning & clearing of spaces. For more information or a quote please contact us.

Personal Care

Our caring & reliable Home Care Workers can help you or your loved one with their personal care routine, offering care in a manner which maintains dignity & respect. Visits can be booked for a time that suits you & is flexible to include any other tasks you require such as washing up the dishes or making breakfast. Call our friendly team to discuss your requirements.

Support can include:

- washing & showering
- dressing
- skin care
- toileting
- medication prompting
- oral hygiene

Home Respite

We provide experienced & qualified carers to stay at home with the person you care for whilst you go out for an hour, an afternoon, a day or longer. Support can be provided at home or a venue of your choice.

Our Home Care Workers are experienced in supporting people with a wide variety of needs including people living with dementia, mental health issues, learning disabilities & frailty. Carers can provide personal care & will ensure your loved one is safe, comfortable & well looked after.

"Mum's Home Care Worker is great, she assists Mum to get out of the house, go shopping & for coffee. She always makes sure Mum is happy & settled"



Companionship

Our friendly companions offer company, friendship & the support to enable you to do the things you enjoy. Spending regular time with a companion can help you regain confidence & promote independence, whilst providing the opportunity to get out & about to pursue interests, hobbies or just have a chat over coffee.

With flexible support you can enjoy:

- socialising & connecting with others
- having someone to talk to & share experiences with
- staying active & getting out of the house
- pursuing hobbies & interests
- attending appointments or events

All our companions are hand-picked & matched, so that friendships can be formed around shared interests & experiences, making time together enjoyable & something to look forward to.

Personal Assistants

Our Personal Assistant service supports adults of all ages. This service offers flexibility to complete the tasks you need. From domestic cleaning & household management, to shopping & trips out, our Personal Assistants provide a complete home support service tailored to you.

This includes:

- support with paying bills & correspondence
- pension collection
- domestic tasks, shopping & organising your home
- help to access your local community
- accessing social & leisure activities that you enjoy

Footcare

Our Footcare service offers nail cutting & support to maintain good foot health. A nail trim & foot soak will leave your feet feeling softer & more comfortable.

Our trained, professional staff will welcome you into a private room for your treatment at one of our community venues, alternatively home visits are available in Leicester city & surrounding suburbs.

Each treatment takes 20-30 minutes & includes:

- a relaxing hand or foot soak
- a nail trim & file
- soothing hand or foot cream to moisturise & prevent skin dryness or itchiness

A longer appointment for both a hand & foot treatment is available.



Handyperson

Our Handyperson service offers help with most household jobs, big & small, including putting up shelves or curtain rails, installing handrails, repairing fences, fitting key safes & general household maintenance tasks. We can help with a wide range of jobs including painting & decorating, replacing small window panes, hanging & adjusting doors.

Whilst we can't offer an emergency call-out service, our response is speedy using skilled, DBS checked & experienced handypersons.

We can tackle most household repairs however we can't complete any tasks over 3 metres high or jobs that require a professional specialist such as electrical, gas or plumbing work.



"I'm delighted with the work completed by the Handyperson & I will recommend them to my friends. I can't thank them enough"

Gardening

Our experienced Gardeners complete a variety of jobs to a high standard allowing you to continue to enjoy your garden all year round including:

- cutting the grass & trimming hedges
- pruning plants & shrubs
- weeding & tidying borders
- fitting or repairing garden gates

Our Handypersons can also help with other gardening jobs such as painting, creosoting & re-felting sheds.

Traders Business Directory

Our Handypersons & Gardeners can help with most tasks but if you have a large project or need a specialist professional such as a plumber, electrician or builder you can find a trustworthy trader in the Age UK Business Directory.

Traders are checked to ensure they are insured, qualified & reference checked. All our trader members are committed to our customer charter enabling you to receive a good quality service at a competitive price.



To find a local trusted trader visit

www.aubdleicestershire.co.uk

Alternatively, call our freephone number

Telephone: 0800 599 9435

Not found what you're looking for?

If you are looking for a care or support option which is not listed in this leaflet, please call us as there are many ways that we have helped our customers to receive the support they need - if it makes your life easier or more enjoyable, we'll endeavour to provide it!

Assistance with paying for care

You may be eligible for financial assistance to pay for care. If you would like to check your eligibility for benefits, please call our

Benefits Advice Line on 0116 299 2278.

 **0116 299 2266**

 **homecare@ageukleics.org.uk**





We offer over 30 services to support older people, their families & carers across Leicester, Leicestershire & Rutland including:

- Day Clubs
- Dementia Support
- Carers Support
- Information & Advice
- Benefits Advice
- Lunch Clubs
- Activities & clubs
- Memory Advice

0116 299 2233
enquiries@ageukleics.org.uk
www.ageukleics.org.uk

Follow us on social media



Age UK Leicester Shire & Rutland is a charitable company limited by guarantee and registered in England and Wales (registered charity number 1146649 and registered company number 7844309)
Registered office: Lansdowne House, 113 Princess Road East, Leicester LE1 7LA.