Helping Hands
Care and Nursing at Home

Live-in and visiting home care

Care that's tailored to you



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Helping Hands
The Home Care Specialists
HELPING HANDS · Care & Nursing at Home



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Who are Helping Hands?

Helping Hands was founded by Mary Lee in **1989** in order to support those who needed a little extra help to remain independent in their own home, providing an alternative to moving to a residential care or nursing home. Over 30 years later, we're incredibly proud that our person-centred service has enabled over 40,000 families across England and Wales to have the choice and control over the care they receive, enabling them to remain in the home they know and love.

With over 100 branches across the country, we empower adults of all ages to live the life they wish to live. Whether you need 30-minute visits, respite or full-time live-in care, we'll work closely with you and your family to establish the right level of support so that you can continue to live your life entirely on your terms. And, as we're fully regulated by the Care Quality Commission (CQC) and Care Inspectorate Wales (CIW), we are committed to ensuring that our service is safe, effective, caring, responsive and well-led.

We offer a fully managed service that can start in as little as 24 hours with a care package that is completely unique to you and your situation. We'll carefully match you with a fully trained carer who fits into your life and respects your space and dignity at all times. Every single Helping Hands carer is directly employed, expertly trained and managed by us, removing the stress and pressure from you so that you can focus on the most important thing – family.

With family values at the heart of our service, we'll ensure that you and your loved ones always have peace of mind that you have the support you need in the place you know and love. Our size and experience means that we are big enough to cope with any situation but small enough to care about **you and your loved ones.**

If you are looking for extra support at home for you or your loved one, our friendly team of advisors are here to help. Call us on: **0808 239 7044**

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Our people (page 20)


Audrey, visiting customer (page 09)


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Andy Hogarth
CEO, Helping Hands

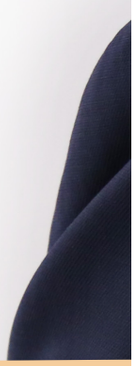
I was initially introduced to **Helping Hands** when I was looking for support for my mum. She was 88 years old and living with dementia, and despite having owned a nursing home previously, I was determined to help her stay at home where **she was surrounded by her own comforts and family.**

Mum's care began with live-in support, and eventually we introduced additional **visiting care** as her condition progressed. In the last few weeks of her life, we had a second live-in carer who worked through the night to ensure mum was always looked after.

Having become familiar with both the ethos of the company and the team here at Helping Hands, I was delighted when I was offered the opportunity as Chief Executive Officer (CEO).

I genuinely love everything that Helping Hands stands for, and I am really pleased to have come out of early retirement in order to lead it. My aim is to ensure that everyone who works for us is supported to provide you with the very best personalised care, and that you are delighted with the service you receive from us.

If you do choose to let us help you or your loved one, and if there is ever anything I can do to enhance the experience our team are delivering to you, please do not hesitate to contact me at **andy.hogarth@helpinghands.co.uk.**



Helping Hands *Timeline*

1989
Helping Hands founded by Mary Lee

1992
Live-in service begins

2000
First branch opens at Church Street, Alcester

2007
Mary retires, Tim Lee becomes Managing Director

2011
Tim Lee becomes CEO of Helping Hands

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2017

50

50th branch opens in Market Harborough

2018

Honoured with Glassdoor Best Places to Work Award

2019

Andy Hogarth becomes CEO of Helping Hands

2019

100th branch opens in Brentwood

and the story continues...

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Who is care for?

Whether you need someone to pop in to see you every now and again or **full-time live-in support** for more complex conditions, our dedicated home care service offers a full range of services local to you.

Care needs can arise at **any age and for any reason**; it may be that you need a little support during the day, such as assistance with getting up and about, preparing a few meals, a quick coffee and a chat, or some help with the shopping. You may be living with a condition such as dementia and require **round-the-clock support** as your symptoms develop, or have acquired a life-changing illness or injury and you need support as you adapt to your new way of life. **Our objective is simple:**

"To provide a service that suits your needs and supports your independence – regardless of your circumstances."



Pete and his carer, Madelene

Pete
Live-in care customer

Pete is 37 years old and living with cerebral palsy, and following a long spell in hospital, he started to receive live-in support from our team in the Midlands. Once a man who was lacking in confidence with very little speech, Pete is now living happily and independently at home with the support of his live-in carer, Madelene. Here's what Madelene says about her time with Pete…

"When I met Pete, he was very poorly. He didn't talk for about four months, stayed in bed for long periods of time because he didn't have any energy and would only communicate with his eyes. Step by step, I started to help him out of bed so that he could eat his meals at the dining table, and together with his family and other supporting carers, we helped him get back to his normal self. After some time Pete started to talk again and it's been amazing.

"I'm so happy that Pete has opened up. He told me that he had completely lost his confidence, but he is improving every day. Now that we are ten months down the line, I've noticed a big difference.

"Supporting Pete is amazing, and it's so nice that we are able to do things together now. We have been for lunch, dinner, visited friends and have had so many nice things to do. **Pete has a great sense of humour, he's intelligent and he observes the world in his own way."**

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Audrey Visiting customer

Audrey's nephew got in touch with us in 2016 after she had experienced a fall and was admitted to hospital for a month. After leaving the care of the nurses, Audrey felt vulnerable and lost her self-confidence – and **that's when Helping Hands came in to help.**

Wanting to remain in the comforts of her own home, visiting care from Helping Hands was the perfect option for Audrey. After just a few visits, she felt back to her independent self and was thoroughly enjoying the company and support she was receiving in **the home she knew and loved.**

Audrey says: "**I think I was at the lowest point I could have reached. I had no confidence, and I just felt glad that I was going to have some help.** A month in hospital is an awfully long time to be there, and the thought of going to a rehab place was something that I just couldn't take. And that was why my nephew found Helping Hands for me.

"I feel that there's a kindness and an interest that is way above the job of work, which means an awful lot to you when you're feeling in a very low state. I used to feel it was an effort to even have a wash; but once I'd got Helping Hands, life changed completely.

"**I'm a lot more independent.** In fact, my previous carer Lesley called me Miss Independent more than once! I do try to make an effort to help myself, and it's helped me to get life back – or on the way back – to what it was before I had the fall."

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What help is available to me?

With visiting and live-in home care from Helping Hands, there is no '**one size fits all**'. That's why we'll create a **bespoke** care package that focuses entirely around you, regardless of your age, health needs or circumstances. If you're in need of some extra support and your home and independence are important to you, then we're here to give you the right level of care without compromising on the things you love the most.



Our expertise doesn't stop there. We provide dedicated home support for any of the following instances: Nursing and clinical care, overnight care, palliative care, elderly care, emergency care, domiciliary care, personal care, convalescent care and support for young adults.



Live-in care

If the need arises for more intensive support, we offer personalised live-in care packages that provide you with round-the-clock support in the comfort of your own home. A carer will come and live with you in your home to be a constant source of support with anything you need, whether that's assistance with medication, household chores or just a friendly face to have around the house.



Visiting care

With visits starting from 30 minutes all the way through to several hours a day and overnight stays, our visiting care packages enable your loved one to receive the person-centred care they need without leaving the home they know and love.



Respite care

You may be due to be discharged from hospital and need a helping hand whilst on the road to recovery, or perhaps your usual caregiver is taking a short break and you need some support until they return home. Respite care is the ideal solution when you need extra support on a short-term basis.



Dementia care

As a leading dementia home care specialist in the UK, we're fully equipped to support the many different variants of the condition. With patience and understanding, we'll work with you and your loved one to maintain their everyday routines so that they can live well with dementia.



Support for younger people

Care needs can arise at any stage of life, which is why we provide person-centred support for adults from the age of 18 all the way up to 100 and beyond. Whether you're looking for extra support at work, university or full-time assistance at home, we'll match you with a personal assistant or support worker so that you can continue to live a happy, sociable and fulfilled life.

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What is **live-in** care?

With live-in care, one of our dedicated carers will live with you or your loved one in your home and provide round-the-clock support that is completely focused around you, so that you can enjoy living a secure, comfortable and independent life within the surroundings that you know and love.

With a team of compassionate and fully trained carers and over 100 branches nationwide, we've supported over 40,000 families since 1989 who have juggled care needs with other commitments. Receiving care from Helping Hands has meant that they've been able to relieve their day-to-day worries and provided reassurance that their loved one is safe and supported.

As a fully managed service, we'll work closely with you to find a carer that is compatible with your personality, hobbies and interests, ensuring that there is a seamless transition into your home to provide the support you need, whenever you need it.

What are the *benefits* of live-in care?

One-to-one support

With a live-in carer residing with you in your home, you have one-to-one support all the time, so we can respond quickly and pay attention to the things that matter most to you.

Continuity of care

Consistency is key, so we'll ensure that the care you receive is built entirely around you, with no compromise to your routine.

Carers that are matched to you

Our team will get to know you and everything that makes you tick, so that we can match you with a carer who shares many of your hobbies and interests.

No place like home

You receive the dedicated support you need without the upheaval of leaving the home you know and love.

Control of your care

With no visiting restrictions, no set mealtimes or menus and no daily schedules to follow, the only person in control of your care is you.

Constant peace of mind

You know that you always have someone to call on should you need it, giving you and your loved ones constant reassurance.

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Benefits of receiving care in your own home **vs** residential care homes

Here at Helping Hands, we believe that if you want to stay at home and receive extra support, you can – regardless of where you are in the country or the condition you are living with. That's why we've been providing compassionate, person-centred home care for over three decades.

There are many benefits to opting for a home care service over a care home. Getting used to a new and unfamiliar environment is difficult at the best of times, but when it's coupled with the disruption to routines and lifestyle, moving into a care home can cause a significant amount of stress, and not just to the individual – it impacts the whole family.

With Helping Hands, any disruptions to your lifestyle are kept to an absolute minimum. Rather than change what you or your loved one are used to, we create a bespoke support plan that is completely tailored around you, your needs and preferences. To help you and your loved ones decide the right type of care for you, we've highlighted some of the key differences between home care and residential care in the table below:

Live-in care from Helping Hands	A care home or nursing home
You can stay in the comfort of your own home with a nurse-supported team of carers if needed	Moving to a new, unfamiliar environment
Personal, one-to-one attention from your chosen carer	Rotation of carers sharing the responsibility for many residents
Maintain your existing lifestyle and daily routines	Adapt your lifestyle and routines, with eating and activities at set times
You have the freedom to choose who comes to visit you and how long they stay for	Visiting hours are restricted, meaning your time is limited with your loved ones
Your beloved pets can stay at home with you, and we'll even help you care for them	Rules vary for pets depending on the residence
Caring for a couple costs only a fraction more than live-in care for one person	Costs for a residential care home double for a couple, as you are paying for two beds

Judith Live-in Customer



Judith started to receive visiting care from our St Albans team in 2017 after a fall which resulted in a fractured hip. After some time in hospital, Judith was advised that she would need care in place for when she returned home. So after lots of research, Judith's daughter Lise found Helping Hands and a visiting care package was swiftly put in place.





Judith and her carer, Stas

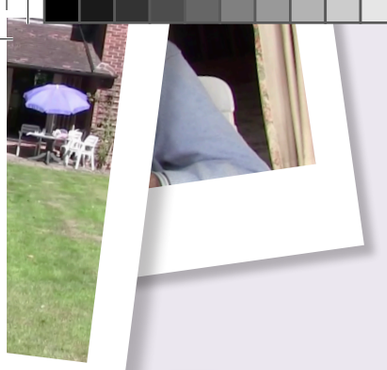
In 2018, Judith's memory started to deteriorate and she was later diagnosed with **vascular dementia**. Both Judith and Lise decided that, for Judith's safety, it was necessary to increase her care package from regular visits in the week to full-time live-in support. With the help of two Helping Hands live-in carers on rotation and visiting carers to pop in on the live-in carer's breaks, **Judith has been enabled to stay in the home that she has known and loved for over 50 years.**

Lise says: "I love Helping Hands; without them, my mum would probably be in a home now. The standard of care that they're giving her to allow her to stay at home means everything."

Sarah, Judith's local Branch Manager, says: "Judith is absolutely remarkable. Every time one of our visiting carers have gone to see her, she's never been in a bad mood – despite everything she's been through. She's full of life, full of love and full of laughter; she is absolutely amazing."

> "Judith's been in her home for over 50 years, so knowing that we can come here and help her to carry on with what she's always done – **it makes life better**. Judith makes me laugh every day and she's always so positive. My proudest moments are when I hear her say that **I'm like a part of the family** – it really does mean a lot to me."
>
> - Stas, Judith's live-in carer

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If you are looking for extra support at home for you or your loved one, our friendly team of advisors are here to help. Call us on: **0808 239 7044**

Fully managed service vs introductory agency

Are you looking for some extra support for your loved one like Lise and Judith?

We understand that finding the right provider to help you or your loved one can be quite overwhelming, especially with all the different options that are available to you.

If you are looking for a live-in care provider, you will have seen that there are two main care options for you to choose from: an '**introductory**' agency or a '**fully managed**' service provider, such as Helping Hands. Both options offer live-in care within your home, but there are distinct differences between the two. We have outlined some of the key differences below, so that you and your loved ones can make the most practical and informed decision that's right for you.

Fully managed service vs introductory agency

Fully managed service	Introductory agency
Fully regulated by the Care Quality Commission (CQC) and Care Inspectorate Wales (CIW)	May be unregulated by the CQC and CIW
Your carer is employed by Helping Hands so you don't need to worry about any paperwork or admin	Care may be contracted by the customer, so you may be responsible for ensuring all paperwork is completed
You have full and constant access to a dedicated local care manager and care team, all of whom are on hand to ensure the delivery of your care is seamless	Care may be managed by the customer, meaning that you may be responsible for any changes to your support plan
The cost of your care is all-inclusive, meaning that you can be supported in the best way for you with no cost implications	You pay for the services used, which could mean that the costs of your care might fluctuate regularly
If your usual carer is unwell or unable to attend your visits, our team will ensure a suitable replacement is found	Should your carer be unable to attend your visit, the customer may be responsible for finding a replacement

Whilst an introductory care agency will guide you through the process of selecting a carer for you, you may then be responsible for all the details that follow, including the carers' holiday, pay and pension. On the other hand, a fully managed service ensures that every single detail of your care is taken care of in the way you would like it. With all the elements of your care in our hands, you have peace of mind that you have the support you need with no compromise to your freedom or autonomy.

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What is **visiting** care?

We understand that it can be difficult to acknowledge when it is time to ask for a little help or support; it may be physical tasks such as housekeeping, meal preparation and personal care or mobility support whilst out and about in the local community. Whatever your needs, a regular visit from one of our friendly carers could make all the difference.

The great thing about visiting care is that you have the freedom to decide the frequency and intensity of your visits. Whether you need someone to pop in once a week to help you with your groceries or more regular calls for more complex conditions, the control of your care is exactly where it should be – **in your hands**.

Many of our customers start with a little help which then develops over time into more regular care as their support needs change; that's the beauty of the Helping Hands service. We are completely **bespoke** to your needs and we will always find the right solution for you to live well and independently in your home.

> The control of your care is exactly where it should be - *in your hands*

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If you are looking for extra support at home for you or your loved one, our friendly team of advisors are here to help.
Call us on: **0808 239 7044**

What are the *benefits* of visiting care?

Bespoke care plans

Your care package is carefully crafted around you and your needs and preferences. If your care needs change, your care plan will too.

Full range of services

From 30 minutes a week to full-time live-in support including respite and overnight care, we offer differing levels of support so we can cater for all your needs.

A friendly face

If you just want someone to pop in for a cup of tea and a chat, we'll be more than just your carer; we'll be your companion.

Fully regulated service

With regular inspections conducted by the Care Quality Commission (CQC) or Care Inspectorate Wales (CIW), you have constant peace of mind that you will always receive high-quality care.

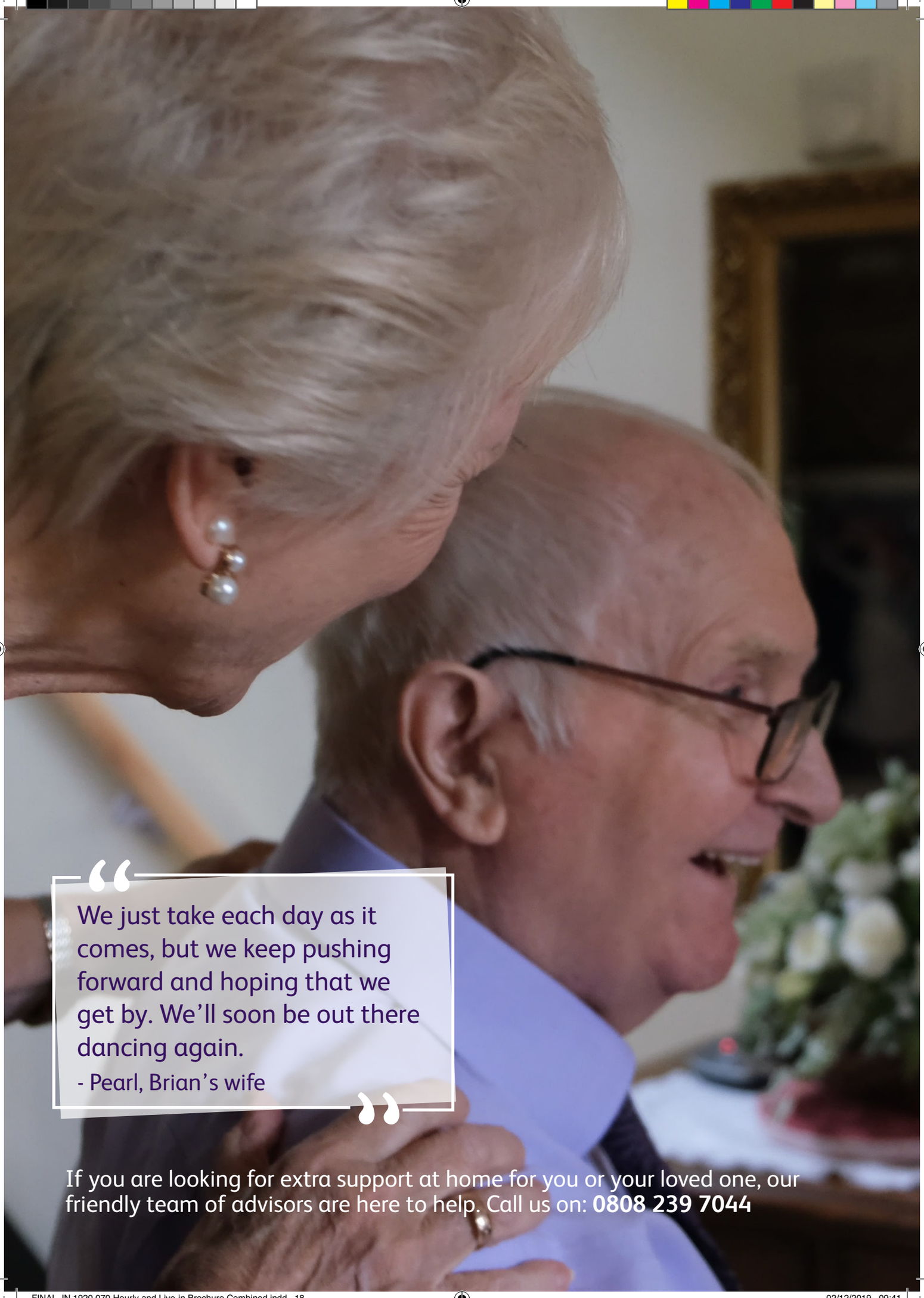
We're local to you

With over 100 branches across England and Wales, you will always have a dedicated team of carers in close proximity to your home.

Consistent support

If the need arises, we will always guarantee cover if your carer is unable to attend your visit, so you never have to go without care.

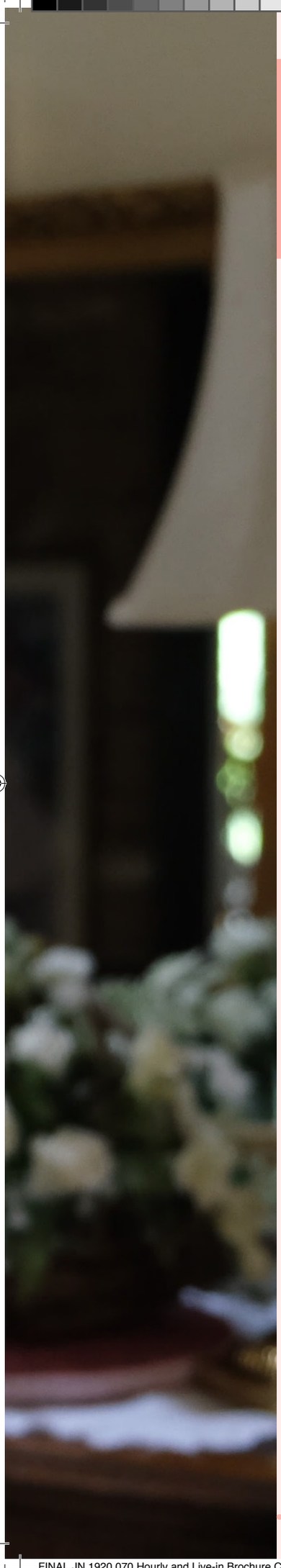
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We just take each day as it comes, but we keep pushing forward and hoping that we get by. We'll soon be out there dancing again.

- Pearl, Brian's wife

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The steps to recovery:

Brian's Story

Brian is 87 years old and living with vascular dementia, and with the support of our Milton Keynes visiting carers, Brian is able to remain in his home with his beloved wife of 58 years, Pearl.

In March 2017, Brian started to receive visiting support from our team in Milton Keynes. When we first met him, he was able to keep himself mobile using a frame – but he soon became unwell with pneumonia, and his condition deteriorated quite significantly.

Brian's admission to hospital was devastating for both him and Pearl. He didn't want to be in a hospital bed surrounded by people he had never seen before. He wanted to be in his home where he felt safe and comfortable, and Pearl wanted him there too.

When he was finally able to return home, Brian was no longer able to keep himself on his feet, so Nina, Brian's local care manager, arranged for a stand-aid to be put in place to enable him to get up comfortably, but it was believed that this would be Brian's limit – until his determination told us otherwise.

Pearl had always expressed her desire to get Brian walking again, but as a gentleman in his 80s recovering from pneumonia, our team had to be prepared that, despite their best efforts, there was a possibility that Brian would remain wheelchair dependent. However, as soon as Julie, Brian's visiting carer, saw some progress in his strength, she and Pearl were able to give Brian the support he needed to – quite literally – get back on his feet.

Julie says: "No one expected it, and when he stood up – he was ready to go. I asked if he wanted to stop and he was more like 'get out of the way, I'm going!'"

Pearl followed behind Julie and Brian with a wheelchair, encouraging him to keep going and beaming with pride as she watched her beloved husband take his first real steps to recovery: "The tears were running down my face. We didn't expect it all, we just thought we'll see if he could get up – and off he went.

We've been happy with Helping Hands because we just wanted a small team that we have in regularly, and that's what we've got. Brian knows the girls when they come and he's always so pleased to see them."

It is people like Brian that inspire us to continue doing what we do every single day. We are truly humbled by each and every one of our customers, and we feel so proud to be able to keep families like Brian and Pearl's together in the place that is most special to them – their home.

What's more, it's carers like Julie who enable our customers to feel safe at home, giving them their independence back: "I love this job, I really do. To see somebody progress like that is such an amazing achievement."

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Our people

As one of the leading home care providers in the UK, we ensure that each and every one of our carers go through an intensive assessment and selection process to ensure that they have the knowledge and skills that are needed to provide you with high-quality care. But perhaps most importantly, every single one of our carers possess the very quality that is pivotal to becoming a part of our team: they are all naturally caring and wonderful people.

Centre of Excellence

Here at Helping Hands, we are the only home care provider to be endorsed as a Centre of Excellence by Skills for Care. This endorsement is an official recognition of the quality of our overall training and induction programme, including our carer training. With our own training programme and practical facilities to match, we are continuing to build on the outstanding success we have demonstrated to our customers over the many years we have been in business.

Commitment to development

With over 30 years' experience providing training and development to each of our carers, enabling them to provide dedicated and person-centred care, we know exactly what it takes to make a great carer. We are committed to ensuring that each of our carers have the opportunity to continue with their professional development, which is why we offer extensive online development and field-based skills training.

Company values

Helping Hands was built on a foundation of family values: to focus on people and commit to delivering an outcome that meets and exceeds the customers' expectations. What makes Helping Hands special is that, throughout our 30 years in existence, these values have never changed. Our carers understand that every single one of our customers is a person with a past and a future, capable of living a whole and fulfilling life - and we're here to support them to do just that.



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Did you know?

We believe that care is so much more than just practical help; it's about providing someone with the physical and emotional support they need to live well with their condition. That's why our carers do more than just care, they'll assist you with whatever it is you need to live each day entirely on your terms, including:



Cooking

We'll help to prepare healthy meal choices, keep the contents of your fridge in date and accompany you to the shops to keep your cupboards full.



Cleaning

Tidy house, tidy mind – we'll help with the dusting, laundry, hoovering and ironing to keep your home in tip-top condition.



Companionship

Care is more than just helping with the practicalities, it's about companionship too. If you need someone to talk to, we're here to lend a helping hand and a listening ear.



Driving

Your life doesn't stop just because you need care, so we'll take you wherever you need to go – whether that's to your child's wedding, your grandchild's sports day or just popping to the doctors for a routine appointment.



Pet care

Your animal companion matters too, so if they need a walk around the park, a trip to the vet or fresh bedding, we'll do all that and more – including endless tummy tickles!



Light gardening

We can accompany you to the local gardening centre, assist with growing your own herbs and vegetables and help with weeding, dead-heading and watering your flowers.

#EachMomentMatters

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Costs and funding

We understand that price is an important consideration when looking at different home care providers. The prices of our service reflect the high standard of care that we offer, and we guarantee that there are never any hidden costs.

How much will my care cost?

The cost of our live-in, visiting and respite care packages will depend on the level of support that we have been asked to provide. Following an introductory assessment, we will work closely with you, your family and existing support team to understand the complexity of your needs and prepare a personalised care plan that is completely tailored to your needs, alongside a simple and concise breakdown of costs.

Am I eligible for funding or benefits?

Although most of our customers pay for their care themselves, there may be funding options or benefits available to you. These options include Attendance Allowance, Personal Independence Payment (PIP) and Social Services funding, and you can confirm your eligibility by speaking to your social worker or local council. You may also be eligible for Continuing Healthcare (CHC) funding, which is granted to people either with ongoing complex care needs who require intensive support at home on a permanent basis or those needing palliative care where prognosis is short. For more information, please contact your local Clinical Commissioning Group (CCG) or your GP.

Can I pay with direct payments?

Yes, if you're receiving direct payments from your local authority for your social care funding, we do accept these as a form of payment. Direct payments allow you to set up care with your chosen provider and top-up any additional payments if you need to. If you would like to opt for this arrangement, please speak with your local authority.

Do I pay the carer directly?

No, all of our carers are employed directly by us, so our team take care of all salary and contract matters for you. This means that you can focus more on the relationship and support you receive from your carer, without any additional paperwork or conversations around money or payments.

For more information on funding, call our team on **0808 239 7044** or visit **nhscc.oth/ccgs** to find your local Clinical Commissioning Group

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Know your benefit *entitlement...*

If you are starting to have these types of conversations, it's also important to be aware of what you are entitled to in terms of financial support towards the cost of care.

Attendance Allowance is a tax-free benefit payable to those aged 65 and over who need help with personal care due to physical or mental disability. It is the largest unclaimed benefit in the UK and is not means-tested, and it can be paid at two different rates: £58.70 or £87.65 per week.*

Applying for Attendance Allowance is straightforward; you can either get a claim form by calling the benefit enquiry line on **0800 88 22 00** (textphone: **0800 24 33 55**) or download a form or start a claim online: **www.gov.uk/attendance-allowance**

Also, did you know that if you have a family member or friend caring for you, they could get Carer's Allowance if you have substantial caring needs? This can be as much as £66.15 a week if you care for someone at least 35 hours a week and you do not have to be related to, or live with, the person you care for.*

***This information was accurate at the time of print. For the most up-to-date information, please visit www.gov.uk/attendance-allowance**



Our phone lines are open **seven days a week**

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Lasting power of *Attorney*



If you are looking for extra support at home for you or your loved one, our friendly team of advisors are here to help. Call us on: **0808 239 7044**

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What is a Lasting Power of Attorney?

A lasting power of attorney (LPA) is the only way to ensure that important decisions are made on your behalf by someone you trust, should you ever be unable to do so. It gives those closest to you full control over the decisions regarding your finances, property, health and welfare matters, acting in your best interests at a time when you are either unable or choose not to make these decisions any longer.

Putting these measures in place now can provide protection and peace of mind for you and your family in the future.

There are two types of LPA:

Health and Welfare LPA

A health and welfare LPA allows you to plan ahead by choosing one or more people to make decisions on your behalf regarding your personal healthcare and welfare, such as:

- Giving or refusing consent to particular types of medical care and treatments
- Whether you continue to live in your own home, perhaps with some support from social services, a home care provider or moving into residential care

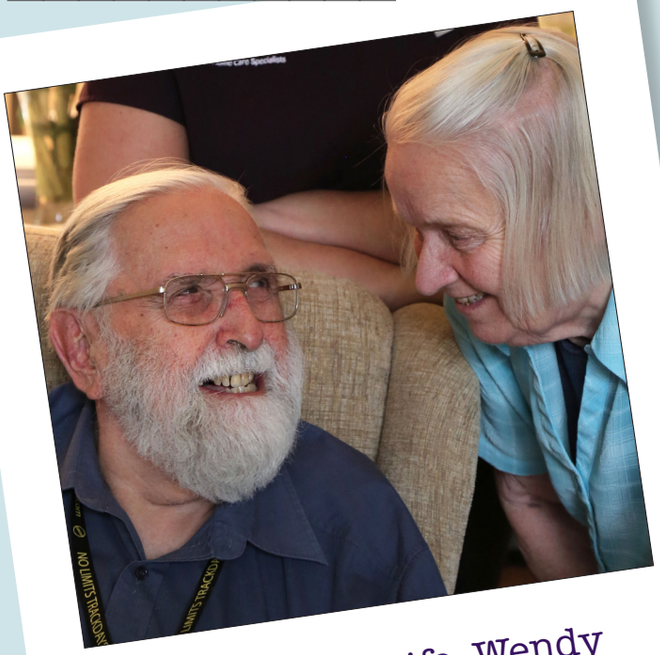
Property and Financial Affairs LPA

With a property and financial affairs LPA, you can choose those you trust the most to manage your finances and property if you lack capacity or whilst you still have capacity, but you choose not to make that decision any longer.

Appointing a property and financial affairs LPA could be easier for you for lots of reasons: you may find it difficult to get out and about or to talk on the telephone, or you may be out of the country for long periods of time. You can choose to give your LPA the power to make decisions about any or all of your property and financial affairs, such as:

- Paying your bills
- Collecting your benefits
- Selling your house
- Drawing out further funds from an equity release plan
- Managing bank and building society accounts

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Ken and his wife, Wendy

> I am richly *blessed* by the people who help me. My carer is terrific; she treats me like one of her own and it's lovely.
>
> - Ken

Living with dementia: Ken's story

Ken was diagnosed with vascular dementia following a stroke in 2015, and he began receiving visiting support from our Sheffield branch in 2018 after he had a fall in the changing rooms following his regular swimming sessions.

"I've been going swimming regularly since 2014, but after some time it became a problem. When I got into the changing room, the floor was always wet and the only two chairs available would slip all over the place. When I would try to move from one chair to the other, I would fall because my balance is so poor. One day, my wife Wendy had to come and help me, so she asked at the reception desk if there was anyone they knew who could help me more regularly, and they put us in touch with Helping Hands. We called up to see if there was anybody who could help and, luckily, they were able to help us with exactly what we needed."

Ken is now able to continue swimming regularly with the support of his carer from our Sheffield team, and they often enjoy a cup of coffee together afterwards.

"I am richly blessed by the people who help me. My carer is terrific; she treats me like one of her own and it's lovely. There are days where I feel very low, and I think that is part of the dementia. It worries me because you just lose it. You can't tell what's happening because you have no past to judge it by. It's like being adrift at sea, because the landmarks you would hang on to are your memories. I just have to go on as best as I can – I can't give up."

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Herbert Protocol

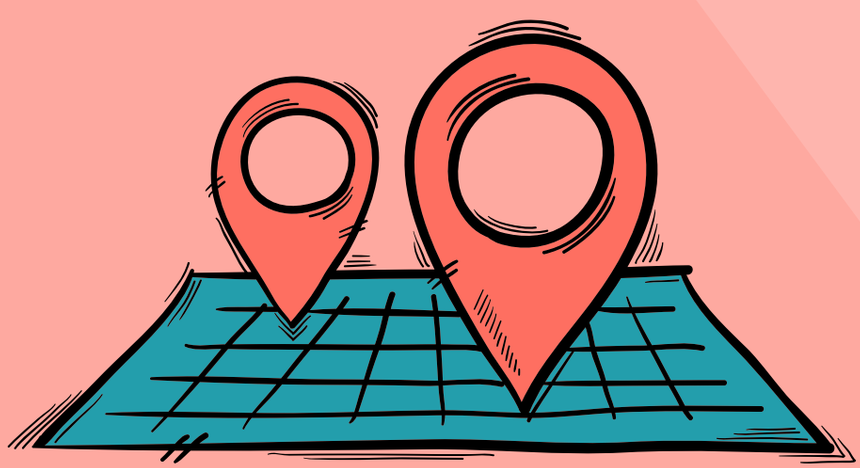
George Herbert was a war veteran of the Normandy Landings who was living with dementia. He went missing when he was trying to find his childhood home, and sadly passed away before he could be found.

The Herbert Protocol was **launched by the Metropolitan Police** in order to encourage carers to compile useful information which could be used in the event of a vulnerable person going missing.

Carers, friends and family members can complete a form that records all vital details of the individual living with dementia, such as medication required, mobile numbers and their childhood home.

In the event of your friend or family member going missing, the form can be easily handed to the police to reduce the time taken in gathering the information.
If you believe your loved one has gone missing and they are at high risk of harm, please **call 999 as soon as possible and tell the police operator that you have the Herbert Protocol profile.**

For more information on the Herbert Protocol or to download the form, please visit: ***https://www.met.police.uk/herbertprotocol***



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How to arrange live-in or visiting care

If you're at the stage where you are starting to look at the different care options for yourself or a loved one, it's really simple to arrange live-in or visiting home care support with Helping Hands.



Step one: Speak to our team

Call us on **0808 239 7044** or email us at **enquiries@helpinghands.co.uk**. Our caring and compassionate team of experts are here seven days a week to talk you through the different costs and options available to you.



Step two: A free home care assessment

Your local Helping Hands care manager will visit you to discuss your requirements face-to-face and learn about the type of care you're looking for.



Step three: Matching you with a carer

We'll match you with a live-in carer that is compatible with your personality, hobbies and interests, or select a visiting carer that meets your preferences and has the necessary skills to support you or your loved one.



Step four: Care begins with extra support

We'll make all the arrangements for the arrival of your carer, ensuring that they settle in and you are both happy and comfortable. Your local care manager will be in touch regularly to offer reviews, carer supervisions and extra support when it's needed.

- **We invest in our carers** with family-orientated home care that is local to you
- **We'll be there when you need us,** whether it's 30-minute visits or 24-hour live-in care
- **Fully regulated by the CQC and CIW,** we are home care's only Centre of Excellence

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Accreditations

As a founding member of the United Kingdom Home Care Association (UKHCA) and renowned as one of the nation's leading dementia specialists, this page will tell you more about our industry awards and accreditations, and why 40,000 families across England and Wales have already chosen Helping Hands to provide dedicated home care for them or their loved ones.

Fully regulated service throughout England and Wales

Here at Helping Hands, we ensure that we are always providing the best level of care to each and every one of our customers. As we are registered with the **Care Quality Commission (CQC)** and **Care Inspectorate Wales (CIW)**, you can rest assured that the service you receive is fully regulated, inspected and rated.

The only home care provider endorsed as a Centre of Excellence

Endorsed by **Skills for Care**, the strategic body for the adult social care workforce in England, Helping Hands is the first and only fully managed home care provider to be recognised as a **Centre of Excellence**, highlighting our ongoing commitment to the highest standards of training and induction.

Dementia Champion accreditation

To ensure that our dementia care is always at the forefront of the care industry, Helping Hands has introduced a **Dementia Champion** accreditation to qualifying dementia home carers and managers who have completed our rigorous in-house training and assessments. With this accreditation, we aim to assure customers, carers, commissioners and regulators of the high quality of our service and the unrivalled skills and expertise of our team.

CareQuality Commission

Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Centre of Excellence
Valid until 05/2020
skillsforcare

DAA Dementia Action Alliance

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Difficult
Conversations

How to approach the topic of care with your loved ones

If you feel the time is right to speak with your loved one about the different care options that are available, approaching the conversation in the first instance can often seem like the hardest part – but with support from Helping Hands, it doesn't have to be. Our *Difficult Conversations* guide aims to provide you with the information and support to guide you and your loved one in these first steps of talking about care.

It may be that you are a caregiver for your friend or loved one and you are finding it difficult to support them on top of your other commitments, or perhaps your loved one has recently been diagnosed with dementia and you're concerned that they may need some additional support as their symptoms progress. Whatever your circumstances, *Difficult Conversations* will advise you with how to approach the topic of care with your loved one, as well as highlighting common obstacles you may encounter and how to overcome them.

For more information or to receive a copy of our **Difficult Conversations** booklet, please call our team on **0808 239 7044**, who will be happy to help.



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Five things to consider when approaching the topic of care with your loved one

1. **Prepare for the conversation** – Try to do as much research as you can beforehand, finding out the pros and cons of care as well as the different options available to them. For example, if your loved one is fiercely independent, you might find that care at home would be a more suitable option for them than a residential or nursing home.



2. **Take the 'care' away** – If you anticipate that your loved one might be resistant to the idea of care, try to be more selective with your words. For example, instead of using words like 'care' and 'carer', try using words like 'support' and 'companion'. You may find that your loved one may be more receptive to the idea of having 'someone to help around the house' rather than 'a carer'.



3. **Communication is key** – Communication is more than just talking to your loved one, you need to listen to them too. When you're talking to your loved one, allow them to speak for as long as they need to and pay close attention to what they're saying. If you can identify their concerns, you can use your previous research to advise them of the options available and find a solution together.



4. **Have patience** – It's likely that your conversation about care will not just be a single discussion, and it may be weeks, months or even a year before a decision to accept additional support is made. However, giving your loved one the time they need to come to this decision will help them to feel more in control of the situation, and subsequently more comfortable and open to the idea of extra support.



5. **Don't be afraid to ask for help** – If you're considering approaching the topic of care with your loved one but you're not sure where to start, don't be afraid to reach out for advice. Whether it's another member of your family, a loved one who has been through a similar experience or even a healthcare professional, you might find that you are able to gain a better understanding of how your loved one may react and prepare for any eventuality of the conversation.



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Helping Hands
Care and Nursing at Home

Did you know that we can help you with more than just the basic day-to-day elements of your routine?

Perhaps you need a little support getting out and about to the church fete, a family event or a hospital appointment. Or, it may be that you need to give your kitchen a spring clean, prepare some meals for the following week, or you fancy a chat over a coffee and a slice of cake.

Whatever it is you need, we can support you with visits from as little as 30 minutes all the way up to full-time live-in care, so you can continue to do the things you enjoy in the home you know and love.

To receive a little more help day-to-day, give us a call on:
0808 239 7044

#EachMomentMatters


Appointments


Chatting


Cleaning


Shopping


Cooking


Food Prep


Driving

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