



# CHESHIRE SENIORS MONTHLY

## Homecare in South Cheshire

At Right at Home South Cheshire, we aim to make a genuine difference to the quality of life of those we serve in the local community. We focus on improving the lives of those we care for, not just maintaining quality of life.

## Making a Difference Every Day

From every CareGiver to our local Management Team, we are completely focused on making a difference every day. Keeping our Clients where they want to be for longer – Right at Home.

Our local office team based in Nantwich work tirelessly to deliver on our promises. For us it is not just about providing a service, it is about building valuable relationships with everyone we work with.

## Our Trusted Services

Through trust and commitment to being the best, the quality of the care we provide has been industry-recognised, leading us to be rated as Outstanding by the Care Quality Commission and become the most highly rated national homecare agency on the UK's leading review site, [www.homecare.co.uk](http://www.homecare.co.uk).

## Business Owner Ben, meets with CareGivers for Coffee & Catch Up

For the first time since the pandemic, with restrictions being lifted, our Managing Director and Business Owner, Ben Selby has finally been able to meet up with our CareGivers to have a catch up with them over a coffee.

It has been an extremely tough 15 months for everybody, but our CareGivers have still worked so hard, ensuring that Right at Home standards have been met, even through these difficult times.

“It has been great to meet up with our CareGiver in small groups to have a catch up and in some cases meet up for the first time! It's a great opportunity to for our staff to meet each other, share experiences and best practice, and also provide feedback to me about how they feel the service is being managed and share their suggestions for making improvements. One key area of focus for everyone is improving communication across the board, both with each other and with our Clients/family members.”

Ben will continue meeting small groups of CareGivers throughout the year.

# International Rice Pudding Day – Adult Day Centre



Our lovely Day centre Clients enjoyed their Rice Pudding on National Rice Pudding Day.

Did you know, the largest serving of rice pudding weighed more than 2,000kg (4,400lb), served in India in May 2015?

We still have plenty of availability for our Adult Day Centre on Monday's, Wednesday's, and Friday's from 10am-4pm. We have half and full days available. To book a place for yourself or a loved one, give our office team a call on 01270 257347.

## About Right at Home

### Our Ethos

Our clients receive their care the way they want, at a time when they want to have it delivered. They are involved in all decision-making, including agreement of their personalised care plan. We know that emotional and moral support for our clients and their family can be just as important as our specialist care knowledge, so it is ingrained in the support we provide, and we always keep in close contact with concerned family and friends. We also understand that good day-to-day communication is vital to give families and loved one's peace of mind, which is why all daily records and communication sheets are kept accessible in the Clients' home and any concerns can be easily addressed through a call to the office.

### Our CareGivers

Our CareGivers want more than a job. They want to make a difference in the lives of those in their care. To ensure only the best CareGivers join us, we have a rigorous selection process in place that includes personal interviews, competency testing, psychometric testing, reference checks and background clearance.

We also ask ourselves a simple question – would I trust the CareGiver to look after my own mother in her home? We only recruit if the answer is a definite 'YES'.

Once a CareGiver meets our strict criteria, it's just the beginning. Each goes through a training and orientation process that guides them through our Right at Home values and standards, going above

and beyond the national legal requirements. They are given training on issues that help them develop as better overall CareGivers, as well as training on dealing with very specific situations they may come across in their role.

### Our Support Staff

Behind the scenes we understand it is crucial that our Clients, their families and our staff receive the very best support and expertise from the Right at Home team.

Therefore, our Managers and Care Coordinators were chosen for their friendly and approachable 'can do' attitude, as well as their professionalism and experience in the field. They know all their Clients' circumstances and keep their fingers on the pulse of their changes. They work in partnership with the Client, their loved ones, and any other healthcare professionals to provide cohesive, all-round support.

CareGivers also need support, and we make sure they benefit from regular confidential supervision sessions, as well as 24/7 mobile phone access to an experienced member of the care team, so help and advice is always a phone call away.



**WE'RE  
HIRING!**

Here at Right at Home, we offer top rates of pay and flexible work patterns because we know how important it is for our valued CareGivers to have a positive work-life balance.

We are currently recruiting for many roles within Right at Home. If you would like to join our 5\* team or simply find out more, please give our office team a call on 01270 257347 or email [southcheshire@rightathome.co.uk](mailto:southcheshire@rightathome.co.uk).



# Proud of my Profession

## Proud of My Profession

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What industry have you come from?  
I previously worked in the travel industry.  
How did you feel about joining the care industry before you came to Right at Home? Did you know much about it?  
I was very excited as I wanted a new rewarding challenge.  
What initially attracted you to Right at Home?  
I was recommended by a friend.  
How did you find the training when you first joined?  
The training was very informative and helpful when I started at RaH.  
What do you love about your job?  
I love going to visit my Clients.  
What do you love about your Clients?  
I love talking to my Clients and learning about their lives and what they have got up to.  
What do you love about the CareGivers?  
I have found all Right at Home CareGivers to be amazing at what they do. Right at Home definitely employ the loveliest people.  
Why do you think more people should join Right at Home?  
Right at Home are a fabulous company to work for and I love being part of a valued team that go above and beyond for their Clients. I also feel especially valued by my Clients who love our visits.



Andrea CareGiver



Andrea joined our team having previously worked in the travel industry. Being completely new to care, Andrea was extremely excited to start as she was looking for a new and rewarding challenge. Andrea loves visiting her Clients and talking to them about their life and what they have gotten up to.

Andrea has been working for Right at Home for little under 1 year, and is just one of many, incredible CareGivers, that give Right at Home the Outstanding reputation that we have.

Alison joined our team during the pandemic as she wanted a job where she felt fulfilled. As Alison was new to care, she came into the job not knowing a huge amount, but after reading our job descriptions, she felt like it was something that she could definitely do. Reviews from existing CareGiver's and from Clients families attracted Alison to Right at Home, leading to her applying for a CareGiver role. Alison is another incredible CareGiver, part of our amazing CareGiver team.

## Proud of My Profession

“  
**Firstly, a job in care is honestly the most rewarding job. It is filled with love and laughter daily, you need to be a caring, reliable individual who is personable and get stuck in to anything required but it's honestly the best job in the world.**  
**Secondly and specifically to RAH .... This company have been supportive, responsive, communicative and the loveliest group of people who all work together and help each other out at all times. No hierarchy, no office drama, just decent caring, giving people who want to make a difference and assist their clients and colleagues at every turn.**  
”



Alison CareGiver



## Staff Vaccination Update

We are delighted to announce that as of the beginning of July 2021, 94% of RaH South Cheshire staff have received their first dose of the vaccination. Staff have now started to receive their second dose of the vaccination and this percentage is currently at 93%. All RaH employees are expected to be fully vaccinated by the end of August. What a great achievement by all.

“It's really great to see how quickly the NHS have been able to roll out Vaccinations across the UK, and the vast majority of our care team have been able to arrange their vaccinations with ease ensuring both their safety and the safety of the Clients we support”

Ben Selby, Managing Director

# Paying for Care – new Care Advice Service available



What happens if I run out of money?  
Can I secure my chosen care for life?  
What are the different ways to pay for care and can I guarantee payments for life?

Are you or a loved one having to pay for care and need answers to these and other questions?  
If yes, this leaflet is designed to help.



Are you or a loved one paying for care and need answers to questions such as: what happens if I run out of money? Can I secure my chosen care for life? What are the different ways to pay for care and can I guarantee payments for life? Are you finding the information that is available confusing and contradictory?

If yes, help is at hand.

Right at Home has partnered with My Care Consultant (MCC) – an independent care navigation service whose purpose is to provide a safe space to help those in need of care, their family, carers, or their legal representatives, to find quick, accurate answers to these, and the many questions that arise when someone needs care. We want to ensure our clients can access to independent guidance, at the time when they may need it most.

To arrange your free 15-minute Telephone Consultation with My Care Consultant to discuss your situation, please contact us:

T: (0) 203 290 3110

E: [ask@mycareconsultant.co.uk](mailto:ask@mycareconsultant.co.uk)

For more information about our partnership with My Care Consultant, please visit a dedicated webpage on their website here:

<https://mycareconsultant.co.uk/right-at-home/>

## Important things you and your family should know - new care advice service available from My Care Consultant

Today, when many people or their family members need care and are looking for answers to important questions, they can be passed from one source of information to another, often at a time of urgent need (for example at the point of hospital discharge or concerns about running out of money). The lucky ones end up with good information, guidance and positive outcomes, but the unlucky ones simply don't, and it has become a bit of a lottery.