

GoodOaks

live-in care



Live-in Care You Can Rely on

There's nowhere quite like home; the place you've spent your life shaping. It's the place with a lifetime of memories for you and your family, the place you know like the back of your hand.

When you start needing a little extra help, we believe that the comfort of your own home becomes even more important.

Care should be shaped around you, your life and routines, rather than the other way around. It should enable you to actively enjoy your home again, reconnect you with your community, and support you to live life the way you want.



Welcome to GoodOaks

GoodOaks is a homecare provider offering bespoke, high quality care and support to help keep you safe and independent at home.

Our experienced, friendly and kind care professionals adapt to your routines and lifestyle to provide you with care shaped to your needs.

We work with you to create bespoke care plans, tailored to your unique needs and preferences, and regularly review this to quickly adapt to any changes.

“My father’s care has been excellent. He has been really happy and enjoyed all the company. He has been treated with great respect.”

Mrs S, Canford Cliffs



What is Live-in Care?

Live-in Care is ideal for those wanting to stay in their own home while receiving personalised, one-to-one care.

Knowing that someone is around day and night provides peace of mind for you and your loved ones, so you can enjoy being in the home you love, being supported the way you like.

It is a bespoke, flexible and cost-effective alternative to residential care.

How it works

Live-in care professionals live with you at home, which means they are available to provide care day and night, often for at least two weeks at a time.

They follow a bespoke care plan that we have created with you and those who know your routines, down to the little details; What you like for breakfast, how you like your tea, and in which cup.

As your needs and preferences change, your regularly reviewed care plan seamlessly changes with you.

Your care professional is on hand to help with your daily routines and personal care such as washing and dressing and help with medication and mobility. Our care professionals also help with the running of the house as much as desired, from laundry to cooking and shopping.

One of the most important aspects of their role is to spend quality one-to-one time with you, chatting over a cup of tea, playing cards or popping out with you to buy a paper.



Why Live-in Care?

- Remain in your own comfortable, safe environment
- Care adapts to suit you, not the other way around
- Peace of mind for you and your loved ones
- No big, disruptive move
- Often appropriate for long-term as well as short term 'Home from Hospital' packages
- Freedom for family to visit you at home
- Enabling and caring one-to-one relationships.





Our Care Professionals

Our focus is making sure that the person walking through your front door has the right skills, experience, qualifications and personality for you and your situation.

Our discerning selection and rigorous recruitment processes mean that we only employ about 5% of the people that apply to become a live-in care professional.

To ensure we can provide someone who matches your preferences, our diverse group of staff have a wide range of skills, backgrounds and care experience.

Our care professionals are:

- Compassionate and kind
- Dignity in Care registered
- Thoroughly vetted for criminal records
- Inducted to Care Certificate standards
- Able to access Diplomas in Health and Social Care
- Regularly supervised and checked.

Direct Employment

Unlike many live-in care agencies, we directly recruit, induct, train and manage our live-in care professionals, rather than just 'introducing' them to you.

This means you don't have to worry about extra burdens like negotiating pay, checking insurance or managing poor performance. And in the event of a care professional becoming ill or having to leave, we guarantee that you'll never be left without support.

“Thank you so much for all your care and action to date, especially the live-in carer. Mercy seems ideal! But then everyone I have met so far seems excellent!” Mrs T, Southbourne



Partnership-led Care

Our unique Partnership-led Care approach means that we see you and your loved ones as the experts in your life and condition, and work alongside you to fill any gaps in your existing support network. From developing a care plan to helping someone get discharged from hospital, we work proactively and holistically with your whole support network.

This means:

- We take the lead from you and your loved-ones, and help to fill in the gaps, big or small.
- We provide an app for clients and their loved ones to access their care records, assessments and notes.
- We are there for the whole support network, and work proactively as part of a team.

Our Ethos

GoodOaks was founded to provide a premium service of personalised, dependable and quality care to private individuals in their own homes.

We have always understood that the only way to provide quality care is to work with quality care professionals, and to support them to do the best job they can.

We directly employ our live-in care professionals, providing peace of mind that the person walking through your front door is properly trained, supported, and valued.



Expertise and Innovation

GoodOaks has developed expertise in a wide range of disabilities and disorders. We use our experience and knowledge to provide a reassuring, quality service from assessment through to the care we provide.

Our experience informs everything we do; from the way we deal with home from hospital care packages through to how our care professionals interact when providing dementia care at home.

Our care professionals attend disorder-specific training sessions, which allow staff to have a deeper understanding of the underlying causes of people's disabilities and behaviours, and how to help in a practical, meaningful way.

Technology

Although we think nothing will ever replace the personal touch, we are market-leaders when it comes to using technology to enhance our client's care.

Our care professionals write their care notes and record medication administration on devices that safely backs up this information in the Cloud.

This allows us to offer a responsive service, and for loved-ones to log in and see what's been going on from anywhere in the world.





Employee Support and Development

The support we provide our staff has been recognised nationally by Skills for Care, the strategic body for workforce development in adult social care.

GoodOaks have twice reached the finals of their Accolades awards in the 'Best Employer of Under 50 Staff' category.

By directly employing staff, we can properly support them through regular supervision and support visits to assess and advise staff in the field.

Every member of staff completes our comprehensive induction in accordance with the Care Certificate, a set of standards developed by Skills for Care, Health Education England and Skills for Health.

We have developed our induction to be practical, interactive, and based around real-world situations. This best prepares people for their role, and allows us to properly assess their skills and aptitudes before we recruit them.

Further training such as Diplomas and disorder specific courses are also organised through care professional's bespoke Personal Development Plans.

Our unique support and employment ethos means that our care professionals are happy to stay with GoodOaks long-term, ensuring continuity of care for our clients.

Our Mission:

“To be the go-to provider of quality care at home by valuing, developing and rewarding the caring people who work with us.”



Your Questions

What are the costs involved?

This depends on the level of support that we would provide. You'll get a simple, weekly estimate based on a no-obligation assessment made with you and your loved ones to properly understand your needs.

Live-in care generally compares favourably to residential care in terms of costs.

How long does it take to set up?

We understand that sometimes, care is needed urgently. We can generally assess within 48 hours, and start very soon after that, but it can depend on our current capacity.

What if I don't get along with my live-in care professional?

We do try very hard to match people we think will be compatible. In the unlikely event you do not get on with your live-in care professional, let the office know and we can quickly and easily replace them with somebody more suitable at no extra cost.

What do I need to provide for a live-in care professional?

Live-in care professionals need their own clean and tidy bedroom, with a cupboard or wardrobe to store their things. They will also need access to a kitchen to prepare their own meals. We can explore this in more detail during your initial assessment.

What can my live-in care professional help me with?

- Personal care, such as having a wash and getting dressed in the morning
- Continence care
- Administering and prompting medication
- Meal preparation
- Help around the house – laundry, ironing, cleaning, gardening
- Companionship
- Shopping
- Arranging appointments
- Helping you get out into the community.





Next Steps

Thinking about and organising care can be an emotional and confusing experience, especially if you have not had experience of the care sector before. You can arrange a live-in care professional in four easy steps:

Step 1

The first step is to arrange a free no obligation assessment, where we come to you to discuss in more detail the type of service you require.

It is also an opportunity to meet your support network such as families, friends or professionals involved in helping you at home.

We can tell you more about how the process works, and answer any questions you have at this stage. After this assessment we can give you an estimate of weekly costs.

Step 2

From what you have told us during the assessment, we can start preparing your care plan, which will be unique to you.

We cover everything from your daily routines to your mobility needs and medication regime. Your likes and dislikes, down to your favourite newspaper, are also detailed.

The documents we put together will contain everything someone would need to know to be able to safely provide care for you in a way that fits in with your life.

Step 3

With your preferences and needs in mind, we select a number of potential care professionals that fit your situation. We then submit care professional profiles for your consideration and feedback.

Step 4

Once we have settled on a suitable care professional and have set up the funding arrangements we can start the care package quickly, and visit to review soon after to ensure everything is working well.



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www.goodoakshomecare.co.uk

