

firstpoint

HEMOCARE

Support for you or your loved
one, at home



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Speak to one of our friendly team for a free no obligation chat and to find out more about the support we can provide you or a loved one on, [07827 350 744](tel:07827350744). We look forward to speaking with you.

Who are Firstpoint Homecare?

Firstpoint Homecare is a highly respected care at home and live-in care agency - a low-cost alternative to moving into a residential care or nursing home.

For over 20 years we have been supporting adults of all ages and believe remaining in your own home, maintaining independence and freedom enhances your well-being. Through our person-centred planning of care, our highly trained care team will provide support based on specific needs and wants – there is no “one size fits all”.

Home care is an umbrella term given to care services provided at home, from one call per week for home help, shopping or domestic duties, daily visits, or a 24 hour live-in care package, there is support available to all needs. Whether it's on a short term or long term basis, our service is entirely flexible and tailored.

We are regulated by the Care Quality Commission (CQC), an independent body that regulates all health and social care services in England. They ensure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve.



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What is home care?

Most people's homes are important to them, that's why living at home is so precious. Sometimes, as we get older, we need some help or support to remain where we want to be. Working to help people achieve this aim, Firstpoint Homecare provides the expertise and care required.

Our bespoke service enables people to continue living where they are most happy and comfortable. Our care is designed to enhance the lives of those who may need some assistance.

Firstpoint Homecare are experienced in supporting the simplest of tasks to the most complex conditions, we can help, whatever the need. Trusted as a preferred supplier to the NHS, local authorities and the private sector, you and your family can be assured you are in safe hands.

“

It has been a pleasure to have your carers coming in to help my dad.

Helen, daughter of George

”



Home care services we provide



Home Help

A carer will support on a more casual basis, allowing you or your loved one to retain as much independence as possible.

Whether its with housekeeping duties, companionship or assistance with personal care, the flexibility of our packages allow you to tailor to your needs. Home help can be anything from weekly through to live-in care.



Respite Care

Our respite care could be anything from a few hours, to support through the night or to covering much needed holiday and is ideal for care on a short-term basis.

We provide expert care that suits, at home, in familiar surroundings.



Live-In Care

A carer will be present in to provide full-time around the clock care at home, as opposed to just a few visits throughout the day.

It is ideal for those needing that extra bit of support and who will benefit from someone being there day and night.



Complex Care

Complex care is specialist tailored support for individuals with complex health needs that require extra assistance to manage their symptoms.

This person-centred approach focuses on enabling a higher quality of life for the individual and them retaining their independence as much as possible.



Palliative Care

Our palliative care service focuses on relieving and preventing the suffering of patients, to improve the quality of life for them and their families, no matter the diagnosis or stage of the disease.

Palliative care at home is provided by a team of doctors, nurses and other specially trained people.



Whether its a 30 minute visit to live-in care, we will create a bespoke package for you. Call us to talk through your requirements on [07827 350 744](tel:07827350744). We look forward to speaking with you.

Your journey to care at home

We are here to support you or a loved one throughout your care at home journey. Whether you want to phone us for some advice, chat through your options or arrange a home visit to discuss more in-depth about your' or a loved ones needs and requirements, we are always happy to hear from you.



1: Speak to us

Whether you want to know more about home care or want general guidance or advice with no obligation, chat to our team of CQC registered experts.



2: Arrange a free no obligation home visit

Your local CQC registered Firstpoint Homecare manager will visit you to discuss your needs and the type of care you are after.



3: There is no “one size fits all”

We will work with all relevant parties to create a person-centred home care package suited to you and your needs.



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Matching you to your carer

An experienced assessor will come to your home and discuss with you and your family the help and support you require. During these discussions, an assessment of needs will be carried out. From this assessment, a tailored Care Plan will be agreed, only once you have told us what you want. By using trained professionals, you can be assured you are in expert hands.

Our assessors will use their expertise to match your individual care needs to the right carer. Prior to the service commencing, you will be personally introduced to your carer.

Our carers are only selected if they possess the appropriate skills, empathy and compassion to deliver the highest standard of care.

All of our carers are subject to a rigorous recruitment and selection process, including:

- ✓ Pre-screening
- ✓ Completion of Application Pack
- ✓ Face-to-face interview by experienced care team
- ✓ Disclosure and Barring Service checks (regularly checked thereafter)
- ✓ Right to Work in the UK check
- ✓ 5 years referencing
- ✓ Occupational Health declaration
- ✓ Comprehensive training programming (meets regulated government standards)

Once care has started, our highly qualified assessors will conduct regular home visits to ensure you are happy with the service we are providing. A record of the care that we provide to you will be maintained and left in your home or alternatively can be accessed live online for you or family members. This gives your family peace of mind that their loved ones are receiving the care and attention they deserve. Dignity, compassion and respect are at the forefront of our service.



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Simons story

Simon lives in the cottage where he grew up with his parents. Sadly his parents have both passed away which Simon found very traumatic and he is still grieving the loss of them. Simon has a sister who lives in Cambridge with her family, they are good support via the telephone and visit as often as they can, usually every few weeks. Simon has undiagnosed learning difficulties and since the passing of his mum he has been struggling with maintaining his daily routines, around his personal care and keeping his home clean and tidy. Simon can get anxious with new situations and will call his sister for support when this happens. Simon is well known in the village where he lives and he has a good support network in the local community around him.

Since the start of his care package Simon has settled well into his routines with the help of his carers, to be able to maintain his home and stay as independent as possible. Carers guide and encourage him to maintain his home and stay as independent as possible. Carers guide and encourage him to maintain good level of personal hygiene and to be prompted and support with maintaining laundry tasks, carers also support Simon with meal planning and writing a shopping list weekly.

“The carers are wonderful with Simon, support him and enable him to remain independently in his home, he looked forward to them coming”



Joans story

I live in my own bungalow and used to live on a farm. I have 2 daughters who live locally who are great support to me with my shopping and getting to appointments. To enable me to remain in my own home, I needed support with bathing and dressing as due to my arthritis i was beginning to struggle, through the help of the local council I go the help i needed through Firstpoint Homecare who I have had now for the past 6 years.

“They have been a great help to me over the years and have enabled me to remain in my own home, I cannot fault the service and look forward to seeing my carer each day”



Jeans story

Jean is a lady who has been supported in the past by various care providers who have ended her care package due to difficulties. Jean is nearing the end of her life & requires input from carers to ensure her needs are met & that she is comfortable.

Jean attends Dialysis three times per week which is traumatic for her, she lives with her long-term partner who has physical health issues of his own & isn't able to support her. Jean has a daughter living locally who assists in-between carer visits but works & has a young family of her own.

Jean's daughter was extremely pleased when Firstpoint agreed to take over Jean's package of care, she explained that Jean could exhibit quite challenging behaviours & could be quite vocal in regard to carers in a derogatory manner, if even, the smallest of things wasn't to her liking. Jean's daughter spoke candidly about Jean's prognosis especially her worries / anxieties surrounding Jean receiving care, she felt "scared" at the prospect that there would be "nobody willing to help"

Since commencing her package of care Jean has settled well with our carers, yes, there has been to occasional 'issue' but this has been addressed swiftly. Jean has forged therapeutic & beneficial relationships with the team enabling her to receive the care / support she requires at this most difficult time. Carers assist Jean with all aspects of daily living ensuring all her needs are met, not just physical care requirements but on an emotional level as well, family have stated that carers not only support Jean but themselves as well which has provided much needed reassurance to them.

Jean now actually looks forward to carers visiting, she is much more accepting of assistance which has enhanced her quality of life immensely.

“We can't thank the carers enough for what they do for Mam, we know that she has & can be difficult but nothing is too much trouble for the carers & they take everything in their stride. We couldn't do without them”

FAQ's

What are the benefits of home care?

When you choose care at home, it enables you to remain in the property you live in now with carers visiting you in your home when you need them. In order to ensure you get the support you need, we will work with you on a personalised care package as we believe that you should have a choice in the care you receive.

Is home care right for me?

If independence and remaining in your own home is important to you, then deciding to have home care as opposed to going into residential care will be the best option for you. Home care is extremely flexible and allows you to have as much or as little help as you feel you need.

What types of care do you provide?

Our services include: [Home Help](#), [Respite Care](#), [Live-in Care](#), [Complex Care](#), [Palliative Care](#)

Is home care more expensive than residential care homes?

It is often interpreted that remaining in your own home is more expensive, when in fact this is not necessarily the case. With home care, you decide the level of support and care you need – meaning that you only pay for the one to one care you receive, rather than paying a care home provider to fund care which is shared across many individuals and not optional.

How do I contact you?

Please call our Harpenden branch for the following areas on **0158 248 2405**, Harpenden, St Albans, Hatfield and Welwyn garden city.

Please call our Darlington branch for the following areas on **0132 529 0008**, Darlington, Catterick, Richmond, Bedale, North Allerton.



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We look forward to speaking to you

Inspected and rated

Good



Darlington

0132 529 0008
anne.hurwood@firstpointhomecare.com

Unit 2A, Enterprise House
Valley Street
Darlington
DL1 1GY

Registered Manager:
Anne Hurwood

Harpenden

0158 248 2405
sharon.williams@firstpointhomecare.com

29/30 Thrales End Farm
Thrales End Lane
Harpenden
AL5 3NS

Registered Manager:
Sharon Williams



“

On behalf of my mum June and myself, I just wanted to drop you a quick note with our thanks for everything you and Firstpoint have done for us and my Dad, David, over the last 3 months.

”

Lynne