



Quality Care at Home

**Everlife**  
— care at home —





*Providing care and support with **dignity,**  
**Integrity** and **compassion***

### **We provide the following types of Services:**

- Assistance for Older People
- Family Support
- Home from Hospital Support
- Live-in Care
- Respite Care Service
- Dementia Care
- End of Life Care
- Mental Health Support
- Supporting Physical Disability





***As we age, we often require additional assistance to maintain our daily activities and pursuits. This is where our care and support comes into play.***

### ***Independence, dignity and respect***

Our support service promotes independence, dignity and respect. This means that where we can, we will do things 'with' you rather than 'for' you. We will never come in and take over; we work with you, helping you to choose the way you want to live your life. Enabling you to carry on your life as normal, with as minimal interruption as possible is our aim.

### ***Personalised care and support***

Your care and support plan is personalised to your needs and wishes. We want you to have as much input as possible, so you still have full control of your life. Your personalised care plan is tailored to exactly how you want it. This means you can have as little or as much support as you need within the comfort of your own home. We also include social activities so we can accompany you or help you to get out and about in the community and enjoy living your life.

### ***Peace of mind for your family***

Receiving daily visits from Everlife offers your family the reassurance they require, providing them with peace of mind. Additionally, having someone present can aid in the early detection of any health or medical issues that may arise.

Our in home support service also contributes to enhancing and sustaining positive relationships with your family and friends. This allows them to continue in their roles as your loved ones and companions, without assuming the responsibilities of a carer. If you already receive assistance from a family member or friend, it is essential for them to take periodic breaks. During these times, we can provide the necessary support to ensure your wellbeing.

## ***Assistance for Older People***

*As people are living much longer, we want everybody to enjoy their extra years. Help in your home can enable you to stay independent, living your life to the full for as long as possible.*





**We support adults, elderly people, children and families who are coping with a health condition or a disability to carry on with their daily living. For us, it's about ensuring that those we support can get the best out of life and do so within the comfort of their own homes.**

## **Family Support**

*When a loved one has a health condition, or a disability, we all need a support system behind us. We're proud to be a part of this for many families.*

### **Emotional support**

It's natural to experience occasional concerns, especially when you're separated from your loved ones. Our aim is to provide quality care and support for your family member, as if you were providing the care to them yourself. As a family member and contributor to the care plan, you can contact us and discuss the care plan at any time. We are always here to answer any questions or worries you may have.

### **We can be your 'eyes and ears'**

When you live a distance away from a family member in need and have to manage the demands of a career or children, this can present challenging times when care and support are needed, especially at short notice. We recognise this and strive to simplify this journey for you. In moments when you are just not available, we can be your eyes and ears reducing the worry and stress.

One of the benefits of having a consistent care worker who is familiar with your loved one is the ability to detect any changes in their emotions, mental state, or health. Whether it's a deterioration or improvement, you will be informed throughout by us.

The ability to identify early signs of declining health also enables us to quickly secure the necessary assistance, thereby averting additional distress for your loved one. This assurance is greatly appreciated by the families we assist.

### **Breaks for family carers**

If you're the main carer for your loved one, we can help by giving you time to yourself so that you can continue giving the best support for your loved one. We can support your loved one at home whilst you go out and meet friends, have a holiday, or simply have time to rest and recharge.





**Returning home from hospital following a stay due to an operation, illness or injury can be daunting. Support at home can help you to recover and transition back to your independence.**

### **Phased recovery**

We believe that a phased recovery process is key to your wellbeing and health. Rather than struggle when you arrive home from hospital, taking the option of care at home, either to regain your independence and confidence, or to have assistance when you are recovering from an injury or illness will make all the difference to how you recover.

### **Returning home to familiar surroundings**

The option to have help at home means that you stay in familiar surroundings with your loved ones, friends, pets and all of your memories. This can assist with keeping you motivated and determined, rather than being on your own in a hospital or rehabilitation centre.

### **Our dedicated staff**

Our staff are upbeat, compassionate people who provide companionship, support and assistance to aid your recovery. They are highly trained so are knowledgeable in all aspects of care and support.

Our aim is to keep you as independent as possible. This means we will do as much as we can 'with' you rather than 'for' you.

As with the nature of recovery, our support will change as you change. We will review your recovery at regular intervals, updating your personal care plan to reflect this.

## **Home From Hospital Support**

*Our home from hospital service provides you with the support you need to recover at home safely and with confidence.*





**Whether you require long term or short term support, we can provide you with a care worker who will keep you safe, happy and well - all in your own home.**

Live-in care is both popular and appealing to many of our customers for many reasons:

- ✓ Affordable alternative to residential care
- ✓ One to one care, every day
- ✓ For couples and people living on their own
- ✓ Not only providing care, but companionship as well
- ✓ Reassurance of knowing that you or a loved one is safe
- ✓ Staying in familiar surroundings
- ✓ Can be long or short term

Live-in Care provides round the clock assistance for those with health conditions needing more continual support as opposed to visiting care. It ensures that someone is always there to keep you or your loved one safe. It also benefits those who require short term support such as returning home from hospital to recover from an illness or injury, all in familiar surroundings of your own home.

**How our Live-in care staff can help you**

Our live-in care workers are compassionate and friendly, providing the highest quality, professional support to give you the peace of mind that you or your loved one are in safe hands. Importantly, companionship and having a friendly face around the house are a key element of our live-in service, giving peace of mind and reassurance to everyone.

**A live-in support plan that adapts to your needs**

We offer a personalised care plan, by listening and taking into account your support needs and personal wishes. As your needs change, the care plan is updated to reflect this, ensuring that we are always providing the right levels of support.

It's always your choice, and it's always about you. Our live-in care service provides one to one support with a friendly face that is always on hand to help, day or night.

**Live-in Care**

*Our live-in care service provides round the clock support so that you or a loved one can live comfortably and safely at home.*





***Our respite care service allows you to take that much needed break or holiday, while your loved one is being cared for in the comfort of their own home.***

### ***Taking care of your own well-being***

As a family carer it's important that you also take care of your own well-being, so that you can continue to look after yourself and your loved one properly. Caring for a loved one, especially if you're their sole carer, can be both physically and mentally draining if you don't receive any additional support.

### ***Our respite care workers***

Many of our care workers have been in the same position as you, caring for a loved one. They do understand that it can be difficult to hand over control to them and will make it as easy as possible for you. You can be reassured that our care workers are reliable and compassionate people with the desire to help make a difference.

### ***Assistance when you need it***

The assistance we offer is tailored to meet your individual requirements, and ranges from one-off or regular visits to live in care. We can help with everyday tasks such as washing, cooking and cleaning as well as accompanying your loved one on social outings and appointments.

Our respite care can help when:

- ✓ You want to take a holiday
- ✓ You're unwell and need to rest and recover
- ✓ You want to meet with friends and socialise
- ✓ You just need some time to yourself and take a complete break from caring

## ***Respite Care Service***

*Take a break and recharge your batteries with our respite care service. Our care workers can provide you with that little extra support you need to allow you to manage your own wellbeing.*





## Dementia Care

*1 in 3 people born in the UK this year will develop dementia in their lifetime. There are 944,000 people with dementia in the UK. This will increase to over 1 million by 2030 and over 1.6 million by 2050.*

Dementia  
Care

***Our personalised dementia care service will support you and your family, whether that's by providing support for your loved one, or helping you to take a break when you need it.***

### ***Supporting the whole family***

Living with dementia is difficult, both for the person and their family. Symptoms and emotions change frequently - it can be hard to know how to handle the situation. This can be challenging and emotionally draining for the family. Our aim is to supply the best quality dementia care for your loved one, and emotional support to you and your family throughout this time.

### ***Personalised, changing and flexible support***

The service we provide is personalised as support needs are different for each person. Working with you, your family and your loved one, we'll ensure that the care plan is created to help you all get the best out of life. As dementia progresses, support needs change. We regularly review progress and changes, personalising the care plan so that the right amount of support is always being provided.

### ***Our dementia trained care staff***

Our care workers are specifically selected due to their compassionate, friendly and caring attitudes.

Most of our carers have several years of experience or have cared for their own family members.

We train staff specifically on caring for people with dementia and provide them with ongoing support and supervision so they always feel confident and knowledgeable in their field.





## End of Life Care

***We believe that each person has the right to choose how they want to live out their final days. Staying in your own home where you have lived for years, perhaps all of your life, where all your memories are can be of great comfort.***

End of Life  
Care

***We are happy to offer a professional and caring support service, enabling your final wishes to happen.***

### ***What we can offer you?***

We understand that end of life care is a very important part of the service we provide. Our care workers are highly trained in this type of care when they begin their career with us. We ensure that extra training is given before a care worker is assigned to care for a customer in this situation. We provide any additional training your care worker may need to undertake to enable you to stay at home. This may involve working with other health care professionals to ensure our staff are trained in every aspect of the care you may require.

### ***Caring and dedicated support***

Each of our care workers are specifically selected due to their compassionate, devoted, caring and friendly attitudes. Most have cared for their own family and view care work as being much more than just a job, more of a calling.

We offer companionship to our customers, treating them with love and respect, as we would our own family.

This brings great comfort to customers, but also to family and friends knowing that the care and support their loved one is receiving on a daily basis is of the highest of standards and consistently exceeding expectations.

*Facing the end of your life is a difficult time, both for the individual and their friends and family. People have more options of how they wish to live out their last days and most choose to do so at home, with their loved ones close by in familiar surroundings.*





***There are many mental health conditions, however every person is unique and will require different support needs. We create a personalised care plan tailored to your individual needs, encouraging you to do things that improve your wellbeing and using personal goal setting to achieve your desired outcomes along the way.***

Our aim is to assist you in living your day to day life in a way that suits you, helping you to recover, or learning to live with your condition in a way that helps you get the best out of life.

### ***How can home care help with mental illness?***

Many people with mental health conditions struggle with day to day living. Activities like getting out of bed, washing and personal appearance, managing the home, eating properly and getting out for some exercise or socialising can become extremely hard to do. Having a friendly and understanding support worker visiting regularly to encourage and help with building daily routines can improve your overall wellbeing, leading you to a path of recovery.

### ***Your care, your choice***

We encourage our customers to have their say about the support they receive. We recommend extra input from family, close friends or other health care professionals; so that we can ensure that we are providing you with the right amount of support.

### ***Our mental health support workers***

Our support workers are friendly and kind individuals with a real passion for this field of work, which is why they've been specifically selected for this job role. Specialist training is provided to ensure we're doing our job to the highest of standards, and that you are receiving the support you deserve.

## ***Mental Health Support***

*In the UK, mental health issues represent the single largest cause of disability. 1 in 4 adults suffers from a mental health illness in any given year. It's important that high quality home care services are available to assist you in the best way possible.*





***We provide a service which is personalised and tailored to each individual's needs. We involve our customers in writing their own care plans so that the care they receive is exactly what they want, with just the right amount of support to enable your independence.***

### ***Flexible care and support***

If you need only a couple of visits a week, daily support, or live-in care, we can help. Our support services are bespoke to each individual. If you have a physical disability that requires support with daily living like getting out and about, or for household and personal routines, we are able to help.

### ***Get the best out of life***

We provide more than just practical support; we want you to enjoy and live your life to the full, living as independently as possible. We help within a work environment, going shopping, assisting you with family life, helping you with your children or just having day trips out or holidays - we can assist you with it all.

### ***How our dedicated staff can help you***

We provide our staff with a high standard of training. We're selective on the care workers we employ, ensuring they have the dedication and passion to help our customers get the best out of life. Our care workers view their work as more than simply a job. They'll also be there to be a companion and friend to you.

## ***Supporting Physical Disability***

We believe that everybody should have the help to live life to the full, and as easily as possible despite physical disability. We are here to assist in enabling that.





**We aim to provide high quality care to the local community, meeting individual needs in a safe, caring, effective and responsive environment by a well-led workforce with the skills, knowledge and resource to meet the highest standards in care.**

**Our aims are:**

- ✓ To deliver quality care based on the needs of our customers.
- ✓ To treat all customers equally whilst valuing their differences and respecting their human rights.
- ✓ To safeguard customers from all forms of abuse whilst respecting their decisions
- ✓ To provide access to information through a range of formats and aids including advocacy where required.
- ✓ To involve customers, seeking feedback including complaints, compliments and ideas to improve our service.
- ✓ To ensure we recruit and retain the right staff and maintain and improve their skills through the right training.
- ✓ To act immediately to understand, respond to and learn from incidents through established systems.
- ✓ To deliver compassionate care that promotes customers' dignity, respecting their needs, wishes and expectations.

## **Aims, Objectives and Philosophy of Care**



## About us

- ✓ Everlife is a leading local domiciliary care provider with nearly 25 years experience.
- ✓ Branches in Trowbridge & Swindon.
- ✓ 'Think Local; Act Personal' – with our leading Outcome Based Care models and commitment to Social Values.
- ✓ Working with local commissioners - Wiltshire Council, Swindon Borough Council & Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (NHS).
- ✓ Wide range of customer groups.
- ✓ Focused upon sustainability and quality .
- ✓ Using ground breaking / next generation software for rostering and care planning.
- ✓ Giving health professionals / commissioners / individuals / carers / family access to our care platforms for better communications, data sharing, joined up care, recording and reporting – all leading to better care and support.

## Everlife are...

- ✓ Care Quality Commission (CQC) registered, regulated and inspected.
- ✓ Fully insured for Public Liability / Employers Liability / Professional Indemnity / Medical Negligence and transportation of customers.
- ✓ Member and Board Member of, Wiltshire Care Partnership.

Inspected and rated

Good



Both our offices have been rated Good by CQC





# Everlife (Wiltshire) - Our Charges

## Direct Debit Charges

	Hour	$\frac{3}{4}$ Hour	$\frac{1}{2}$ Hour
Monday - Friday (7am-7pm)	£32.28	£29.06	£24.87
All other times	£38.52	£34.66	£29.65
Waking night (9 hours)	£346.68		
Sleep-in (9 hours)	£290.52		

## Non Direct Debit Charges

	Hour	$\frac{3}{4}$ Hour	$\frac{1}{2}$ Hour
Monday - Friday (7am-7pm)	£33.60	£30.25	£25.88
All other times	£39.96	£35.96	£30.76
Waking night (9 hours)	£359.64		
Sleep-in (9 hours)	£302.40		

- ✓ Bank holidays are charged at the 'All other times' rate.
- ✓ A sleep-in becomes a waking night on the second disturbance.
- ✓ Mileage is charged at £0.55 pence per mile for shopping, social visits etc.
- ✓ A one off charge of £100 will be made for any temporary package in addition to the above charges. This fee is non refundable.
- ✓ For 24 hour live-in care, please telephone for prices & availability.
- ✓ Direct debit prices are applied to the next invoice following receipt of a correctly completed bank mandate. If the direct debit is cancelled at any time, the non direct debit prices will be applied to all subsequent invoices until a new correctly completed bank mandate is received.
- ✓ If you cancel any visits that are normally scheduled each week, you will still be charged for these visits regardless of any notice given - these visits will be preceded by the word "Retainer" when invoiced. The retainer payment will not apply to Bank Holidays unless you give us less than 48 hours notice to cancel. If you would like to cancel your care for longer periods, you can pay the retainer to retain your visit times or you can cancel your care visits. If you cancel your care visits permanently, we require 7 days notice to cancel. We cannot guarantee that we would be able to restart your visits at a later date due to your visit times being allocated to another customer.



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The logo for Everlife features the word "Everlife" in a blue, sans-serif font. A blue arc curves over the "E" and "v". Below the word is the tagline "— care at home —" in a smaller, blue, sans-serif font, flanked by horizontal lines.

**Everlife**  
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