"Together Through Life"

LEGACY
CARE PLUS
"Together Through Life"

Compassionate Home Care Services

Legacy Care Plus

Legacy Care Plus provides expert personal care services to an extensive selection of domiciliary care users across the country, be it private or referred through Social Services. We offer economical healthcare services, accessible to service users from every background.

Legacy Care Plus is dedicated to providing skilled staff, including, but not limited to, carers, support workers and household assistants. We emphasize matters of cultural sensitivity and acknowledge all outlooks and lifestyle practices of various ethnic groups.

We provide our services to the elderly, as well as to other adults. We customise services for each service user in our care, whether they require more complex care services, such as spinal injuries, brain injuries, learning disabilities or even just some company.

Our Care at Home Team

Legacy Care Plus staff are both socially aware and communicatively capable – we can also make arrangements for specific language or cultural requirements if necessary. We endeavour to enable people from different communities to feel comfortable enough to make use of healthcare services, with the assurance that they will be treated with the respect they deserve.

Legacy Care Plus' Care at Home team will be there throughout your entire care journey. With extensive knowledge in the healthcare sector our staff will ensure your specific requirements are met with the most suitable options. Our care support packages are customised, socially sensitive, and ensure you or your loved ones remain in the comfort of your home without having to worry about not having the necessary care.

Whether you need an extra hand around the house or personal care assistance, we know that there is no place like home. We seek to empower your family and loved ones to take a more direct approach to your care without losing out on the quality of care.

What is included?

Customised care service

Legacy Care Plus is confident that we can offer supreme domiciliary care, customised to each individual service user, being mindful of cultural values. Care at home services are delivered by passionate, skilled healthcare professionals.

Conversation with a care at home advisor

Our staff are socially aware and are capable of working across cultural borders with integrity. We can offer our service users relevant counsel based on our expertise, including the areas we operate in and current fees.

Free, no-obligation care assessment

In order to get to know you and understand any particular preferences you may have, a member of our team will visit you and carry out a full evaluation of your specific requirements.

We can liaise with your loved one and any involved medical professionals, in order to obtain a complete understanding of your care requirements and guarantee that all aspects of your healthcare are seen to. Legacy Care Plus staff are mindful and respectful of various lifestyle, health, and religious beliefs, and if necessary we can arrange for staff who speak various languages for your convenience.

A variety of care options

We offer a number of flexible care options because we understand that your requirements may change. Based on your individual needs, you can choose between one of the options below, or combine them to tailor your care package:

Local expertise and knowledge

We are able to offer a personal service whilst sustaining local community knowledge, with our devoted team working throughout the country. We are available around the clock, to ensure that there is always someone to address any concerns you may have.

Variety of care options

We realise that your requirements could change, which is why we ensure flexible care options, which you can choose based on your situation.

24-hour care

Our carers can visit your home on a rota basis during the day and night, covering the whole 24-hour period, ensuring that your needs are attended to 24 hours per day.

Daily visits

We offer support with all aspects of daily live-in care, with options from one hour* to a full day.

Night care

Waking Night – If you need more support during the night, our waking night service may be the suitable choice. To meet your needs, your carer would be awake and alert throughout the night.

Sleeping Night – This service is intended for service users who may only require a limited amount of care throughout the night, ensuring you have peace of mind that someone is there.

***Minimum visit length is dependent on your location. For more specific information, please read on or contact us directly.**

Which home care service is right for you?

Personal care

Designed for service users who require support with daily activities, our personal care service is personalised to your individual needs, including support with morning and evening routines, bathing, dressing, continence care, medication prompts and meal preparation. Staying mindful of cultural values, we will work closely with you to tackle any concerns that appear.

Social companionship

Our social companionship service is best suited to service users who are assured by having someone there with them. Maybe you need a helping hand with household chores or just someone to sit and chat with you, Legacy Care Plus will be there for you.

Live-in care

For service users who need someone to assist them during both the day and night, our live-in care service* will be befitting to them. This service maintains a level of independence within the comfort of their own homes. One of our skilled staff members will live with you in your home and deliver one-to-one personalised care services.

***This service is based on a night of up to 3 disruptions.**

Night care

A good night's sleep is vital to our general wellbeing but for some, an unsettled night can be the cause of more complex care requirements throughout the day. Our two levels of night care services: Waking Night and Sleeping Night, we can ensure that the night time hours for you or your loved one pass with ease.

With our healthcare assistants by your side during the night, we can ensure that you are comfortable. With Legacy Care Plus you can be rest assured that you won't be on your own during your most vulnerable hours.

Holiday care

A well deserved break would do you the world of good, and just because you need consistent care doesn't mean that you can't go on holiday. A Legacy Care Plus healthcare assistant will accompany you on your holiday, permitting you and your family to relax.

Hospital to Home

Its not always a simple transition from a hospital stay to your own home. We can ensure you are settled back into your house smoothly with our hospital-to-home service. Working with both Discharge Teams and Occupational Therapists, we guarantee that service users receive optimum recovery whether they require some assistance with day-to-day activities or a complex level of care. Legacy Care Plus will be there from the moment you are discharged from hospital.

Complex care

Service users with complex and continuous care requirements often need the support of highly trained healthcare professionals so they can continue living in their own homes. We can allocate practiced healthcare assistants with niche skills, tailored to meet your individual requirements.

Palliative care

Palliative care is an intensive area of healthcare for service users with life-threatening illnesses. Legacy Care Plus offers palliative care services catering for all possible stages of illness, including pre-diagnosis, diagnosis, treatment, cure, death and bereavement. We aim to provide the best quality of life for those suffering from a progressive illness, as well as their loved ones.

All Legacy Care Plus services can be merged to offer you your required level of support. Individual guides are available for each of our services.

To request a copy please contact us on **0800 755 5001**

or visit our website **www.legacycareplus.co.uk**

Minimum visit time

Throughout our years of experience providing care at home, we have realised that it is best not to rush a visit in order to ensure that you receive the best quality of care. This is why we offer minimum visit times between 1 to 4 hours depending on your location.

There should be no pressure to rush the tasks of daily living and we feel this is essential for the elderly or individuals with physical disabilities. Upholding safety in their environment is paramount.

We don't want to rush our carers and we don't want our carers to rush you. During visits, our staff can offer not only personal care but also company and conversation. Legacy Care Plus is passionate about building strong, trusting relationships and we believe that investing time rather than dispersing little bursts of care that we will be able to do so.

We do offer a flexible service with customisable visit lengths, which can be modified to suit your requirements, in the event that you are seeking the comfort of someone visiting your home to check if you have everything you need. This could mean a carer visiting 2 to 3 times per week instead of daily visits or using their time to help you with other responsibilities such as domestic chores or community trips. This ensures you get the most out of your time with your carer and allows flexibility to create the best care plan that works for you.

To find out the minimum visit duration in your area, please call our dedicated Care at Home Team on: **0800 755 5001**

Legacy Care Plus and personalisation

In 2007 the Government published the Personalisation Agenda: 'Putting People First', in response to transforming adult social care in England over the next 10 years.

Personalisation aims to revolutionize the way that people think about care and support services. This change in reform calls for a substantial change in adult social care so that all systems, processes, staff and services are focused on putting people first.

Personalisation is about offering more choices and control over your life in all care situations and is far broader than simply handing out personal budgets to people eligible for government funding. It involves advice and encouragement to enable you to make informed decisions about your care.

We are always willing to meet and discuss any challenges you face and identify a potential solution to ensure our services are delivered in accordance with the Personalisation Agenda.
If you would like to find out more about 'Putting People First', visit the TASC (Transforming Adult Social Care) website at www.tasc.org.uk.

We always strive to place you at the core of our services and consult with you every step of the way in the delivery of your care. Our care at home services, whether provided directly by the council, paid for independently, or by personal budget holders, endeavours to focus on identifying and achieving outcomes.

The type of support that people who use our services say they need are not limited to personal care. It can consist of a much broader range and it is likely that such services as domestic help, assistance with household management, being taken out for the day or even help to enable a holiday to be taken, will be necessary.

As an establishment, we are as adaptable as are our staff and are always finding solutions rather than dwelling on what can sometimes be considered impossible problems.

How our service is delivered:

The steps below highlight the fundamental phases that Legacy Care Plus follows to deliver a tailored care service.

1. We receive your enquiry, examine your requirements, and specify an overview on the services we can offer, as well as a summary of prices.
2. A Legacy Care Plus Assessor visits your home and a care and risk assessment is taken. After this visit, a care package will be presented.
3. We finalise your care plan with you and your family, if necessary.
4. We find fitting staff members to support you according to your care requirements and organise a meeting. If any additional preparation is required, this will also be organised.
5. Your care begins.

****We realise that in a crisis care must start immediately. If this is the case, we will shorten our service process and begin an urgent assessment to support an earlier response.**

Funding your care

Although this isn't always the case, most people think that services such as personal care would be expensive. There are various finance options that ensure you or your loved one remain in the comfort of your home.

Should you need any help with financing your care, you might qualify for funding from your Local Authority or the NHS Continuing Healthcare Team. Below is a brief explanation of the types of support available.

Personal budgets

A Personal Budget is a lump sum set aside to cover your healthcare requirements. You can either accept the amount personally as a Direct Payment or you can request your local authority to use this money on your behalf. It can also be allotted to a trust fund managed by your family or by a professional such as a social worker.

Individual budgets

An Individual Budget is similar to a Personal Budget, although, it can be a more flexible budget option and involves other sources of support such as Supporting People, Disabled Facilities Grant, Independent Living Funds, Access to Work and Community Equipment Services.

Direct budgets

A Direct Payment is money given to you directly so that you can buy services for your care needs, which puts you in complete control of your care package and provider.

Personal health budgets

A Personal Health Budget is an allowance made to a person with a recognized health concern. At the moment the NHS offer Personal Health Budgets in 3 options: Notional Budget, Real Budget Held by Third Party, and Direct Payment. Find out more about this by visiting the Department of Health website: www.dh.gov.uk.

Quality assurance and our recruitment standards

Legacy Care Plus' character is dependent on offering an exceptional standard of care. We follow a strict employment process to ensure we only supply care staff who are compliant. We are proud of the rigorous internal Quality Assurance Systems that are continually reviewed and monitored.

We require our care staff to have relevant qualifications and experience for the services they will be asked to provide. In some cases, candidates will already have achieved qualifications such as NVQ Level 2 or 3.

Our team checks each candidate's Disclosure Barring Service (DBS), POCA and SOVA checks, work history, health declaration, experience, qualifications and up-to-date references to ensure we have a complete description of their capabilities. We also assess their ongoing training needs, ensuring that staff continue to provide an excellent level of service.

Legacy Care Plus' recruitment process complies with:

- The Care Standards Act 2014
- The Regulation of Care Act 2014
- DoH Code of Practice of NHS Employers
- All current NHS National Framework Guidelines

Legacy Care Plus obeys a rigorous employment process to certify that all our staff are compliant with the Care Quality Commission (CQC). This allows us to supply our service users with the highest quality healthcare professionals, at all times.

Fixed observations guarantee that our staff uphold the standard of care. We oversee compliance evaluations to guarantee that all our staff have the appropriate credentials and proficiency needed for the care that they will deliver.

This includes:

- Disclosure and Barring Service (DBS) checks.
- A full health statement.
- Full working experience, including detailed reference checks.
- Annual reviews with applicable registration bodies to guarantee ability to practice.
- Regular supervisions ensure that our staff continue to provide an excellent standard of care.

Training

An emphasis on constant training and development is essential to Legacy Care Plus' reputation. Our staff members are proficient in the National Standards and all take part in a comprehensive compulsory training course which includes manual handling, disease control, basic life support, fire safety and medication sections. In addition, as part of our Care at Home service, we build personalized instruction briefs based on the needs of each service user.

Frequently asked questions

Is Legacy Care Plus registered with the appropriate governing bodies and professional associations?

Yes, we are registered with the Care Quality Commission (CQC). This guarantees that we supply our service users with the highest quality of care and staff. All of our certifications cover our domestic services countrywide.

Will someone visit my home before starting the service?

Yes, a complete Care Assessment will be conducted to ensure that the package of care we provide is fully tailored to the needs of the service user. The evaluation will take roughly 1 hour and contains an overview of requirements and a general risk assessment for the setting where the care will be delivered.

The conclusions of the evaluation will form the foundation of the care plan and will feature comprehensive evidence which the carer will follow when supplying your care. Legacy Care Plus has a lawful accountability to guarantee that a care plan is in every household in which our services are being offered and to confirm that they are frequently assessed.

As well as permitting us to formally record all of our service users' needs, the evaluation also allows us a clearer understanding of any individual needs, consequently, allowing us to designate staff with skills that suit the service user's character and preferences.

Will I always receive care from the same carer?

We strive to see to it that you continuously receive care from the same carers. Once we commence your care, we will present more than one carer to you and your family to guarantee that there is a level of consistency, in the event of any holidays or absences.

How will my care be managed?

All of our specialised care packages are managed by our Registered Manager who ensures that each service user's care is regularly reviewed and managed effectively. We are also available to contact should you have any particular concerns.

What makes Legacy Care Plus stand out?

Legacy Care Plus is run by experienced individuals, and this gives us have an intuitive view into what our service users need. While our established contacts mean we can guarantee flexible, dependable and experienced assistants.

Legacy Care Plus is aware of the need for expertise in this sector, that is why we only employ staff with certified references and after undergoing thorough checks. This gives our service users the confidence to use our services, because they know that the staff have been properly selected, and additionally adequately trained and capable of performing their appointed positions.

We believe that our high standards of expertise and quality of service mean nothing without value for money. Legacy Care Plus bargains an appealing package that is reasonable to employees.

What we believe in:

We strive to provide an environment that enables individuals to reach their highest potential and work towards overcoming emotional and behavioural complications.

To do so, we believe in:

- The Civil and Human Rights of those in our care.
- Working together with service users to develop unconventional solutions to conflicts to complications.
- Applying non-prejudicial methods and celebrating individual differences.
- Providing detailed Care Plans for service users and examining these once a year, or as necessary.
- The provision of appropriate support and stimulation via carefully monitored, reasonable risk taking, to enable independence.
- Providing a 24-hour service to service users, families, and Social Services.
- Ensuring the highest possible standard of staff recruitment and selection.
- Encouraged training and development that enables employees to further develop their professional and care skills.
- Providing an atmosphere of mutual respect between service users and staff to uphold the dignity of the individual.

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What should you do now?

If you have any queries about the services we provide, please do not hesitate to get in touch.

Legacy Care Plus Ltd

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