



Let our family
take care of your family



Introduction to Minster Home Care



Minster Home Care is a Domiciliary Home Care service that aims to provide professional person-centred care, tailored to meet individual health care needs of people in the comfort of their own homes. We provide specialist care support packages, designed to promote individual well-being, keep people safe, and allow them to live as independently as possible. Our *Vision* is to improve people's lives through quality care and companionship in the community.



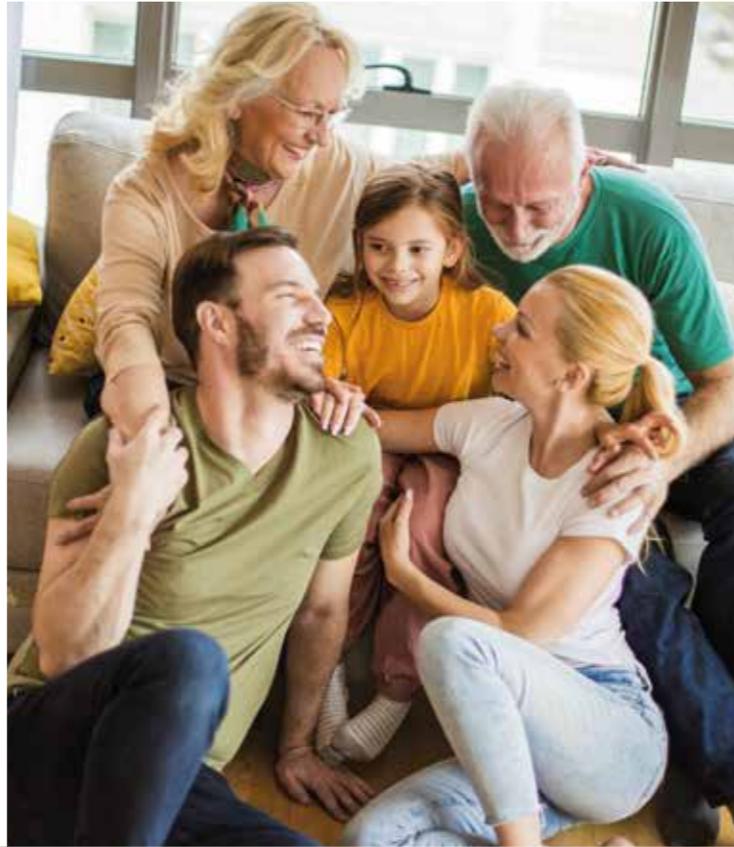
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Who are we?

We are a local Home Care company, employing local people, who are the heartbeat of Minster Home Care and everything we do. We are *independently family run* by a team with a passion for providing exceptional care services, to enable people to live comfortably in their own home.



How we work ...

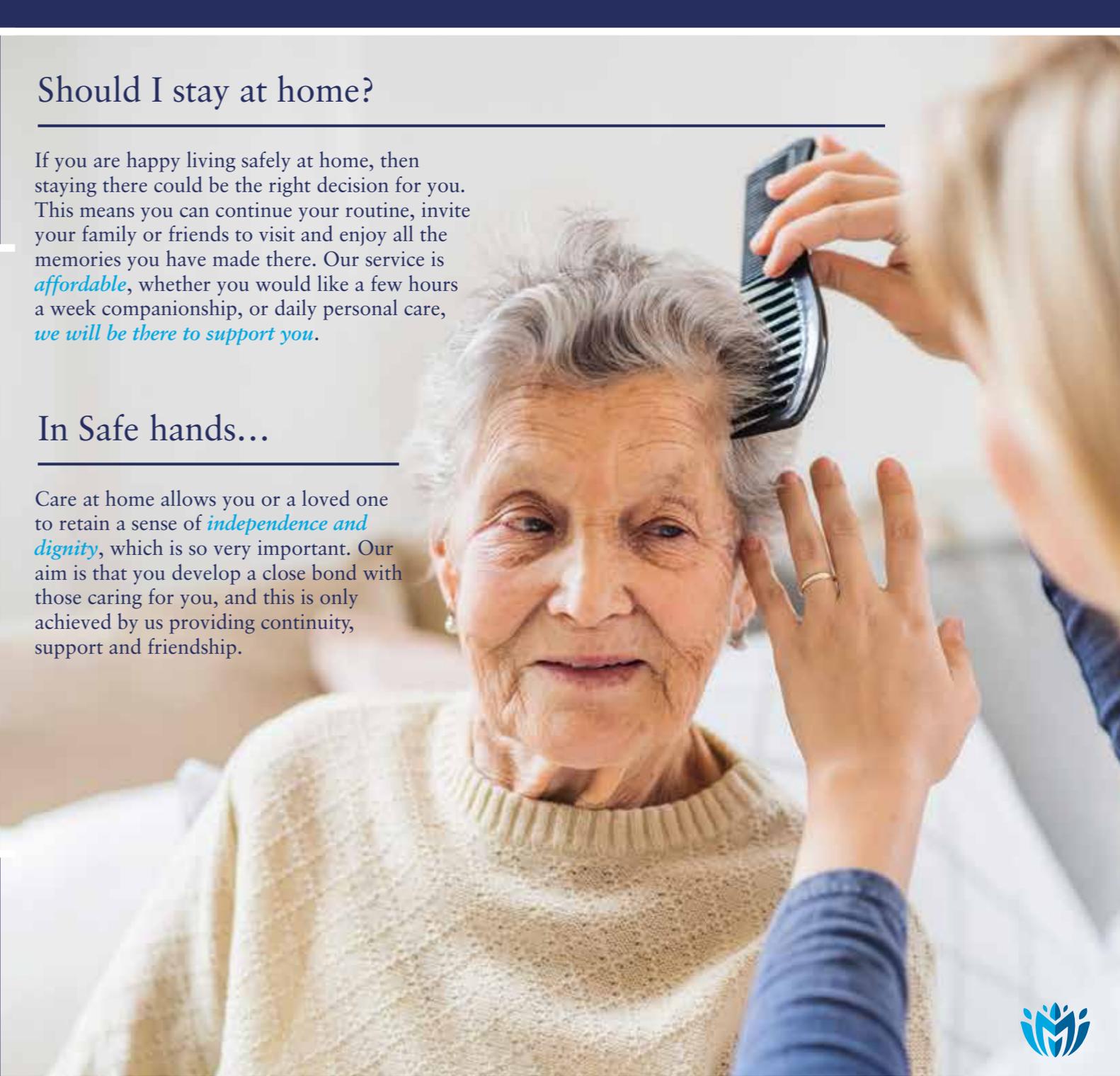
Putting trust in a home care service can be daunting, but with Minster Home Care, we want you and your family to *feel as comfortable as possible*. We want to make sure you make the right decision for you or your loved one, and our care team will take the time to create a tailored care plan that suits you and your family. We also have the latest technology and policies in place to ensure we keep our customers and our carers safe.

Should I stay at home?

If you are happy living safely at home, then staying there could be the right decision for you. This means you can continue your routine, invite your family or friends to visit and enjoy all the memories you have made there. Our service is *affordable*, whether you would like a few hours a week companionship, or daily personal care, *we will be there to support you*.

In Safe hands...

Care at home allows you or a loved one to retain a sense of *independence and dignity*, which is so very important. Our aim is that you develop a close bond with those caring for you, and this is only achieved by us providing continuity, support and friendship.



The benefits of staying at Home...



Couples Remaining Together

After living together for many years we do not believe it is right to separate people whilst they are being cared for. Home care allows couples to be together and can often mean that one carer can support the needs of both. This also comes with some cost benefits, particularly with the expense of beds in residential care.



One to One Tailored Care

We offer full-time, one-to-one support to our clients, ensuring you receive personalised attention and support when you need it. We believe in the importance of staying at home and we provide the best quality of care to make that happen for you. We support regular routines and personal preferences, including taking you for trips out and tailoring your mealtime choices. At Minster Home Care we are a friendly, caring team, ensuring our clients have the most comfortable experience possible. Our team are made up of professionals that excel in their compassion, skill and commitment.



A Company That Understands

Whether you have returned home from hospital or you simply want to continue living in your own home, Minster Home Care will support you every step of the way. We will slot into your daily routine and lifestyle, so you have got one less thing to worry about.



Your Family and Friends

If spending quality time with friends and family is important to you, then home care is the ideal service. Our highly trained carers are on hand to help, which means you will have more quality time with family and friends, and no one in your family has to take on the role of a carer alongside their own commitments.

Personal Care



Nothing is more important to us than making sure you remain as independent as possible, while providing support that makes daily life that little bit easier. All of this can be done from the *comfort of your own home, with care professionals that you know and trust*. We want you to interact with the same faces on a day-to-day basis, establishing a level of trust and support that is only possible through real relationships and having people that understand your routine. We have a number of options when it comes to Personal Care, whether that is choosing to have a daily or weekly visiting carer, or even a live-in carer, who can provide you or a loved one with the required support. We understand there may be tasks you prefer to do for yourself, which is something we not only support but actively encourage.



Daily Tasks

Personal Care focuses primarily on personal hygiene, as well as daily tasks such as hair care and dressing. This can also include;

- Bathing and showering
- Supporting movement in bed
- Lotion and cream application
- Cleaning intimate areas and changing continence pads
- Dressing and getting ready for bed
- Foot care
- Oral hygiene
- Shaving support
- Hair and makeup care
- Medication Management

Tailored Companionship

We believe in establishing trusting, caring and sociable relationships between our carers and the people they look after. Companionship is one of the most valuable and rewarding services we offer, and we tailor our services around the requirements of those we work with. Companionship can range from popping in for a cup of tea to joining you at events and running errands on your behalf. Simply put, we offer a friendly face, a helping hand and peace of mind – all delivered with the knowledge and expertise of our exceptional home care team. Here are just some of our companionship options:

Company

Loneliness can come in many forms – whether it arrives following the loss of a loved one or from long-term isolation from family and friends. That's why we prioritise making sure that our team are always on hand when you need them. Our greatest strength as an organisation is the team of professional and compassionate carers we've assembled. They'll always go that extra mile to make sure we make you feel looked after and are never without someone to speak to.

Hobbies, chaperoning and errands

It's the things we enjoy that make us who we are, and that's why our carers will always actively encourage you to continue doing activities you love the most. We can accompany you and make sure you are supported in whatever activity you enjoy, including driving you there too. Our carers can also take the strain out of the stresses of everyday life by helping out with errands, such as dropping something off at the post office or picking up your weekly shopping.



Meal Planning & Preparation

All of our team are trained to prepare meals to your personal preferences. Whatever your favourite meal is, we can prepare your breakfast, lunch, or tea and also help you write your weekly shopping list. You may prefer a coffee first thing on a morning, or a cup of tea with a homemade cake in the afternoon, one of our team can put this together for you. Our service also includes washing the dishes and clearing up after your meal.

Palliative Care Services



At Minster Home Care, we believe that every person counts and should be treated with dignity and respect at all times. Our service is centred around making sure that you and your loved ones make the most of your time together. We will provide care, safety and support to your entire family, making sure that we alleviate the pressure on all of you.

Home Visits

Whether you'd prefer for our carers to visit at specific times each day, or stay overnight, we are always happy to help. Our aim is to provide complete reassurance that everything is taken care of – and this is only achieved by ensuring we are on hand when you need us.

Live-in Care

Our most comprehensive Palliative Care support is our live-in care service, which provides 24-hour care. With this kind of comprehensive care, it is important that we make sure our carer is carefully chosen to support you with your specific needs. We take the time to make sure our carers are compatible with you, as our team want to be more than just people that administer care – we want to be a trusted part of your life.





Recovery Care



Returning home from hospital or recovering after a fall or injury can often mean that it takes weeks or months to return to your normal routine. Our Recovery Care service not only provides support with your daily tasks in this difficult period – but also seeks to aid you in getting back to full strength.

Tailored Care

Our Recovery Care is tailored to the requirements of you or your loved ones, and can include;

- Daily errands – shopping, preparing food, collecting prescriptions, etc.
- Monitoring symptoms and administering medication
- Housekeeping and household management
- Post-operation or injury emotional support
- Personal care – bathing, shaving, toileting
- Physical support, moving around the house

Dementia Care



Dementia may be relatively minor or may make daily life more difficult to manage. As a condition that can cover a variety of symptoms, our team spend time understanding the requirements of everyone in our care, and will put together a care plan that works around them. A vital aspect of caring for someone with dementia is to keep them engaged, which is why we actively encourage social activities and interaction. Our aim is to build confidence and self-esteem, whilst retaining your loved one's physical strength with engaging activities.



We offer a relationship-focused approach, allowing your loved one to get to know and feel comfortable around their carer. This means we can provide personalised care and select a carer that understands the personality and needs of the person they are caring for. Our main priority is ensuring that your loved one is safe and comfortable at home – while always looking to support their independence. All of our dementia care services are ever-evolving, and constantly seek to understand the changing needs, behaviours and requirements of the care we provide.

Family Respite Care



At Minster Home Care, we understand the physical and emotional strain that often comes with caring for loved ones. Balancing things like employment, a wider family and other commitments is a near-impossible task – which is why our family respite care can be called upon to give you the break you need.



Our Family Respite Care service is there to provide a helping hand when you are busy, have other commitments or simply need some time to recharge. Being healthy and supported as a family caregiver is vital, as this will result in better quality time being spent between you and your family member. The support we provide ranges from a few hours to several days of care for your loved one. Our team can also provide different levels of care, whether that is supporting you while you are caring for your family member, or taking over completely while you are busy doing other things.

Minster Home Care Technology - Enhancing Quality Service



Although we all try to be as present as possible in the lives of those we care for, there will of course be occasions when our carers and family members will not be around our loved ones. *At Minster Home Care, we believe in hands-on care and personal relationships based on trust, dedication and support.* There are times however, when technology can be used to connect us to one another, and to enhance the level of care we offer.



Medication Management

Our electronic system keeps track of any medication that you or your loved one needs on a daily, weekly or occasional basis. We don't use technology for the sake of it – this system is designed to increase connectivity between families and their loved ones, and more importantly to keep those we care for safe.

The Benefits

Our Team use technology to give you a practical insight into the care we provide, from nutritional information to personal safety and mobility. Data is kept securely and we use the information to create better, more bespoke, care plans. Our online portal allows a family member to login via a PC or smartphone and see what time our carers arrived, what activities were carried out and how your loved one was feeling on the day – all this information is updated remotely by our team and is viewable online on a daily basis.

Why Choose Us?

A trusted local home care Company that aim to provide the highest-quality home care service for the people in our community

We take pride in providing local care for those that need it. We recognise that the quality of carers is fundamental to our service and so your carer's training and development is our key focus. Minster Home Care is fully regulated by the Care Quality Commission (CQC), so you know you're receiving the right care. Many other home care providers operate differently to ours, and as such aren't covered by the same regulatory framework. Under these agencies, once you've been introduced to your carer, you're left to your own devices. As we are CQC regulated, we manage our team directly and facilitate ongoing checks and reviews of your support care plan.

The Minster Home Care Team - a little bit about us ...

Minster Home Care was independently started by a brother and sister who have over 16 years' management experience in the domestic service industry. This experience has been integrated into Minster Home Care, **along with a huge passion for providing exceptional care and support** through an experienced team. We are not an agency and we employ all of our staff directly. We manage our carer's pay and benefits, ensuring they are paid well in excess of the National Living Wage. All Minster Home Care employees are provided full training and encouraged to continue to develop their skills, ensuring we deliver a dedicated service that reflects our high standards and our promise as an organisation.

Engaged In Our Community

Our local team is experienced in providing quality home care. We are made up of fully trained carers, specialists and CQC Registered Managers. Caring for our clients within our community is at the heart of what we do. We know it is important to ensure that everyone has the option to stay in the **familiar surroundings of their home**, no matter their needs. We work with your support bubble and professionals to ensure you're getting the right care.

Personalised Care

We understand the importance of providing a **flexible and adaptable service**. Our team can provide a home care assessment, making sure you're aware of the essential information and options available for your unique support plan. We will take you step-by-step through the full checks and procedures, your personal support and what's in place to ensure everyone's health and safety needs are met. We'll also regularly review your plan and carry out inspections, to check if any changes need to be implemented.

Our Process

Contact Us



Step One: Contact Us

The first step is to speak with you to understand your situation, and then discuss any services which might be of benefit to you or your loved one.



Step Two: Assessment

Next we will visit you in your home, assess your requirements and design a tailored care plan specifically to meet your needs.



Step Three: Carers That Care

We match one of our fully qualified expert carers who have similar hobbies or interests to you or loved one.

 01904 929080

 [minsterhomecare.co.uk](https://www.minsterhomecare.co.uk)

