



## Information Brochure - 2021



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# We are Kemble at Home

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We are not your average home care company, we are Kemble at Home. We believe that everybody should be able to decide for themselves how they want to live their life, and we are convinced we can make that possible.

We are, and have always been, a family business. Some 26 years have flown by and it is incredible to think of all the experiences, the memories, the people we have met and who have found a place in our hearts.

We pride ourselves on offering support in a way that truly puts the client first, so that you can decide exactly how you want to be supported, by whom, and with what. We keep it simple – we minimise paperwork, we work with small teams, and we make (almost) everything possible.

Whether we assist you with some household chores or support with complex medical conditions, a few hours a week or around the clock, we can help you live your life exactly how you want to.





# Our principles

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We know who we are, and we are an open book. We live by a number of principles, which are rooted in what we believe is right. They reflect the type of people we aspire to be and are weaved into the fabric of everything we do. We live and breathe them – every day.

**We ask 'why'.** We always go back to *why* we do what we do. With each step we ask ourselves: does this make life better for the client? If the answer is 'No', we find a different way of doing it.

**We keep it simple.** Life is complex enough as it is. We think 'simple' is easier to understand, easier to communicate, easier to improve, and easier to remember.

**We trust people.** Feeling trusted brings out the best in all of us. We give people the space and confidence to make decisions and mistakes, encouraging them to trust their instincts.

**We start with 'yes'.** We believe that anything is possible. We are optimistic and creative, we love new ideas, and we focus on solutions.

**We keep learning.** We want to be better than we were yesterday. We don't get stuck in our ways, we learn from each other and we learn from our mistakes.



# How can we help?

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We offer two types of support: support by the hour and live-in support. Which one you prefer will depend on whether you would like us to pop by as and when you need it, or whether you prefer someone to be around all the time.

## Support by the hour

Support by the hour is exactly that – we visit you as and when you want, whether that is an hour at a time, several visits a day, or the better part of a day.

For example, you may appreciate a visit each morning to help you get ready for the day, or you may want some help around the house during the week. Or just getting out and about.

We are flexible and can respond quickly, so everything is possible.

\*To ensure a good relationship between client and carer we do ask for minimum of 1 hour per visit and 5 hours per week.

## Live-in support

Live-in support is a truly life-changing service, whereby one of our staff comes to live with you, in your own home, and is available to support around the clock. Live-in care is popular for offering reassurance and continuity and it is a great source of companionship.

In the following pages, we will explain our hourly and live-in support services in more detail.



## Support by the hour (Kemble PA)

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The way we organise hourly support is unique, and we are very proud of it. We have thought long and hard about the best way to offer support that is simple, flexible, and personal.

The result is a service that we would want for ourselves, that we would happily offer to our own parents, family, and friends – a service that truly helps people feel comfortable, safe, and content. However we agree to do it, it is always a partnership.



### **Kemble PA**

We first propose to visit you, at a date and time of your convenience, to discuss what you would like to achieve and how we can help.

If and when you are happy to proceed, we will work together with you to draft a plan which includes your preferences, how you would like to work with us and other relevant information that can help us to support you as best we can.

In the first weeks, we will introduce you to your support team, including a named manager in the office. You can take your time to get to know our staff, get a feel for who they are, how they work and who you naturally get on with, which means you always have named individuals you can get used to, without constant chopping and changing.

We will add your support team, office manager and if you would like yourself and/or a family member to a messaging group to enable consistency of support from one visit to another and if new carers join your support team. For instance, if one of your team spot you're low on bread, they can get in touch directly with your next carer to pick you up a loaf on the way to you.

You can then choose who you trust to become your Kemble PA, who will take the lead in organising your support. They work closely together with you and ensure that you get the support you need, when and how you need it.

This is a drastic change to how social care usually works. You will have a close relationship with your Kemble PA – simply discuss with them what you

would like to achieve and they will make it happen, exactly how you want it.

Your Kemble PA can support, along with your wider support team in all areas of life. They can assist with basic household maintenance, support with medical conditions, help maintain the garden, accompany you to social events or support while you entertain friends.

The beauty of the Kemble PA is that it is very personal – the relationship between you and your Kemble PA is the most important. They become a trusted companion, a confidante, sometimes even a friend.





## What does it cost?

Our rates for hourly support are as follows:

### *Weekdays:*

Hourly (visits of 2 or more consecutive hours)	£21.52
Hourly (visits of a single hour)	£22.60

### *Weekends:*

Hourly (visits of 2 or more consecutive hours)	£24.00
Hourly (visits of a single hour)	£25.44

**Holiday rates.** For visit on public holidays, Easter Saturday and Easter Sunday, we charge 50% above the standard weekday rates; for visits on Christmas Eve (from Noon), Christmas Day, Boxing Day, New Year's Eve (from Noon) and New Year's Day we charge double the standard weekday rates.

**Travel costs – per visit.** We don't charge travel costs for clients living within Hereford City. For those further afield, we calculate a fee per visit that is based on distance from Hereford City, to cover our staff's travel costs and their travel time. We will confirm these travel costs in writing before starting support.

**Travel costs – when requested by clients.** When our staff make travel costs on request of the client (e.g. for outings or errands), we charge 40 pence per mile to cover their costs.

**Conditions.** To find out in detail how we operate, please see our 'Terms and Conditions'.





## How does it work?

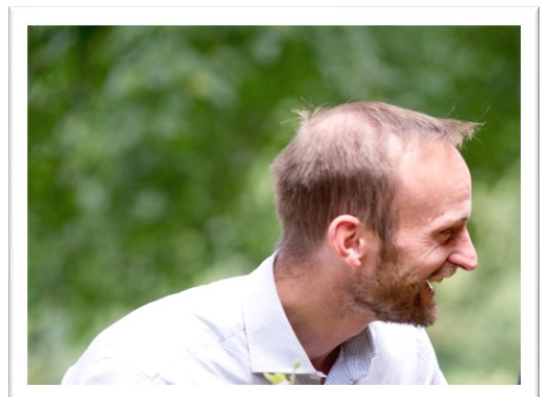
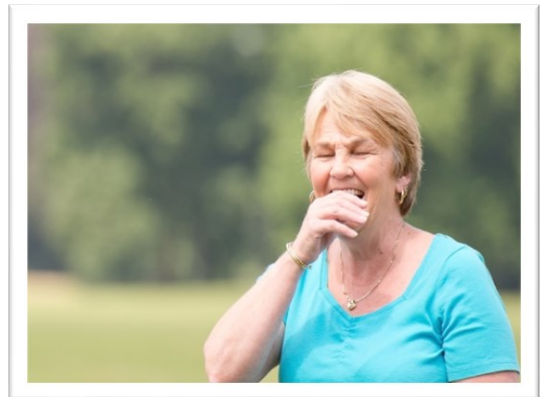
Live-in support is very straightforward. Many of our clients like it because it offers stability and peace of mind – you know there is always someone around who you trust and feel comfortable with.

The relationship between you and your live-in carer is very important, and we make sure we find the right match. We will introduce you to our team, and you can choose who you would like as your live-in carer. When both parties are happy, we can start whenever you want.

You and your live-in carer decide between yourselves how you would like to organise your day. Your carer may live with you for two or three weeks and then have a week off, during which time another team member (who you can select yourself) will stay with you.

You will have your own dedicated manager in the office, who is there to support when needed. They will regularly discuss with you whether you are happy and whether there is anything we can do to help.

We look after our staff well, and we want them to feel comfortable and confident in their role. Our staff are well trained and have access to general and specialist courses. That way, you can always keep your familiar live-in carer – whatever the circumstances, they will be able to support.



## What does it cost?

Our live-in carers work an agreed average number of hours per 24-hour period. We will agree together with you whether you will receive 10, 11, or 12 hours of support on average per day. The rates for the different options are as follows:

Daily average hours	For Individuals: Daily Rates	For Couples: Rates
10 hours daily	£152.40	£188.40
11 hours daily	£168.48	£205.68
12 hours daily	£183.36	£230.40

**Holiday rates.** To enable us to reward our staff for working on holidays, we charge higher rates for visits on certain days of the year. For visits on public holidays, Easter Saturday and Easter Sunday, we charge 50% above the daily rate; for visits on Christmas Day we charge double the daily rate.

**Travel cost – when requested by clients.** When our staff make travel costs on request of the client (e.g. for outings or errands), we charge 40 pence per mile to cover their costs.

**Respite care.** For non-routine live-in care requests, such as respite care, we charge 20% above the daily rate. When respite care is periodic (for example, 1 week in every 4), our standard rates apply. The minimum period for which we provide live-in support is 3 days.

**Carer break.** Each working day, your live-in carer is entitled to a 3-hour break during daylight hours. Together, we will agree when your live-in carer takes their break. If needed, we can provide hourly support during these hours or advise on alternative solutions like local care providers, volunteers, or family.

**Conditions.** To find out in detail how we operate, please see our 'Terms and Conditions'.





# Well-being services

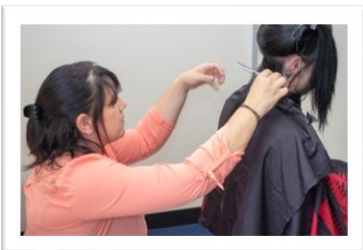
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We want to make life more enjoyable, not just more manageable. We are here to support in all areas, so that you can keep living the life you want.

For example, do you like to go for your morning swim, go the cinema or visit the local county fair? Our staff often join clients on day-trips or short breaks, sometimes even on holiday abroad! We are happy to accompany you – there is no need to miss out on anything you like to do.

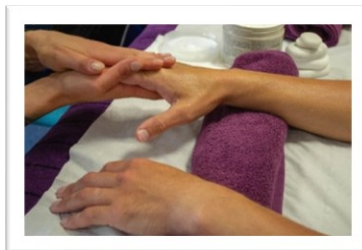


Moreover, we offer some specialist well-being services. Our qualified staff visit you whenever you want to spoil you in the comfort of your own home. To give a few examples:



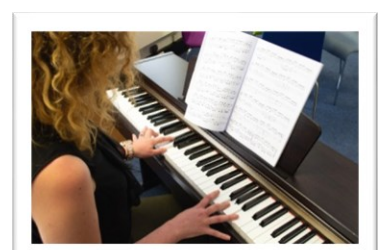
## Hairdressing Services

Would you like a fresh haircut for the season? Some of our team are also qualified hairdressers, and will give your hair a treat in your own home.



## Massage Therapy

We also have some qualified massage therapists in our team. Enjoy a relaxing massage while you improve your circulation, soothe sore joints or muscles, and boost your immune system.



## Music Memories

Music can do wonders to keep our brains fit and healthy. Remember those golden oldies, or your favourite symphony? Together, we sing, listen, and play music to bring back those happy memories.

# Our team

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We pride ourselves on looking after our staff as well as we look after our clients. We aim to be a company where people feel welcome, valued and part of a team.

We employ all our staff. This means that you don't have the stress of having to recruit, select and employ your own carer, and they have the security and benefits that come with employment.

## Values and attitudes

Our staff are the cornerstone of who we are, and it is important to us that they reflect and 'live' our core values. We attract people who have an optimistic outlook, focus on solutions, and have the energy to 'make things happen'.

## Training

Our staff are trained by our sister company Kemble Training, who provide top notch training for care professionals.

The training prepares our carers to support in all areas of life, ranging from household maintenance to supporting with complex medical conditions.

This means that your familiar carer can support you, even when challenges like a disability, impairment or illness cause circumstances to change.

All our care staff have completed an Enhanced DBS (Criminal Record Check).



# Frequently asked questions

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## **Is it possible to try your services for a short trial period initially, before deciding whether I want to commit to you?**

It most certainly is. Getting support is a big decision and we are more than happy to agree a trial period for your peace of mind.

## **How quickly can you start?**

We can usually start almost immediately after our first assessment, often within 24 hours. If you need support urgently, we will aim to assist you as soon as possible.

## **How do you ensure that your staff deliver the highest quality of support?**

All our care staff complete our in-house training programme before they start. Our training is so good, that in 2014 we set up Kemble Training, our sister company who is now a well-known training provider for social and health care providers in the region.

## **What sort of training do your support workers receive?**

We make sure all our care staff are well-prepared to feel comfortable and confident in their role. They receive extensive training to support with a wide variety of disabilities and medical conditions. That way, we make sure that you never have to change your trusted carer, even when your circumstances change.

## **How do you protect your clients?**

All our staff are thoroughly trained to recognise signs of distress or discomfort in our clients. Often, our carers form close bonds with the clients as well as with their families, and we can communicate with family members to ensure their loved one is always looked after.

# Where to go from here?

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## Would you like to discuss how we can best support you?

There are several ways to start the conversation. You can call us on **01432 352 443**, or send an email to [enquiries@kembleathome.co.uk](mailto:enquiries@kembleathome.co.uk). We will contact you as soon as possible.

Our office is open Monday-Thursday 08:30am – 5:00pm and Friday 08:30am – 4:00pm.

## Would you like to get to know us a bit better before deciding?

If you want to know more about who we are and how we can help, visit our website at [www.kembleathome.co.uk](http://www.kembleathome.co.uk).

The site contains all relevant information about our services, how we work, and you get a chance to 'meet' some of our amazing staff.



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