

# Caring Together homecare for you in Norfolk



We understand that choosing the right support for you and your family is critical.

We have almost 40 years' experience, and our dedicated care workers provide care in your home that is centred around the needs of you and your family. Because, although sometimes it can feel that way, you're not in this alone.

From providing some companionship or help with household jobs, to supporting you with showering and managing your medication, we provide homecare services to people of all ages with a variety of needs.

We will work together to help you choose the support that best suits you.

But we don't stop there. We know that's not the whole picture. And for many of you friends or family members are an important part of providing the care or support you need when we're not there.

We can help you and the people who care for you to get out and about. Together or independently. So, you can continue to live your lives in the way that you choose.

And we are here to make sure that you and your family get the practical and emotional support that you all need through the range of services we provide.

**We are caring together...  
homecare to suit you.**

“ **There has always been consistency with the same three staff members coming in, so I have got to build trust and rapport.** ”

Caring Together  
homecare client



## How we can help you

We want to make choosing the right care and support for you and your family as simple as possible. Our menu of choices allows you to pick and choose what is most relevant to build the care package that best suits you.

### **'Understanding you' visit**

We will spend time with you and your family during a complimentary visit from one of our care team managers to help us understand how best we can support you all, individually and together.

We look to make this much more personal than a traditional 'needs assessment', making sure that we take time to understand your needs and preferences so that you are able to make choices about the services that are right for you.

### **Companionship**

If you would like to spend some time with someone, enjoying a chat, watching your favourite television programme together or



getting out and about, we can support you with companionship care from one of our care workers, from the odd hour or two across the week to several hours a day.

### **Sitting service**

If a friend or family member who helps to support you wants to take a break or run some errands, we can stay with you, giving you both peace of mind that you are comfortable and safe.

### **Help to go to appointments**

If you or the person who cares for you struggle to get to your appointments, whether the dentist or the doctor or something else that is important to you, we can take the stress away and will make sure we get you there on time.

### Help with preparing food

Preparing your own food can be challenging. We can make your chosen meals at mealtimes or prepare food in advance to help keep you happy and healthy.

### Assistance with eating and drinking

We will give you the support that you need to eat and drink well, including through PEG (a feeding tube) where required.

### Doing household jobs

We know it can be hard to stay on top of things at home and keep it the way you want it to be. From doing your food shopping to helping with your ironing we can support you with your day-to-day household tasks.

### Personal care

From bathing and showering to helping you get dressed and administering your medication, we will discreetly support you with your daily personal tasks and regular routine in a way that works for you.

### Visiting a day club

For those who like to get out and about, our local day clubs provide the chance to get together with others, enjoy a variety of activities such as playing bingo or doing a jigsaw and have lunch cooked for you, safe in the knowledge that we are there to support you.

### Support with oxygen

If you require oxygen therapy, we will help you with the safe use of your oxygen delivery devices.

“ Your care calls are having such a positive impact on our wellbeing. ”

Caring Together  
homecare client



### Services if you are looking after a family member or friend

We also provide a range of complimentary services if you are a carer. We know how important these are to people who look after a family member or friend, not only for your own health and wellbeing, but to help you to continue to give the best possible care.

### Carer helpline

Navigating the support available for carers can be a minefield. We will help you to understand your rights and entitlements and make sure that you get the practical and emotional support that you need.

### Carer breaks

We know how important it is for your own health and wellbeing that you take a break from looking after someone. From providing homecare to supporting you to take part in activities you enjoy or going on one of our organised trips or visits, we can help you to take time out from your caring role.



### Emergency planning

When you are a carer knowing that you have a plan for if something happens, such as becoming ill or having an accident, can help give you peace of mind.

We will help you to make an emergency plan and provide 24-hour support if something does happen that means you are unable to care for the person you look after.

### Listening ear

It's good to talk. Our listening ear volunteers are here to do just that.

Having a one-off or regular catch up at a time that suits you, we will give you a friendly listening ear and the chance to chat about anything that's on your mind.



### Carer hubs

Our regular carer hubs give you the opportunity to take part in fun and helpful activities and get to know other people who understand your caring role.

You can visit alone or together with the person that you care for, and we will be on hand to provide support so that you can enjoy your time there without worry.



“ It's top of my priorities to go to the hub. ”

Carer hub attendee

### Our prices

We pride ourselves on spending a minimum of one hour with you on every visit. We believe this is how long it takes to make sure you get the service that you deserve.

Depending on your situation you may be eligible for help towards funding for your homecare, please contact us for information.

Our current homecare rates are available upon request.



“ The care we receive from Caring Together for my partner is great, they do everything that needs to be done. ”

Caring Together homecare client

### Why choose Caring Together?

#### Support for the whole family

We know that you're not in this alone. And it's more than likely that your family members and friends are helping to care for you when we're not there. From the moment you get in touch, we will look at what is best to support and help your whole family.

#### Care planning with you at its heart

And it doesn't stop there. Our care planning has you and your family at its centre. We understand that your needs will change over time. We will work together to make sure that your care plan reflects this and the choices that you and your family have made around your support.

#### High quality care from dedicated care workers

Our professional and fully trained care workers provide care for people of all ages with a variety of different needs, conditions and disabilities, including elderly homecare,



dementia support, Alzheimer's support, and care for people with cancer, epilepsy and learning disabilities. Our homecare services are rated 'good' by the Care Quality Commission (CQC).

#### Peace of mind

We use digital technology to provide you with the best possible customer service. It means we are both reliable and flexible – keeping in touch to make sure you know who is visiting, when and what they will be supporting you with on each visit. It enables us to share real time details of your care plan with you, your family and care team making sure that you are always up to speed with the care that you're receiving.

## Caring Together is a registered charity

We are not a homecare agency. We are a registered charity. This means that by buying our homecare services, you will also be helping to support carers in your local community. People like your friends and family who play a really important part in caring for you when we're not there.

“They know what suits me. They are very patient.”

Caring Together  
homecare client



## Clear and transparent pricing

We are proud of the great services that we deliver and confident that our prices are fair. We have no hidden fees – the price you see on our menu of services is the price that you'll pay.



**For more information please contact us**

**0345 241 0954**

**hello@caringtogether.org**

**caringtogether.org**



Charity registration number 1091522  
Registered in England and Wales number 4379948

Inspected and rated

Good

