



Welcome to
Alina Homecare
It's all
about you

 **alina homecare**
Care at Home

alinahomecare.com



It's all about you

At Alina Homecare we know that care is best when it's at home. It gives you options. It helps you stay in control for as little or as long as you want. It's there when you need reassurance and to help you stay independent.

We can help your mum, dad, children, neighbours or yourself to live in familiar surroundings and as part of the local community. We care for you and your choices, just as much as your physical needs.

Whether you need a few hours support a week, or full time live-in care, we help you achieve whatever you choose.

Your home. Your care. Your choice.





We all value different things at home and in our community that make us feel like we belong. So if an injury, medical condition or even responsibility for the family home start to affect your confidence or ability to live alone, there's an awful lot at stake.

Our job is to understand what makes life good for you and what level of independence you want. We then suggest ways to help you achieve it.

Your Homecare choices

Personal Care helps with bathing, getting dressed, getting into bed and remembering medication.

Domestic Care is there for everyday jobs like cooking, washing, cleaning, shopping and transport to and from appointments.

Companion Care means someone is with you to chat to, share hobbies or go out with. Whatever you want to do.

Dementia Care is available to help manage the symptoms of dementia.

Palliative Care is there for you and your family when sensitivity and compassion are vital. We care for you and do all that we can to maintain your comfort and quality of life.

Respite Care is the next best thing when your usual carer takes time out on a regular basis or goes on holiday.

Overnight Care services are perfect for a wide range of needs from complex care to those simply wanting reassurance that someone's there at night to help if needed

Whether you need one visit a day or several, we can stay for as long as you like. We can support you at home 7 days a week, 24 hours a day if you need it.

Whatever you need, we can help.



Your Live-in care choices

Live-in Care simply means that a carer lives in your home day and night to provide support for all aspects of your life, from help with personal care, to meal preparation and medication reminders.

We work with you to understand what matters most to you, then help you stay safe, secure and independent in the home you love. Our Live-in Carers are fully trained professionals and deliver the care and support you need compassionately and respectfully.

Sharing your home with a Live-in Carer is a big step. We start by meeting you to learn more about you and your care needs - perhaps you want a male or female Live-in Carer depending on your personal care requirements?

If you decide that Live-in Care is right for you, our job is to find someone who can best meet your needs and that you'll enjoy having at home and spending time with.

We then match you with your Live-in Carer and they move in. We're in regular contact to ensure you and your Live-in Carer settle into your new routine. After a few weeks, we'll check that you're happy and agree any necessary adjustments to your care.

Staying together is important for many couples. Live-in Care can help avoid separation and be a cost effective option to consider.



Individual care designed for you

Our carers deliver positive, quality care that is compassionate, respectful and is all about you! We want our customers to be delighted with their home care so we encourage you to get involved

We start by meeting you at home to chat through your situation. We then create a personal Care Plan that meets your needs and how you wish to be cared for. Together, we review it frequently to check it still works for you.

Our quality training helps to ensure that every visit is carried out safely and is completely focused on you.

Our teams are trained in our exclusive Academy about the range of physical and mental conditions that our customers have and equip them with the right balance of skills and empathy to support all your needs.

We are kind and compassionate and put your rights to privacy, dignity, independence, safety and diversity at the top of our list so we are always totally professional and appreciative of you and your wishes - especially when they change.



Added reassurance and wellbeing with our new technology.

Our carers record all the necessary information about each visit with you as it happens onto the mobile device without compromising on the quality of the one-to-one care delivered.

It's all about you.



We use technology as our commitment to delivering the highest standards of care and making life easier for our carers so that they can spend more time helping you.

We're proud to have partnered with Birdie, to enable us to digitally log, track and monitor the support we provide.

Please be reassured that we are totally committed to protecting and respecting your privacy and security, and that the appropriate safeguards have been put in place to protect your data and prevent unauthorised access to it.

Our carers are guided by the Birdie App to instantly make notes, record medications and flag concerns during visits so nothing is overlooked.

In our local office we monitor changes as they happen, make decisions quickly and most importantly, ensure we're providing you with the highest quality care.

With your consent the Birdie Family App allows your relatives to have full visibility at any time of how your care is being delivered. You can withdraw this consent at any time without giving a reason by contacting your branch team.

birdie



Your peace of mind

Your carer records everything about each visit on a mobile device as things happen.

This information is immediately shared with our office teams so if needed they can act quickly to help keep you safe.

Your carer records

- the time they arrive and leave
- if you've had something to eat and drink
- if you've taken any medication
- if you've gone to any appointments
- how you're feeling
- information to ensure you're receiving the care and support you need

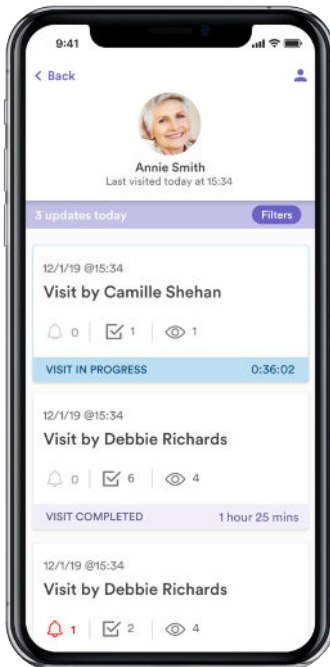
Your family's reassurance

If you choose, your family can access your records giving them added peace of mind when they can't be with you.

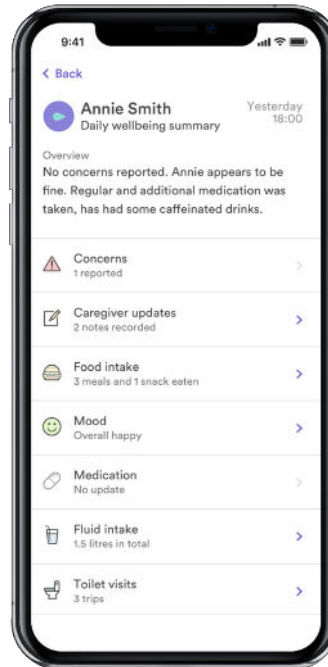
They will see everything that has happened during your care visits including your general wellbeing to reassure them that you're OK.

They can do this any time of the day.

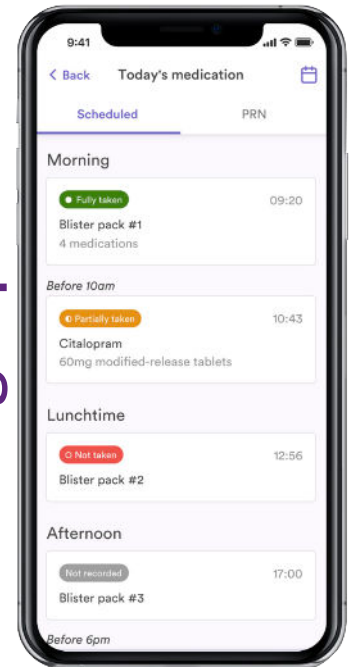
Visit schedule

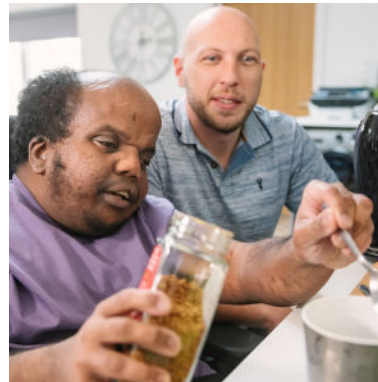


Visit record



Wellbeing report





"Excellent care and advice. Every detail is taken care of always with a smile! Thanks for all you do, it's a great help to me and my wife. We look forward to the future with confidence."

Customer, Christchurch



"Our carer is extremely kind, willing and always cheerful. Nothing is too much trouble and it breaks up the day knowing that a friend is coming."

Relative, Bromley

Call us: 0800 292 2210
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