

Case Studies



JK was referred to Manorcourt Homecare Live In Service in November 2013. She had been hospitalised due to her mental health and sustaining a brain injury. When commencing her care package she would refuse all personal care, and remained in her bedroom in her hospital bed with an air mattress. She would continually smoke, against advice, she was also not compliant with any of her medication on many occasions refused or hid her tablets.

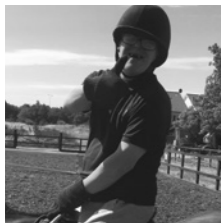
Over time Live In Carers worked with JK gaining her trust to the point that she eventually allowed the carers to assist with her personal care. As the relationship continued to build JK would allow the Live In Carer to take her out in her wheelchair, this in turn was encouraging

JK to build links and relationships with her local community. Physio and other hospital appointments were attended during this time, on each occasion accompanied by her Live In Carer.

There have been a number of challenges along the way with JK's mental health stability, regularly stating she wants to harm herself, threatening her carers, making accusations about different carers and she has also sat outside in her wheelchair in the rain refusing to come into her flat.

JK is now attending college on a termly basis; she attends a country and western dancing club, plays bingo, enjoys going out shopping for clothes and has been on a short break to Great Yarmouth with her Live In Carer.

JK's mental health is much improved due to having her medication regularly, building a relationship with her regular carers. She is no longer incontinent, walks unaided, is in receipt of Pet Therapy and has almost given up smoking, using a Vape more than smoking a cigarette.



GP was referred to Manorcourt Homecare Live In Service by Social Services as his long term carer was leaving the company he currently worked for. We were asked to take on his Live In care package in April 2018. GP has Downs Syndrome and a heart condition and is currently living as independently as he can with his Live In Carer in his own rented 2 bedroom house. GP has a full week of activities as he likes to be kept busy at all times or he gets frustrated just being at home, and faces somewhat challenging behaviour.

GP attends a horse riding club once a week; he thoroughly enjoys this experience and has made many friends. He also belongs to a social club where he can learn new skills e.g.

DJ'ing, playing pool/snooker, darts, karaoke etc. GP is also a member of the local cinema club and leisure club where he likes to swim at least twice a week.

GP also has a very supportive Father and visits him on a weekly basis and they often have dinner together. It has been mentioned by GP's father that GP is much calmer and speaks about his carer with much affection.



"We are a young family with a two-year-old son. Just after our son's first birthday my husband was diagnosed with ALS, a type of motor neurone disease that gradually leads to most muscles stopping working.

After a stressful time trying to move to suitable accommodation we desperately wanted to take a holiday together whilst we can. However with my husband's increasing disabilities and a young toddler on my hands, it wouldn't have been much of a holiday without some support. The team at Manorcourt Homecare were unbelievably kind, stepping in to help us in our hour of need. They went beyond the call of duty to make our family holiday possible and we will be eternally grateful for the memories this enabled us to make.

The team helped with washing and dressing my husband every morning and were all extremely professional and very pleasant to chat to. Unlike so many agencies, the staff and management seemed genuinely caring. There aren't enough words to thank you for your kindness!"

"I would like to say thank you for looking after Dad, (whilst we were on holiday) over the past two years. You have always given an excellent service which we much appreciate. The ladies sent were always very caring."

"Manorcourt Homecare have been brilliant. Always available if we had any concerns regarding mum. I can honestly say that my mum's carer has given my mum a quality of life. Regularly reviewed my mum's care plan to ensure that it was appropriate as her condition changed. I would recommend Manorcourt Homecare to anyone who needs live in care."

"Exceptional quality of staff and service."

"I am so very grateful for my Carers. A particular Carer makes me laugh every day. She cooks me lovely meals and keeps my home clean and tidy. Another Carer is easy to talk to. She has a great smile and I'm always happy to see her. She's lovely. This service has made a big difference to my life because I didn't want to stay at the residential home."

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Bespoke Live In Care Service Frequently Asked Questions

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What sort of help and support will your carer's provide?

We provide a bespoke service that is tailored to each individual and endeavour to meet every aspect of your needs. Your care and support plan will include some or all of the following: personal care (assistance with washing, dressing, toileting, bathing etc), support with medication, meal preparation/cooking, washing, ironing, general housework, shopping, attending appointments, accompanying on holidays, companionship, social trips out, visiting friends. We can also look after your pets with a carer who is comfortable looking after animals.

Live In Care also enables continued involvement with the local community, friends, groups and other social activities. This could be anything from attending Church services, family occasions, college or something as simple as swimming or horse riding lessons.

How will my care be managed?

Our Live In Services Manager will be responsible for the allocation and ongoing supervision of your Live In support. We will meet with you to discuss your needs to ensure your support plan is reflective of your needs. We also have a Local Area Team Leader who will undertake regular observations and assessments of our care workers and complete reviews of your support plan. Our Live In Carers are regularly monitored and supervised by our Live In Team and we carry out unannounced spot checks. We encourage our Live In Carers to phone us immediately if there are any problems; our Live In Team is accessible to our Carers 24 hours a day. We check with all of our Carers each week how things are going and if possible speak with the service user also. We always advise customers and their family if there is going to be a change of carer who is going to be coming and at what time we envisage to undertake the handover. Our Live In Team will always facilitate the handover between incoming and outgoing carers, completing checks to ensure everything is to our standard.

Who are our workforce?

We have a diverse Live In Care Team, who come from a wide range of backgrounds and ethnicities, both male and female. All of our Live In Care Workers have previous care experience before they join us and are required to complete our rigorous training and employment checks. We conduct face to face interviews, three references are obtained and enhanced DBS check (Disclosure and Barring Service) is completed alongside a check of the POVA list (Protection of Vulnerable Adults). Care Workers complete a 5 day induction training course, followed by shadowing with an existing experienced care worker prior to being permitted to work alone. We also have a dedicated Live In trainer that visits all care staff to deliver face to face update training at regular intervals throughout the year. Our E-Learning training suite is also monitored regularly to ensure care staff are completing the training modules and are care compliant.

How long does the support last?

Our care staff are all individuals, they choose their working patterns. For example, some may work for 3 weeks on and 1 week off, some will work 4 weeks on, 2 weeks off. We will discuss this with the customer once a carer has been profile matched.

Is there anything your carer's are not permitted to do?

Our Carers are not permitted to do anything which might be termed as "medical intervention", this will include removing or replacing urinary catheters, conduct bowel evacuations, bladder washouts, or administering 'over the counter medication'. Carers can only administer medication and use creams that have been prescribed. The carer is also not permitted to do anything which falls under the domain of another specialist professional, such as chiropodist, hairdresser.

What if I don't get on with my carer?

One of the most important aspects of the initial meeting we hold with the person requiring care is to get to know them and assess which of our available carers they would get on well with. Sometimes, for whatever reason, the relationship between customer and a given carer may not work, if this happens we will always do our best to find an alternative, more compatible carer as soon as possible. If you are not happy with the given carer please call the Live In Service Team who will organise a change of carer.

What will I be expected to provide?

The carer will need their own room, bed, bed linen and somewhere to hang their clothes. We ask for a small cupboard space and shelf in the fridge and freezer for the carer to store their food whilst they are staying with you. Carers are responsible for providing their own food for the duration of the placement, unless discussed and agreed by customer and/or family.

Will my carer have a break or rest period?

Our carers are not expected to work more than 10 hours a day. It is a legal requirement that Live In Care Workers have a complete break from work for a 2 hour period per day, during which time they are free to leave the house, if they wish to do so. If the customer is not able to be left on their own safely we can arrange for someone to sit with them during this time.

Will my carer assist me at night?

Many customers sleep through the night until morning, but some may need assistance to visit the bathroom at some point during the night, or need someone in an emergency. Our carers will always help if necessary, but if the customer is regularly getting up more than twice a night it may be necessary to introduce an additional carer for the night times.

What happens if the carer falls ill, or has an accident whilst on duty which prevents them from working?

This situation arises extremely rarely, but if it does happen we would provide a replacement as soon as possible.

What happens if my regular carer is sick or goes on holiday?

Should your regular carer be sick or on holiday, we will arrange cover until they are available again.

What happens if I fall ill and have to go to hospital?

This will be discussed with you at the initial assessment regarding what you would like to happen. You may wish your carer to accompany you to hospital and your carer to stay and visit you, if your family live some distance away or can't get to the hospital themselves. You may wish for the carer to take a break from caring for you if your hospital stay is going to last several weeks.

How often do you invoice for Live In Care?

We invoice monthly in arrears.

How soon can my care start?

We can normally start providing care within a week of our initial visit but this can be quicker if we have a suitable Live In Carer available.

How much notice do I need to give if I wish to cancel the service?

We require 1 week's written notice of cancellation.