Day and Nightcare

WHO CARES? WE CARE.

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BROCHURE

Care at home in Oxfordshire

Home care visits, night care and 24-hour care across Oxfordshire, and who we are.



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Talk to our care team

01865 715780

enquiries@dayandnightcare.co.uk

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www.dayandnightcare.co.uk

CQC overall rating: Good (report published 20 April 2018)

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ACROSS OXFORDSHIRE

Home care visits

Friendly, trained carers who visit you at home at times that suit you, so you can carry on living your life your way.



IN BRIEF

Home care, also called domiciliary care, is when a carer visits you at home to help with personal care, medication support, meals and getting up or going to bed. Day and Nightcare provides home care visits across Oxfordshire, from one hour to several hours, for people who arrange their own care and for people funded by the council or the NHS. The initial assessment is free.

How home care can help

Every visit is planned around you: your routine, your preferences and the things you would like a little help with. Your care plan might include:

- ✓ **Personal care:** washing, bathing or showering, dressing and continence care, with dignity and privacy.
- ✓ **Medication support:** prompting or administering medicines, as agreed in your care plan.
- ✓ **Meals and drinks:** preparing meals you enjoy and making sure you are eating and drinking well.

- **Morning and evening calls:** help getting up and dressed, and settling comfortably for the night.
- **Mobility:** moving and handling, including two carers where it is needed for your safety.
- **Around the home:** light housework, laundry, shopping and collecting prescriptions.
- **Companionship and sitting:** longer visits for company, outings, or to give a family carer a break.

Every task, every medication, assessments, care plans, carer notes and alerts are held in our live care monitoring system. Carers record each visit in our care app as they give it, so the record is visible to our care team as it is entered. Our care team reviews records and alerts during office hours and follows up; outside office hours, the on-call manager deals with urgent alerts. With the agreement of the person receiving care, relatives can see care notes through our family app.

Visits that fit your day

Visits last from one hour to several hours, once a week or several times a day. Many people start with a little help and add more as their needs change, and some move on to night care or live-in care later. We talk it through with you first.

Where we visit

Our carers visit people across Oxfordshire, including:

Oxford · Abingdon · Banbury · Bicester · Didcot · Kidlington · Thame · Wallingford · Wantage · Witney · Woodstock · Carterton · Chipping Norton · Henley-on-Thames

and the villages around them. If you are not sure whether we cover your area, please call us on 01865 715780.

Paying for home care

You can arrange and pay for home care yourself, or it may be funded by Oxfordshire County Council, through a direct payment, or by NHS Continuing Healthcare. Our costs and funding guide explains the options. For our current home care prices, please call us and we will send you a written quote after a free assessment.

Questions people ask

What is home care?

Home care, also called domiciliary care, is when a carer visits you at home at times that suit you, to help with personal care, medication support, meals, and getting up or going to bed. You stay in your own home, with your own routines and the people and things you love around you.

How long are home care visits?

Visits last from one hour to several hours, depending on what you need. Longer visits suit people who would like more time, company, or a sitting service so that a family carer can have a break.

Where do you provide home care?

We visit people across Oxfordshire, including Oxford, Abingdon, Banbury, Bicester, Didcot, Kidlington, Thame, Wallingford, Wantage, Witney and the villages around them.

How much does home care cost?

The cost depends on how long your visits are and when they take place, with different rates for evenings, weekends and bank holidays. Please call us on 01865 715780 and we will give you our current prices and a written quote after a free assessment.

Do you work with Oxfordshire County Council?

Yes. We provide care funded by Oxfordshire County Council and the NHS, as well as care that people arrange and pay for themselves.

Can you help when someone comes home from hospital?

Yes. We have long experience of supporting people home from hospital, including more help in the first weeks while they settle and regain confidence. See care after a hospital stay.

Visits

From one hour to several hours

Where

Across Oxfordshire

Funding

Private, council-funded and NHS-funded care

Assessment

Free, with no obligation

This page online: **www.dayandnightcare.co.uk/home-care/**

WAKING NIGHTS · SLEEP-INS · 24-HOUR CARE

Night care and 24-hour care at home

Support through the night that matches what is really needed, for the person receiving care and for anyone who helps care for them.



IN BRIEF

Day and Nightcare offers several kinds of night support. A live-in carer, available anywhere in England, lives in your home, rests at night and helps now and then. When someone needs a carer awake through the night, we arrange 24-hour care with a day carer and a waking night carer working in shifts, also anywhere in England. Across Oxfordshire, waking nights (a carer awake all night) and sleep-ins (a carer asleep nearby who helps when needed) can also be booked on their own. The initial assessment is free.

Which night support, and where

The main question is who needs to be awake at night. These arrangements answer it differently:

Arrangement and where	At night	Suits
Live-in carer Anywhere in England	The carer sleeps in their own room and gets up to help now and then	People who need help occasionally at night

Arrangement and where	At night	Suits
24-hour care in shifts Anywhere in England	A day carer and a waking night carer take turns, so a carer is awake at all times	People who need help regularly through the night as well as the day
Waking night Oxfordshire	A carer stays awake all night	People who need help several times a night, or a rest for family carers
Sleep-in night Oxfordshire	A carer sleeps in a spare room and gets up if you need them	People who feel safer with someone in the house but rarely need help

If you are not sure which fits, that is what the free assessment is for. We look at how nights really go and recommend the arrangement that keeps the person safe and lets everyone rest.

A live-in carer at night

A live-in carer lives in your home and is there through the day. At night they rest in their own room and can help now and then, for example with a trip to the toilet. One carer cannot stay awake all night and still give good care the next day, so if help is needed most nights, we would suggest 24-hour care in shifts instead. How live-in care works explains the carer's breaks and nights in more detail.

24-hour care with carers in shifts

When someone needs help through the night as well as the day, a day carer and a waking night carer work in shifts, so there is always a carer awake and working. Each carer works their own shift and rests between shifts, and they pass on what has happened when one hands over to the other. We can arrange 24-hour care in shifts anywhere in England.

Waking nights in Oxfordshire

A waking night carer stays awake through the night in your home. They check on you quietly, help you to the toilet, reposition you to protect pressure areas and support night-time medication as set out in your care plan. Waking nights suit people who need help several times a night, are unsettled at night, or are nearing the end of life.

Sleep-in nights in Oxfordshire

A sleep-in carer stays overnight and sleeps in a spare room, ready to help if you call. It suits people who feel safer with someone in the house, but who only need help now and then. If the carer is being woken often, a waking night is usually the better choice.

A rest for family carers

Caring through the night is exhausting. Some people arrange a few nights a week so that the partner, relative or friend who cares during the day can sleep properly. It can be for a short while, for example after a hospital stay, or ongoing.

What affects the price

The price depends on the arrangement, how many nights or days are needed, and how much help is needed through the night. Waking nights and sleep-ins are priced per night. After a free assessment, your written quote sets out the arrangement and its cost before care begins. See costs and funding.

- ✓ Trained carers with an enhanced DBS check
- ✓ Care recorded in our care app as it is given; our care team reviews records and alerts during office hours, and the on-call manager deals with urgent alerts outside office hours
- ✓ A manager on call outside office hours

To talk about night care, please call 01865 715780.

Questions people ask

What is a waking night?

A waking night is when a carer stays awake through the night in your home. They check on you quietly, help you to the toilet, reposition you to protect your skin, support you with any night-time medication, and are awake and on hand whenever you need them during the night.

What is a sleep-in night?

A sleep-in is when a carer stays overnight and sleeps in a spare room, ready to help if you need them. It suits people who feel safer with someone in the house at night but only need help now and then.

What is 24-hour care at home?

24-hour care means someone is with you around the clock, but who is awake at night differs. A live-in carer lives with you and is there day and night, but rests at night and can help only now and then. When help is needed regularly through the night, we arrange a day carer and a waking night carer working in shifts, so a carer is awake at all times. We can arrange either anywhere in England.

Where do you provide night care?

Waking nights and sleep-ins, booked as night services on their own, are available across Oxfordshire. Anywhere in England, we can provide a live-in carer, who rests at night and helps now and then, or 24-hour care with a day carer and a waking night carer working in shifts, so a carer is always awake. If you are not sure which you need, the free assessment will help you decide. See night care.

Can night care give a family carer a rest?

Yes. Many families arrange night care so the person who cares during the day can sleep properly. It can be a few nights a week, for a set period, or ongoing, whatever helps most.

Live-in carer

Anywhere in England; rests at night and helps now and then

24-hour care in shifts

Anywhere in England; a carer is awake at all times

Waking nights and sleep-ins

Across Oxfordshire

Assessment

Free, with no obligation

This page online: **www.dayandnightcare.co.uk/night-care/**

WHO CARES? WE CARE.

About Day and Nightcare

We started in Oxford, caring for people across Oxfordshire, and now provide live-in care anywhere in England. Our belief is simple: care should be shaped around the person, their needs, their wishes and their home.



IN BRIEF

Day and Nightcare Live In Limited is a home care provider based at 9 Hollow Way, Cowley, Oxford OX4 2NA. We provide live-in care and 24-hour care with carers in shifts anywhere in England, and home care visits, waking nights and sleep-ins across Oxfordshire. We are registered with the Care Quality Commission and rated Good.

The person comes first

Everyone we support is an individual, with their own history, routines and wishes. It is their home, their care and their choice. We take time to listen, write a care plan around the person, and help them keep as much independence as they would like, always with dignity, privacy and respect.

The words around our sun-and-moon logo, *Who cares? We care*, sum up how we work. So does a line from our live-in brochure: *if you are happy, we are happy.*

What we stand for

- ✓ **Dignity and privacy** in every part of personal care.
- ✓ **Choice:** the right to make decisions about your own life and care.

- ✓ **Independence:** helping people reach, regain or keep the independence that matters to them.
- ✓ **Openness:** clear prices, honest advice and a written quote before care begins.
- ✓ **Care for everyone:** our care is open to all adults, whatever their background, beliefs or circumstances.

Experience across Oxfordshire

We have been caring for people in Oxfordshire since 2008. Since 2014 we have provided Discharge to Assess (D2A) care, and for several years we ran Oxfordshire's Urgent Response service. That experience of supporting people home from hospital, often at very short notice, shapes how we work today.

We are members of the Oxfordshire Association of Care Providers (OACP), and our Registered Manager has served as a director of the association.

Registered and accountable

We are registered with the Care Quality Commission (CQC), the independent regulator of health and social care in England. Our overall rating is **Good**, with Good in all five areas the CQC looks at: safe, effective, caring, responsive and well-led. The CQC published its report on 20 April 2018; you can read it on the CQC website (see sources).

Every carer has an enhanced DBS check, references and a thorough induction before they start, and keeps learning with us through one-to-one training, regular supervision and our online training portal, which offers a library of nearly 100 online care courses, almost all CPD-certified. Read how we train and support our carers.

Our live care monitoring system holds every task, every medication, assessments, care plans, carer notes and alerts. Carers record care in our care app as they give it, so the record is visible to our care team as it is entered. Our care team reviews records and alerts during office hours and follows up, and outside office hours the on-call manager deals with urgent alerts, whether the concern is about the person we support or about the carer. With the agreement of the person receiving care, relatives can see care notes through our family app.

In families' words

> “It was such a relief to finally have a care team that I felt I had confidence to look after our much deserving nan.”
>
> Family of a live-in care client

> “A big thank you to the team that cared for my mother. Since taking over her care you were all fantastic, finally we had found a team that were reliable and caring.”
>
> Family of a live-in care client

> “Thank you so much for listening to our needs and swiftly putting measures in place. Please pass our gratitude on to his current carer and let her know what a fabulous job she is doing.”
>
> Family of a live-in care client

Company details

Day and Nightcare Live In Limited, registered in England and Wales, company number 06765179. Registered office: The Old Dairy, 12 Stephen Road, Headington, Oxford OX3 9AY. Care office: 9 Hollow Way, Cowley, Oxford OX4 2NA. Telephone 01865 715780.

Sources and further information

- Care Quality Commission: our inspection report and rating (inspected 7 March 2018, report published 20 April 2018)

Care office

9 Hollow Way, Cowley, Oxford OX4 2NA

CQC rating

Good

Member of

Oxfordshire Association of Care Providers (OACP)

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