



# ELMES HOMECARE

Stay happy, stay safe and stay in your own home



GET IN TOUCH

CONTACT US NOW FOR YOUR FREE CONSULTATION



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Care Quality  
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Care Quality  
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Wellers Law Group LLP

**Elmes Homecare operates within the London Borough of Bromley**

Registered Office: Elmes Homecare, 46 Church Avenue, Beckenham, BR3 1DT

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## Companionship service

We offer companionship to those who are lonely, socially isolated, or would just like a friendly face to keep them company at home, offering support when it is needed. It also provides peace of mind for family members who are unable to regularly visit, as they know their loved one is being cared for in the familiar and comfortable surroundings of their own home.

Your companion carer will spend time with you, supporting your hobbies and activities. Whether that is sitting and chatting with you in the comfort of your own home, looking through old family albums, watching television, or going out for short walks, they will provide the company and reassurance that you need.

## Outings

In addition to helping with short day-to-day outings, your care professional will be happy to accompany you on day trips, allowing you and your family to relax, safe in the knowledge that you are getting the personal attention you require. Whether you are planning a trip to a museum or a beach, our care professionals will support you whilst you are out of your home. Whatever is important to you is important to us.

## Social activities

Wherever possible, we will support your participation in social activities. That may be to attend a local club, a restaurant or to meet with friends for a chat and a cup of tea. Your companion carer will be on hand to support you whenever needed.

## Accessing technology

Elmes Homecare can help with access to technology, such as using a tablet device, using the internet or social media (such as Facebook), keeping in touch with family via Zoom or Skype, using a PC or just helping you understand the ever-changing world of technology. Elmes Homecare can guide you every step of the way.



## Personal Care- everything from 30 minutes a week to live in support

Elmes Homecare offer a full range of visiting care services, from just 30 minutes a week, pop in calls throughout the day, regular scheduled visits or longer times to keep you company.

When you contact us for an initial consultation, we'll discuss what's important to you or your loved one, such as your health and wellbeing needs, any domestic requirements, your interests and hobbies and how we might help make life more comfortable. This enables us to create your bespoke care plan, which we'll use to handpick the staff most suited to you and able to fulfil your needs. Our goal is to help you remain independent at home, in the place you know and love, for as long as you wish. Unlike a care home, we have no set schedules to follow. We offer the support that you need, on your terms, without the disruption of moving into a care or nursing home.

Our care professionals are handpicked for their kind, caring, patient nature and are trained to CQC expert standards. We'll spend time getting to know you or your loved one, so that we can match your carer as closely as possible based on your likes, dislikes, interests and personality. We also never send a care professional that has not been introduced to you personally, so no unannounced visits by carers you've never seen before. We know this consistency is vital. With one-to-one support from our care professionals, you can feel reassured that the care you'll receive will be safe, with discretion, respect and kindness at the heart of all we do for you.

We're able to support you and your loved one with:

- Assistance first thing to help you to get safely out of bed, support with bathing, showering, dressing and your breakfast
- Assistance last thing, offering support with bed time routines and getting into bed
- Continence care and catheter care
- Reminders or assistance in taking medicine and collection of medication
- Mealtime support - preparing meals with or for you
- Podiatry and hairdressing
- Support with making and getting to and from appointments

## Dementia care

With or without a formal dementia diagnosis, people often need support and assistance to help them retain as much independence and live as fulfilled lives as possible. An early recognition and acknowledgement of support needs can help families establish care as part of a daily routine, helping those with memory loss to remain independent in their own homes for as long as possible.

Some of the dementia care services we offer include:

- Help for your loved one to stay happy, safe and in their own home
- Building confidence and encourage engagement with the world
- Providing nutritious meals and mealtime activities to encourage healthy eating
- Supporting opportunities for social interaction
- Providing stimulating activities and support with hobbies
- Help to understand different behaviours and needs
- Supporting you or your family to take a break from caring responsibilities



## Multiple Sclerosis (MS) care at home

Many people with a diagnosis of MS are relatively young, so the thought of moving into an elderly care home or a specialist residential setting is understandably upsetting.

Receiving appropriate care in the safety and familiarity of your own home has far reaching benefits for a person living with MS, enabling them to continue to live life the way they choose.

The personalised support we provide from a highly trained and well-matched carer is delivered on a one-to-one basis and is proven to improve quality of life and health outcomes for an individual living with MS.

## Caring for stroke patients

We know that recovery from a stroke can be a lengthy process, continuing long after the patient leaves the hospital. This means that much of the burden of after stroke care falls to families. Our carers can help you with every aspect of stroke care. We can provide personal care and help with moving and handling. We can help you manage medication and provide physiotherapy.

We've helped many stroke patients achieve tangible, long-term improvements. Working in partnership with patients and their families, we've put in place practical care plans that have allowed them to regain mobility, improve speech and lead a life as close as possible to the one they had before they suffered a stroke.

## Parkinsons Care

A Parkinson's diagnosis does not prevent you living well with the disease. With the right care and support, you can maintain as much independence as possible for longer.

Elmes Homecare recognises that continuity and consistency are important elements in all types of care. We don't rotate carers. You or your loved one can rest assured you'll receive the support you need without having to endure the confusion of multiple carers coming to your home without appropriate introduction. Receiving compassionate care in the comfort, safety and familiarity of your own home has far reaching benefits in improving overall health and wellbeing for a person living with Parkinsons, as opposed to moving into a care home.

## Shopping, all your needs covered Eat well, live well

At Elmes Homecare, we understand how sometimes it becomes difficult for elderly or vulnerable individuals to do their own shopping. This can be due to reduced mobility, difficulty carrying heavy or bulky shopping home, fears of illness and disease outside their home, or simply preferring to avoid the sheer volume of shoppers in towns and supermarkets.

This can lead to a reliance on local convenience stores with limited selections, often resulting in a poor diet and a costly bill. Buying new clothing, hobby supplies or household goods can become too overwhelming to manage and they make do with what they have. It does not have to be this way.

Elmes Homecare can meet all your shopping needs, our support is bespoke and ranges from:

- Simply telling us what you need and we source all your chosen items, putting them away in your own home, ready for you to use
- We can meet with you and discuss your preferred meal plans. We purchase the ingredients or quality ready meals from your selected supermarket and retail brands and deliver them direct to your cupboards. We can even cook your favourite recipes for you
- We can accompany you on your shopping trip, carrying all your shopping home and pack it away for you
- Shopping services can be run alongside a full care package, as a one-off or a regular weekly, fortnightly or monthly convenience. It's your choice

## Lending a hand with domestic chores, when you need it most!

Whether you want time to focus on other priorities, or you're in need of an extra hand around the house, our staff can do as little or as much as you like to help with the smooth running of your household.

We all feel much happier when our homes feel clean and tidy, with everything in its place, bathrooms shiny, kitchens clean and carpets freshly hoovered. Our care professionals are expertly trained to be able to support you with the day-to-day chores that you may not find that easy anymore.





Just some of the Elmes Homecare support we offer:

- Chores such as vacuuming and dusting
- Changing bed linen
- Loading the dishwasher and washing up
- Fridge cleaning, ensuring food is within date
- Mopping floors and cleaning surfaces
- Cleaning the bathroom
- Laundry and ironing
- General tidying
- One off deep cleans
- General home and garden maintenance
- Picking up your prescriptions
- Feeding and walking your dog
- Help with paperwork and paying bills
- Gift buying
- Preparing and doing your shopping

## Overnight care support

Care needs don't stop at the end of the working day; overnight care gives you access to trained professionals throughout the night, to support even the most complex of needs.

You may find you need night-time care if you or someone close to you feels uncomfortable being left alone. Overnight care may only be needed for a short time, for example after a procedure, or may be required for a longer duration. Elmes Homecare can work to your needs. One-to-one nightly care from one of our fully trained carers means someone is there to assist with toilet breaks, administering medication or moving position in bed.

Everybody is different and each situation is unique, which is why our overnight care is tailored to you. With a dedicated night-time carer, help is available at any time.

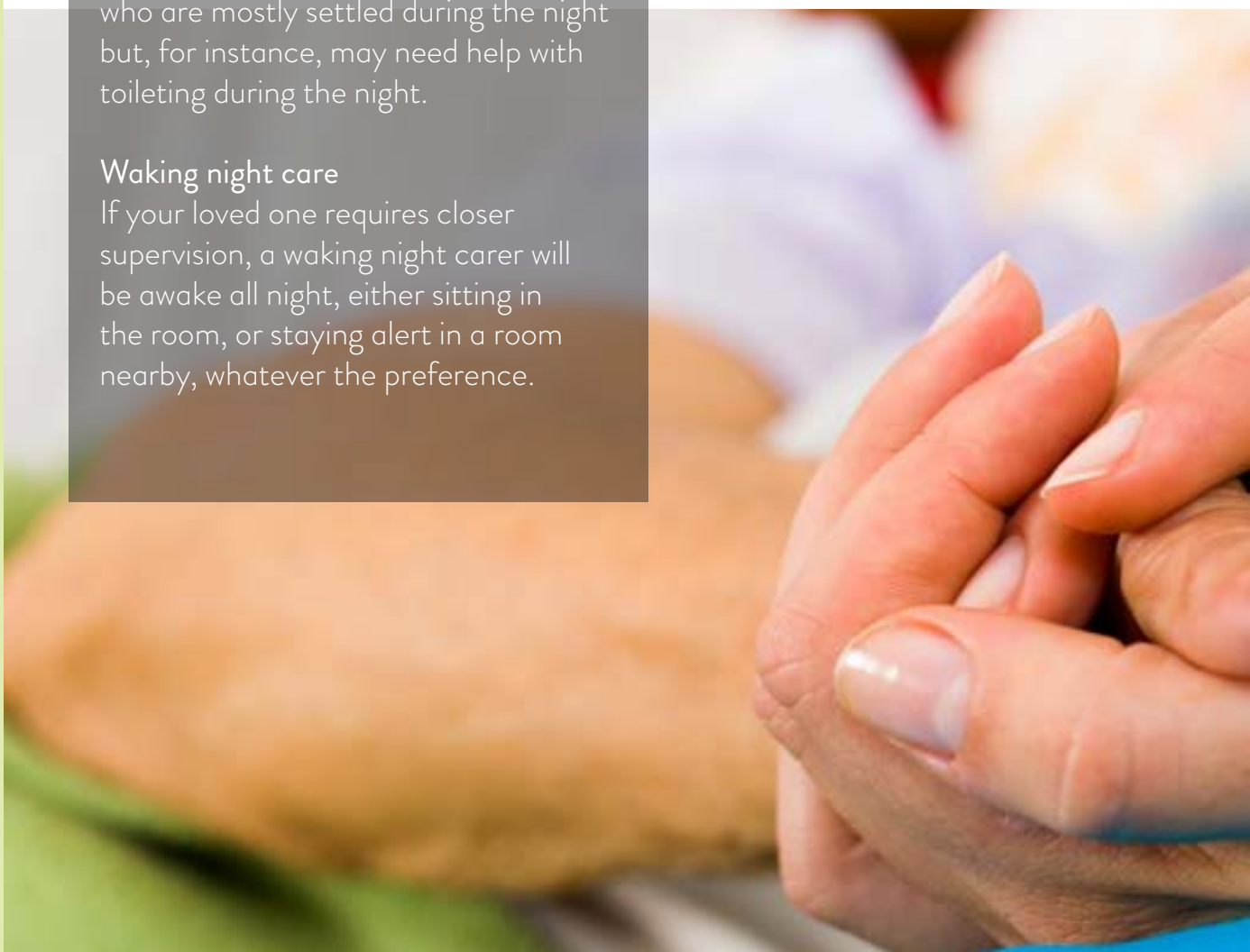
There are two types of overnight care:

### **Sleeping night care**

A carer is available in case of need, but they don't need to be awake and alert at all times. This care is best for those who are mostly settled during the night but, for instance, may need help with toileting during the night.

### **Waking night care**

If your loved one requires closer supervision, a waking night carer will be awake all night, either sitting in the room, or staying alert in a room nearby, whatever the preference.



## Palliative care - helping you live day-to-day when you need it most

At Elmes Homecare, we understand how distressing it can be coming to terms with a loved one facing terminal illness. For families supporting loved ones through the journey, it can be incredibly upsetting and stressful, and that's where we come in. We offer specialist palliative support, our care professionals are on hand to provide the day-to-day care and support that's needed, so that you can concentrate on enjoying your time together as a family, for as long as you can.

Our specialist care professionals are trained in palliative care. All have been carefully selected for their kindness, compassion and discretion and can help with medication, preparing meals, bathing and dressing, and even any errands, so you don't need to. Our care professionals are on hand for those day-to-day tasks to ease the burden of household chores, as well as being there for you or your loved one when you need a cup of tea, a sympathetic ear or just to sit and know that someone is by your side.

We seamlessly work alongside other highly trained palliative care specialists, nurses, consultants and physiotherapists to make sure your loved one and family have the support you need and reduce the stress during this time.





## Reduced Mobility - mobility care in your own home, helping you stay on the move

Mobility issues are the most common disability, accounting for 57% of all disabilities and are particularly common within the older population. At Elmes Homecare, we understand how effective mobility care can transform a client's life.

The reduced ability to move round can lead to unsteadiness while walking, difficulty getting in and out of chairs, and increased risk of falls, as well as reducing the overall quality of life.

Lots of different factors can reduce mobility - muscle weakness, joint problems, pain, disease, and neurological problems; sometimes, it can even be caused by a combination of several mild problems.

### **How mobility care can help**

Reduced mobility can affect numerous areas of life, greatly reducing independence and making everyday activities extremely difficult. Effective mobility care can truly transform lives and Elmes Homecare ensures that all clients and their families supporting them can live safely, with confidence and independence.

All of our care professionals have experience and training in working with people with all kinds of mobility issues, from people recovering from broken bones and falls, to those suffering with arthritis, neuropathy issues and osteoporosis. All carers have experience and training in moving and handling.



## Here's what Nick has to say about his mother's care

“My mother is 87 years old, struggling with widespread osteoarthritis, completely bed-bound, hard of hearing, and now suffering from failing eyesight. For two years Elmes Homecare has been providing her with care and support. Care staff have visited her four times daily, every single day and my mother has repeatedly and regularly expressed to me, and to other family members her absolute delight with the whole package of care being provided for her.

Whenever I have met Elmes Homecare staff I have been astounded by the quality of the care that they have given to my mother, their professionalism, and importantly, their manner, not only when interacting with my mother, but equally with myself, members of the family, and other residents of the apartment block with whom they come into contact. It appears that Elmes Homecare's recruitment and training is absolutely first class.

The management team have been an integral part of the care provision, and they are always available to my mother and the rest of the family alike, whenever a need arises. Always receptive, always accommodating, even the slightest query or issue gets addressed totally satisfactorily and without any delay.

Four months ago, I was struggling to know my mother's wishes regarding treatment directions and potential end-of-life decisions. My mother had not managed to move things forward satisfactorily through her registered General Practice Surgery, and I fared no better. All it took was one phone call, from me to Elmes Homecare. I asked for their suggestions and advice, and to my great relief, the management and staff offered to help sort everything out in conjunction with my mother and family living closer to hand.

I could not be more satisfied with the service and care provided, and the reassurance that this gives cannot be understated. The impression created, by Elmes Homecare's is one of nothing being too much trouble.”



# ABOUT ELMES HOMECARE

Elmes Homecare is a new style of home care agency, based in Park Langley, Beckenham and operating across the London Borough of Bromley. Elmes Homecare specialises in catering for all the needs of the client and their families. Nothing is too much trouble and help is only a call away.

We offer a tailor-made service which covers all types of personal and companionship care, from help with the day-to-day running of the household, home help requirements, shopping, hospital visits, meal delivery, domestic and cleaning help and much more. At Elmes Homecare we want to take the stress out of the lives of our clients and their families.

As the founder and provider of Elmes Homecare, I have personally taken time out of my life to care for an elderly person, my Grandmother. It was evident to me then how much consistency meant to her, meals provided on time, companionship and general help around the house and garden. It was a happy time for me and for her. I have never forgotten this experience and it has remained with me for over 20 years. My vision for Elmes Homecare is to offer great personal care, and for our carers to become a friend.

The difference with us is personal. My goal is to make sure that our clients and their families feel included, feel part of Elmes Homecare and have the peace of mind that we are there for them every step of the way.

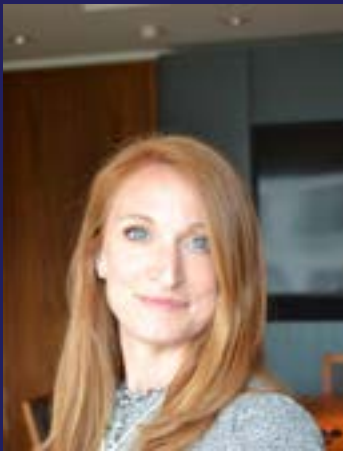
Elmes Homecare is staffed by highly qualified carers from the Health and Social care sector, who bring with them their extensive experience of adult care to the team.

Across our whole business, our mission is to promote health, well-being and comfort in the home for our clients, and to provide peace of mind and support to the families who may already be caring for or worried about a family member at home.





Liam - Head of Operations and Co-founder  
I began working within the International Banking sector in 1987 and enjoyed a long and rewarding career, I then founded Elmes Homecare in March 2018. Both my passion and enjoyment are in employee engagement and client management, and I bring my knowledge and experience to Elmes Homecare to ensure our great employees, who are at the heart of our company, are looked after and that our clients are at the centre of everything we do.



Katharine - Head of Audit and Regulatory Services and Co-Founder  
I have spent over 20 years working in international finance, leading teams across a number of divisions and countries. My focus over the last decade has been on regulatory implementation, particularly around data management, including GDPR. Regulatory adherence and reporting at Elmes Homecare is critical to ensure our clients receive care at the highest standards set by the Care Quality Commission. We make sure our carers are consistent and transparent in relaying back to the Elmes Homecare management team any change in a client's wellbeing so that we can make sure the correct level of support can be put in place.

