



AUDLEY CARE

FOR YOUR WELLBEING, HOME & HAPPINESS



WELCOME TO AUDLEY CARE

Sometimes it's the little things that bring the most joy. From the feeling of fresh bedding at the start of each week to the pleasure of a daily stroll with your four-legged friend. With the right home care, Carers and services, we see no reason why these joyful moments shouldn't continue.

Audley Care can help you live life your way, and in your own home. Our holistic approach to your health, wellbeing and happiness means you can make the most of your every day. And our best-in-class services offer tailored support, as little or as often as you require.

Our dedication to great home care service is recognised, registered and regularly audited by the Care Quality Commission (CQC).

HERE FOR YOU

As you may already know, Audley Care is the in-home care services branch of Audley Group. We've been caring for thousands of Audley property owners and community care customers in their homes across the UK for decades.

We believe everyone deserves to enjoy life and independence, whatever their needs, and by investing in great technology and training, we enable high living standards with seamless support.

Our highly trained Carers live in the local communities they serve and know the area well. So, if you feel like you could benefit from a little help at home, it's good to know it's just around the corner.

Whether we're visiting you in a private residence, or in an Audley village, our care standards are second to none and we are proud to say they exceed CQC regulations.

OUR PROMISE TO YOU

To deliver exceptional independent home care that enhances your health, wellbeing and happiness and helps you make the most of every day.



Our holistic approach means we offer a wide range of support to suit your needs, as little or often as required. Whether that's helping you get out and about or lending a hand at home, our team are passionate about providing care that helps you live life your way.

- **Wellbeing** – From the pleasure of taking a daily stroll to the feeling of fresh bedding at the start of each week, we are on hand to improve your personal wellbeing with support that suits your individual needs.
- **Home** – We understand what your home means to you and the importance of continuing to live your life in beloved surroundings.

Whether it's organising kitchen cupboards or arranging a gardener to mow your lawn, we are here to help you live life to the fullest in a familiar setting.

- **Happiness** – Maintaining your happiness is at the heart of everything we do. So, if it's spending long afternoons in the garden with a glass of something cold or regularly catching up with friends, we will do all we can to help you find happiness where it matters to you.





GIVING BACK

We also care about our Carers and their futures.

That's why we support The Care Workers' Charity, a widely recognised charity dedicated to helping retired, former and current care workers, by providing hardship grants, helpful information and advice.

We do this through the Audley Foundation, established with the guiding principle to continually give back to both local and national communities in need, with a vision to make a lasting difference to the lives of older people.

Throughout the year, Audley Group regularly promotes charitable initiatives amongst its teams, owners, customers and partners, which Audley Care supports.

A
THE
AUDLEY
FOUNDATION






PROUD TO CARE


Everyone deserves to enjoy life every day, regardless of the care they may need.


Our goal has always been to improve the standard of home care across the UK, and it is because we recognise just how important it is to care for people responsibly that you'll find our care standards are more rigorous than the legal requirement.





Q All our branches are regulated and inspected by the Care Quality Commission (CQC).


 We aim to always comply with the latest regulations, which describe the essential quality and safety you have the right to expect.

 Our robust quality assurance processes allow us to put what we do under the microscope, make an honest appraisal of how we're doing, and measure our performance against national standards.

 We regularly monitor our progress through formal review meetings, customer feedback and satisfaction surveys, and a thorough review of those results.

 Regular spot-checks on our teams, and contact with you and your family, ensure you're happy with how we deliver our services.

 All our home care team members undergo a thorough Disclosure and Barring Service (DBS) check and receive regular training. We want your Carer to be someone you get to know and trust.

 We aim to recruit our Carers from within the local community. This means that, like you, they feel at home with us and are more inclined to stay. Plus, our Carers spend less time travelling, so you get the maximum time from them.



HIGHLY TRAINED

We want you to have the utmost confidence in the Carers you invite into your home.

That's why every new team member completes a thorough programme of classroom training before they're assigned to customers. Core subjects include safe-guarding, medication administration & management, health & safety, infection control training, first aid training, moving & assisting and basic life support skills. Our Carers are also trained and tested in safe emergency equipment use, such as the Camel Lifting Cushion – a unique manual handling aid that provides a safe solo lift.

New team members will also be observed in the workplace several times before working unsupervised. These observations continue throughout the probation period and regularly for all Care team members, so you get the highest standards of customer service and care.

As well as classroom training, new team members will receive instruction from their Care Branch Manager and experienced members of the team, to make sure their work practices are safe and meet our high expectations.

We expect all our Care team members to complete the Care Certificate. This is a nationally recognised set of standards produced to standardise knowledge, skills and behaviours of all health and social care workers. The goal is to ensure safe, compassionate and high-quality care.

After their probation, Audley Care team members are offered a range of specialist courses to further develop their knowledge and skills. After six months, they can apply for apprenticeships to deepen that knowledge and expertise.

Ongoing training and continuous development are essential to all our Carers and ensure we can offer high standards of care and customer service in line with the latest legislation and guidelines.

A HOLISTIC APPROACH

Our wide range of services means our approach to your health, wellbeing and happiness always suits your individual needs. With Audley Care, you can be sure your Carer has successfully passed our rigorous Audley Care Academy training, are aligned with our commitment to you, and have the knowledge and support needed to meet our exacting standards.

And when it comes to your wellbeing, their training has also provided them with the requisite tools to take a more comprehensive view of areas such as stress management, promoting dignity and maximising independence. On top of our premium care training, we also employ experts in fitness and nutrition, so our team can attend to the diverse requirements of our customers.

AN EXCEPTIONAL TEAM

Our high training standards and premium services mean we continue to report high levels of satisfaction from our customers. In our 2021 Audley Care survey, 93% of our customers rated our services as 'Good' or 'Excellent' and nearly 9 out of 10 customers felt Audley Care improved their lives 'Quite a lot' or 'Very much'.

We hope this positive feedback helps you feel assured that, should you choose Audley Care, we will do everything we can to keep you happy, healthy and help you make the most of every day, in the comfort of your own home.





ALL ABOUT YOU



BY YOUR SIDE

Your happiness is at the heart of everything we do, which is why your Carer will always be looking for ways to inject a little brightness into your day.

That spark of positivity could come in the form of a chat about local events, a stroll in the park or a look through the family photo album. That's because, as well as our range of tailored care services, our Carers will take the time to get to know you (and you them) to ensure you're getting the most out of every visit.

We all enjoy a little company from time to time. So, whether you'd like someone to accompany you to appointments, trips outside the home, or a companion to share your passions and interests, we can match you to the perfect Carers.

You may also want to explore our companionship services. Many of our customers often find these greatly help their overall wellbeing.



PRIDE IN YOUR HOME

There's nothing quite like the feeling of a clean and tidy home. Keeping things tip-top not only improves your emotional wellbeing but it reduces the chance of illness or allergic reactions.

Plus, when your home is in order, you're more likely to invite people round, which isn't just enjoyable but great for your wellbeing too. So if housework is becoming challenging, our Carers are more than happy to help you during their visit, so you can continue to enjoy freshly washed and pressed clothes, clean sheets and sparkling surfaces. And don't worry, if you have a certain way of doing things, care will be taken to accommodate your preferences and allergen concerns in the use of cleaning products or methods.



SPECIALIST CARE

Should you need a Carer with specific medical expertise, we have decades of experience of catering for significant health concerns such as recovering from a stroke, living with multiple sclerosis, struggling with dementia or living with Parkinson's. Our Carers are trained to provide support with mobility, memory, hearing and speech problems, dizziness, tremors, pain or fatigue and will work with you to build daily routines that suit you. Our flexible care provides choice and control so you can continue to live at home.

Should you ever require end-of-life care, our expert service means you can stay in familiar surroundings. Our flexible around-the-clock care will be personalised and constantly reviewed to meet any changing needs. Please note, we do not offer nursing care.

LOOKING AHEAD

If you're looking for a lifestyle you can enjoy now and in the future, rest assured your tailored Audley Care plan will be designed to ensure you get the most out of every day.

And because we believe prevention is better than cure, it will also include a risk assessment for preventable concerns like trips and falls.

According to Age UK, "the risk of falling in the home increases with age. In fact, falls affect over a third of people over 65 years old and 40% of people over 80. The cause of a fall is often multifactorial, involving both environmental hazards and an underlying medical condition." Health and

environmental conditions can increase the risk of falls, such as a lack of safety devices in the home and deterioration of eyesight or strength. We will try and help to reduce those risks for you, wherever possible.

When it comes to your wellness, we believe proper nutrition and regular check-ups are important. NHS England states that "many of the factors that cause people to age differently can be influenced by interventions based on preventative healthcare, lifestyle choices and exercise." One of our aims at Audley Care is to prevent your need for more support for as long as we can, and we offer services that can help you enjoy a more active lifestyle for longer.



LIFESTYLE & NUTRITION

There's nothing like a freshly cooked meal enjoyed in your own home. But should you find cooking for yourself is becoming a bit of a challenge, or you would simply like your Carer to do it for you, that can be arranged. For extra peace of mind, your Carer can also monitor your hydration and nutritional needs as part of our preventative care services. And should you consider our supplemental services, like food preparation and shopping, please know that our Carers take every measure to ensure your health and preference requirements will be well catered for.



PERSONAL CARE

Should you need help with personal care in later life, your Carer can support you with practical requirements like dressing, eating and showering, as well as helping you maintain a consistent sleep schedule and preparing you for the day ahead. They can also support you with more tactile and intimate healthcare needs, helping to avoid any unnecessary medical challenges in the future.

Whatever help you require, rest assured you're always supported by a carer you know and trust to deal with your needs respectively and sensitively.



OUT OF HOURS CARE

We know your needs aren't always 9 to 5, so it's reassuring to know that help is on hand, any time of the day, and having the right level of care in place from the start can alleviate any worries. With Audley Care, you can choose from a range of extended care services like live-in care, night care or holiday cover.

If you're an Audley property owner, you already benefit with access to on-call emergency services, every minute of every day.



YOUR HEALTH & WELLNESS

You know you're at your happiest when you're doing the things you love, and we know it too.

At Audley Care, we recognise that health and wellness are essential to a fulfilling life. It's why we work hard to help you maintain a healthy lifestyle around any care needs you require and know that having someone on hand to discuss any concerns you have now, or in the future, can help contribute to a sense of wellbeing and security.

From the very start of your journey, we will work closely with you to look at how we can help you pursue a lifestyle that promotes health, wellbeing, independence and choice. In addition to the facilities in our Audley villages, which you can access at an additional charge, we have dedicated team members who can support your choice to live independently at home.

At Audley Care, we offer regular assessments and reviews, so we can spot any early changes in your health or wellbeing. And working in partnership with our trained and dedicated team members, we are also able to offer you support and guidance, fitness classes and rehabilitation support, alongside regularly monitoring and reviewing progress to promote a healthy lifestyle.

MEETING YOUR NEEDS

When considering care, you'll be looking for a provider who can meet all your needs and who you feel comfortable with. To make sure we can do that for you, we begin by taking some key information from you, so we can give you all the relevant written materials. There will be plenty of time for you to read these before an Audley Care representative will contact you to arrange a visit.

Secondly, during the visit, our representative will complete an initial assessment of your needs and a risk assessment. This information is reviewed and discussed by the Audley Care senior management team to ensure we can provide a high standard of care, tailored to your individual requirements. If we're confident we can meet your needs effectively, your care plan will be prepared, alongside the summary of care assessment.

Lastly, these documents are handed back to you to check you're happy, ahead of a final meeting to agree your care plan. At this stage, the terms and conditions, Direct Debit and consent forms can be completed, checked and signed. We'll agree on a start date for the visits and confirm with you which members of our care team will be attending.

After two weeks of visits, we'll check in to see if everything is running smoothly and all your needs are being met. We'll ask about your favourite Carers, so we can record any preferences for future visits. We will then check in with you at least twice a year after that or if any of your needs change.

REHABILITATION SUCCESS

We have many Audley Care success stories, but one of our favourites is that of Mrs W, a property owner at Audley Ellerslie retirement village in Great Malvern. Mrs W had been living with Parkinson's disease and her mobility was deteriorating rapidly. Getting about town was becoming very challenging as she was in a wheelchair and, for the most part, housebound.

Audley Care stepped in to assist with rehabilitation and support under our Specialist Help care profile, to help those with long-term or serious medical conditions.

Mrs W's rehabilitation began at her home. These initial sessions were all chair-based, and the team focused on helping Mrs W build up her strength and confidence in familiar surroundings.

Gradually, she began making progress. Over time, Mrs W was able to walk again, and she began attending her Audley village gym for regular exercise. Our Carers report that not only has her overall mobility improved, but her confidence and self-esteem has also grown as a result. Now the team can focus on preventative care and reinforce the strength training with other activities that will build on her growth. We're confident the progress Mrs W has made will delay the onset of further frailty concerns for a long time to come.

KEEPING IN TOUCH

When it comes to care, communication is everything. This is especially important should you find yourself living with a limiting condition such as dementia or Parkinson's or need end-of-life care.

For your family, we can provide daily phone or email updates. It's also possible - with consent - for your family and friends to access our care logs so they're able to check your wellbeing. This can be a great comfort to families who live further away, as they can review treatment notes and maintain frequent contact with our team.

Our team is committed to supporting you and your family, especially in instances of a terminal illness. They will often stay longer to chat, help around the house or offer comfort on challenging days. Our Carers can organise extra assistance, call doctors and suggest activities to help take your mind off things.

AFTER CARE

We know that you may be thinking about your family after you've gone. During these difficult times, we provide 24-hour contact information and support. As many of our care team members live locally, and it's not uncommon for Carers to drop by and check in on the bereaved following a customer's passing.





MEDICAL SPOTLIGHT

DEMENTIA CARE

Living with dementia can be increasingly challenging, but we find home care can improve the quality of life for those living with it.

Should you find yourself in this position, rest assured our Carers are expertly trained to support you and follow NHS England guidance.

We offer many support options:

- Your Carer can look after your full dietary requirements to make sure your food and nutritional needs are taken care of
- You will have access to your local Audley on-site gym facilities and your Carer can support you with daily walks
- Your Carer can help organise medical appointments, whenever required
- Your Carer can help you get in and out of bed, as well as help you maintain a regular sleep schedule
- Your carer can help support your emotional wellbeing while encouraging socialisation, and is trained to spot signs of depression
- Your Carer can ensure you attend all your medical appointments and can accompany you to the GP

END OF LIFE

In the future, some of us may require end-of-life care. This will be different for everyone.

At Audley Care, we promise to make sure you're comfortable and cared for, and we will never lose sight of who you are.

End-of-life care is often interchanged with the term palliative care, but we believe end-of-life care extends beyond the practical management of symptoms. Should you need this, we offer rehabilitative support wherever possible, to extend your quality of life and support to your family.

We support the Royal College of Nursing's guidance on end-of-life care and have adopted the following standards:

We will:

- Involve you in all decisions related to your care
- Make sure you're comfortable and review your care plans regularly
- Provide 24-hour support options, and supply you and your family with detailed information on your treatment plan
- Make sure you're happy with your Carer's commitment and qualifications to provide your end-of-life care
- Support your family and loved ones in times of bereavement



TALK TO US

Life is there to be enjoyed and should you need help, we're here for you.

We understand considering home care is a big step, which is why we want you to feel confident in your decision should you choose Audley Care. Even if you've just started your research, we're happy to provide you with resources and information that will help you decide if our holistic approach to home care is right for you.

We hope the information we have provided has been helpful, but if you'd like to know more about Audley Care and how it can benefit you, please contact our friendly team who can answer your questions and provide guidance on your options.

They're available Monday to Saturday, from 9am to 5.30pm on:

0800 298 2212

or you can email us at

info@audleycare.co.uk

Get in touch for a confidential conversation today.

FREQUENTLY ASKED QUESTIONS

Q. What types of care does Audley offer?

A. We offer home care and support to Audley property owners and community care customers (people living within a 15-mile radius of an Audley village). We do not provide nursing care.

Q. Now I've chosen Audley Care, what do I do next?

A. Please contact us (details on page 23) and make an appointment for the local Branch Manager to visit you at home for a chat. We will discuss ways we can help and then, once you have decided how you would like us to work for you, simply leave the rest to us.

Q. What can my Carer help me with?

A. Audley Care provides a holistic approach to home care and a wide range of services to help you make the most of every day. We can assist you with getting out of or into bed, bathing, shaving, getting dressed, ironing, preparing meals, collecting prescriptions or shopping to name a few. You are always in control and our team can lend a hand for a few days or only on specific occasions.

Q. Will I have the same person to help me every day?

A. Continuity of care is as important to us as it is to you, so we try to make sure you have the same small team of Carers to assist you. We will also make sure you get to know the wider home care team based at the local branch, so if your main Carer is on holiday, you will know who will take over during that time.

Q. How can I be confident that my Carers will complete all their tasks?

A. At the end of your visit, your carer inputs the details of the tasks they have carried out during the visit, which is then recorded electronically through a mobile device. Doing this ensures a record is kept of each visit. Your records can be accessed by yourself or a designated advocate.

Q. Is my personal security assured?

A. Audley Care has over 25 years' experience and an enviable record of service delivery. All our team members undergo a rigorous vetting process before they ever start work. In addition, they will always be in uniform and carry a personalised identification card, which displays their name, photograph and signature.

Q. How much does the service cost?

A. Our prices are competitively priced for premium care, and you only pay for the services you use. Please contact your local Branch Manager to discuss how much a tailor-made package would be.

Q. Can I get any help with the cost of care?

A. The Branch Manager will be able to advise you how you may go about seeking financial assistance with any fees.

Q. How do I pay for my care?

A. You will be invoiced monthly and can pay by Direct Debit.

Q. What happens if I need assistance outside of office hours?

A. We maintain an out-of-hours emergency service. When the office is closed, your call will be picked up by a member of the senior care team who can help you.





ENJOY MORE WITH AUDLEY VILLAGES

As an Audley property owner, you know having Care services on your doorstep is not only reassuring but a real lifeline, should you need them. If you're not an Audley owner, here are some of the benefits you could enjoy by joining the community at an Audley village.

If you're aged over 55 and your home is no longer meeting your needs, you might consider moving to an Audley luxury retirement village. At the heart of each village is a centrepiece building, which is home to the Audley Club, housing facilities you'd normally expect in a country house hotel.

You can dine out in the restaurant, relax with a book in the library or enjoy a dip in the pool. There's also a bar/bistro, beauty treatment rooms and a fitness room. In some of our villages, you'll even find tennis courts and croquet lawns.

With our trusted partners, we can take care of all the administration and marketing involved in the selling of your current property and offer a personalised service tailored to your individual needs. We'll make your move as simple and stress-free as possible.

By moving to an Audley village, you'll benefit from reduced Audley Care fees and have access to 24-hour on-call support. We can pop in to do an hour of cleaning, collect your shopping or help with your personal care needs, you only have to ask. Rest assured you'll only ever pay for what you use.



CARE CUSTOMERS CAN ALSO ENJOY THESE BENEFITS

Whichever care services you use, as an Audley Care customer you also benefit from some exclusive discounts and use of our Audley Clubs and restaurants in any Audley village.*

Facilities include:

- Indoor heated swimming pool and relaxation
- Gym & fitness studio
- Exercise classes and personal trainer (by appointment)
- Preferential rates for hairdressing, beauty and physiotherapy treatments where available

- Discount in our restaurants, bars/bistros
- Reduced rates for a stay in our Guest Suites, including a continental breakfast
- Invitation to selected activities in your local Audley village

*Facilities vary by village.

Find out more:

www.audleyvillages.co.uk





WHERE TO FIND US

**We offer Audley Care throughout the UK.
Find the branch nearest to you:**

Binswood, Royal Leamington Spa
Chalfont Dene, Chalfont St Peter
Clevedon, Ilkley
Cooper's Hill, Englefield Green
Ellerslie, Malvern
Inglewood, Kintbury
Mote House, Bearsted
Nightingale Place, Clapham
Redwood, Bristol
Stanbridge Earls, Romsey
St Elphin's Park, Darley Dale
St George's Place, Edgbaston
Sunningdale Park, Ascot
Willicombe Park, Royal Tunbridge Wells

Opening soon:

Fairmile, Cobham
Scarcroft Park, Scarcroft
Wycliffe Park, Horsleys Green

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