



Guide to Care at Home

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AMORA CARE



Thinking about care can be overwhelming.

With so many providers, we want to help you **find the right one**.

This simple guide will help your decision-making and demystify things for you.

It all starts with a chat over a cup of tea.

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What exactly is Home Care and where do I begin?

Your care journey starts with a home assessment where we will begin working on a bespoke care plan for your loved one.

Home Care is a great option that empowers you to live at home independently for longer. We can support you with things like:



Washing, dressing and personal care



Shopping



Laundry and housework



Companionship



Prompting or giving medicines



Support with social activities



Transportation to appointments



Support getting up and going to bed



Nutrition, meal planning, preparation



Monitoring your health

You can arrange care in four simple steps:

- 1. Let us know what you need** - Nothing is too much or too little, from a couple of hours a week to a live-in carer - we are here for you.
- 2. Book a free assessed home visit:** We know there might be resistance and uncertainty, but we've done this before and will come prepared. **So don't worry.** We will conduct a risk assessment and work on a bespoke care plan.
- 3. Receive a bespoke support plan:** We will create a tailored care package and send a proposal including costs, a schedule of visits and dates we can start so you have all the information you need.
- 4. Make an informed decision:** Make the right decision in your own time. Remember, **you can get as little or as much support as you want**, and there are no long-term contracts!



Ten questions to consider when choosing your care:

1

How do you ensure your care is personalised to us?

With your support, we will build a bespoke care plan considering your preferences, likes and dislikes. With that information, we will match you with a regular team of care professionals and work intently to **empower you to live independently at home**.



2

Am I able to meet my carer before I start?

We will always send you information about the carer before your care visits start, and wherever possible will introduce you to them. They will read your care plan before they start and know all the essential information about you.



3

What training do your carers get?

Training is embedded in our culture and is one of the ways we attract quality staff. Our carers undergo a comprehensive induction period and have a fully funded Care Certificate. We also support them to get further education, and they receive funded specialised training in areas like Dementia, Diabetes, Mental Health, etc.



4

Do I have to sign a long-term contract and are you flexible on the amount of hours?

There are no long-term contracts and no fixed/minimum amount of hours you need to have. We understand your needs will change, and we'll adapt to them.



5

How will our care be reviewed or changed?

We'll set goals together when we sit with you to discuss your care. It could be anything, such as returning to see your grandson playing football or supporting you in recovering from an operation. We'll then write a bespoke plan on how to get there and review it regularly.



6

Everybody offers similar services. How are you different?

We have an App where families can follow their loved one's care, a visiting therapy pup that is ideal for those that love or used to have pets, and better care delivery, including measuring and tracking blood pressure.



7

Your carers will be going into my house. Who are they and how are they recruited?

We emphasise someone's attitude and motivation more than their experience and only recruit carers who share our values. We also have a thorough vetting process which includes enhanced DBS checks and professional references.



8

Again on staff, how do you maintain consistency?

We provide a friendly, family-like space for our carers, paying better, offering the county's most attractive referral bonus, unlimited free training, and career progression opportunities.



9

What are the values of your organisation?

Excellence: if we can't do something excellently, we'd rather not do it.

Respect: starts with how we treat our carers and continues in your home.

Love: We only work with people who love working with others.



10

How much does it cost and are there any extras?

We pride ourselves in our clear and honest communication. In your care proposal, you will receive a clear explanation of costs. We don't charge for reviews or assessments. Instead, our prices include the hourly rate of your visit (including any outings) and the mileage cost.



What are my funding options?

There are a few avenues people use to fund their care. You can do it privately, finding a provider and funding the cost of care yourself. Or you can seek local authority support.

The support rules vary depending on where you are, but **direct payments** are one of the most common support methods in England:

- **Direct Payments:** After the local authority has assessed your financial viability, you receive a direct payment from them to pay for the funded portion of your care cost. You add the balance and organise your care yourself.

Other alternative support methods include:

- **Attendance allowance** – helps pay for your personal care if you've reached State Pension age and are disabled;
- **Personal Independence Payment** – if you are aged 16-64 and need help with daily activities or getting around because of a long-term illness or disability.

To find out more details or whether you are eligible, please get in touch with the Kent Council's Adult Social Care team and ask for advice or a financial assessment.



remember you have the right to ask your provider for clear and itemised costs. We will always show a clear breakdown of total costs to enable you to plan ahead without any surprises!

Kent Adult Social Care contact:

kent.gov.uk/social-care-and-health/adult-social-care

03000 41 61 61 | social.services@kent.gov.uk

Kent Council Direct Payments Contact:

kent.gov.uk/social-care-and-health/adult-social-care/arranging-your-own-care/direct-payments

03000 41 36 00 | direct.payments@kent.gov.uk



Why choose Amora Care?

Our premium care strategy is based on two simple principles:

1. Delivering better care

- **Bespoke care plans:** You can look forward to returning - or continuing - to **do the things you love.**
- **Small teams:** **You will be at ease** knowing you'll see the same friendly faces every time.
- **Accountability:** **We don't do rushed visits** - so there's always time to help around the house, and families can **monitor everything through our App.**
- **Flexibility:** You will not be tied into long-term contracts; as your needs change, **we adapt** to them.
- **We go the extra mile:** Our premium service includes **tracking blood pressure and blood sugar levels, therapy dog** and much more!
- **Values:** **We invest in our carers** and apply our values of Excellence, Respect and Love in all we do.

2. Producing better carers

After years of experience running care homes, we understand that our care professionals are our most valued asset. That is why we set out to be the best local care employers:

- **Better pay:** Our lowest hourly rate is 20% higher than the industry average in Tunbridge Wells and **30% above minimum wage.**
- **Better training:** While many agencies make carers pay for training and offer it scarcely, at Amora Care **all our basic and further training is free.**
- **Better opportunities:** We fund carers who want to achieve further education and **progress** to management roles either here or elsewhere.



Other useful sources of information and advice



www.cqc.org.uk

The CQC is responsible for regulating and inspecting home care agencies in the UK. Their detailed home care agency reports on specific agencies will help your decision-making.



www.involvekent.org.uk

If you care for someone who's been discharged, **Involve Kent** can fund up to two weeks of post-discharge care to give you a break and to prevent re-admission to the hospital.



www.homecare.uk

Provides impartial reviews on home care providers.



www.ageuk.org.uk

Age UK offers services and advice on all the different aspects of home care.



www.kent.gov.uk

Information on Adult Social Care, Direct Payments, paying and arranging your care, safeguarding and much more.



What next?

Book your free assessment today. There is no long-term commitment. Instead, try a few hours a week for a few weeks and see the difference a regular visit from a friendly face will make!

1

Call us now and book your free assessment

2

We will create a bespoke care plan designed to improve your quality of life

3

Receive the right level of care and support in the comfort of your home!

Call us now on 01892 336 842

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