



# Handling Hands For You

INFORMATION BOOKLET



# WHO WE ARE AND WHAT WE DO?

Handling Hands For You offers live-in care for people with different care needs across England. We provide 24/7 care for people in the comfort of their own homes.

Unlike other introductory agencies we are not only working to find the best match of carers for clients but also have an ongoing role in managing the day-to-day care requirements.

Our live-in care services are flexible and tailored to unique individual needs. This is why we are not offering live-in care packages prepared in advance, but rather discuss the level of assistance individually during the free-of-charge assessment instead.



*"We cannot praise you highly enough. We were not in a position to look after mum ourselves and, thankfully, you provided everything Mum needed. A carer who was the perfect combination, compassionate, gentle, good company, and someone who not only anticipated her every need but was able to lift her spirits and make her laugh"*

With the gratitude of Lily's daughters and her loving family, Truspilot

# HANDLING HANDS FOR YOU SERVICES



## Elderly Live-in care

Our Elderly live-in care services are tailored to the client's individual circumstances. We believe it is essential to preserve the independence of the older people while providing the highest quality care, allowing seniors to remain in the comfort of their own home with the help of a trusted companion.



## Dementia Live-in care

We provide specialised dementia care and have a deep understanding of dementia home care needs and particular effects of different types of dementia. Our live-in carers use a range of best practice techniques to maintain health and safety of those living with this progressive condition, support their function and help to live independently for longer.



## Serious physical injury care

With care, compassion and expertise, our ambition is to maximise the potential and improve quality of life for individuals with serious physical injury. We go the extra mile to understand the needs of our clients. This not only covers care and support needs, but also everything else what is important to the individual with physical injury such as hobbies, cultural preferences, social and family commitments.



## Palliative care

We provide live-in round-the-clock care for people who have a terminal illness or life-threatening condition and need support. Palliative care involves management of condition symptoms, medication prompts and administration as well as support with everyday tasks.

# FREQUENTLY ASKED QUESTIONS

## What does our live-in carer do?

Handling Hands For You carers assist our clients with numerous tasks depending on the individual needs of the client. Our live-in carers provide round-the-clock companionship and support with all daily living activities from meal preparation, administering of medication, accompanying to doctors appointments, meal planning and grocery shopping to assistance with keeping the body moving and getting fresh air, light house work and help during night time.

## What is required for a live-in carer?

A live-in carer will need her own separate room to sleep, access to bathroom facilities and the Internet.

By law, the carer must be allowed a two-hour break each day. It is common practice for the carer to purchase, prepare and eat food with the care recipient. If you prefer to keep food separate, a weekly food allowance of £30-£40 for the carer is required.

## What happens when a live-in carer has a break/holiday?

We will arrange another carer who will cover the absence period.

## How much does our Live-in care cost?

Our Live-in care costs £845 per week for a single person and £895 per week for a couple. There are no hidden extra fees or charges. The only exception is that we charge a double rate for work on bank holidays.



*„They treat my parents with the respect they deserve, manage my mother's dementia brilliantly and provide wonderful company for my father“*

Gary Britton, Trustpilot

### **What are the terms of our Client service agreement?**

We never take a one-size-fits-all approach to care, therefore even though there are standard general clauses in our Client service agreement, we are open to discussion and can make amendments to the agreement in response to the needs of the client.

### **How can we describe our live-in carers?**

We put a lot of effort into finding the right live-in carers and only those who have all necessary skills, qualifications and experience can come on board and work with us. All Handling Hands For You carers have recent clear DBS checks, references from previous clients/employers and the fundament certificates such as First Aid Awareness, Medication Administration, Moving and Handling and Food Hygiene.

### **How quickly can we arrange live-in care?**

There are situations when live-in care is needed urgently and we do our best to offer our live-in care service at short notice. Depending on the availability of our live-in carers, we can arrange our live-in care service within a few days.



*"A wonderful professional team, very caring and have so much empathy and understanding. Kristina and her team go the extra mile every single day looking after our precious mum and nothing is too much trouble when it comes to the live in care she receives. Very special team of people indeed. Thank you so much for everything you do"*

Karen Sherlock, Trustpilot

# OUR MANAGEMENT TEAM



**KRISTINA PAKNIENE**  
Managing Director



**LUCY MOYNAN**  
Care Manager



**EGLE PILIPONIENE**  
HR Manager

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