



mi
home
care

CONTENTS

About Us	4
Help at Home	6
Dementia Care	9
Rita's Story	10
Live-In Care	14
Palliative Care	16
End of Life Care	17
Reablement	18
Susan's Story	20
Complex Care	25

ABOUT US

MiHomecare has been providing quality home care services since 1996 – and has gone from strength to strength ever since. We provide a wide range of homecare services to people who need support and we work with people of all ages, helping with anything from complex conditions such as learning disabilities or dementia, to providing a little bit of extra help around the house.

Our dedicated professionals understand that everyone is different. That's why we work with you to tailor the care we provide. We help people live a happier and more independent life in the homes they love.

N. Singh

Narinder Singh, CEO



HELP AT HOME

At MiHomecare, we do everything we can to help you to carry on living independently in your own home. Our friendly, skilled team of support workers will work with you to make sure you're able to continue doing the things that you like to do, such as keeping in touch with your friends and family, staying active and preparing your favourite meal.

We all have a passion for care and are trained to assist you in a variety of ways - as and when you need it - from helping you to prepare dinner to personal tasks, such as bathing and dressing. Our aim is that you do as much as you can yourself.



“The carers are great! They go way above and beyond the call of duty, truly great.”

Sahil

“It took a while for them to build up mum’s trust, but they were kind and patient with her, and it worked.”

Shirley



DEMENTIA CARE

According to the Alzheimer’s Society there are around 850,000 people in the UK with dementia. 1 in 14 people over 65 will develop dementia, and the condition affects 1 in 6 people over 80. As a national home care provider, we understand the key role we play in working closely with people, and their carers, to manage the challenges that living with dementia can bring.

We always recruit support workers who demonstrate empathy, compassion and a passion for care. We provide specialist dementia training during our staff induction programme, and we invite family carers to take part in the training at no cost.



mi mum is happier



Knowing my mum's taken care of every day

My name is Shirley and I'm writing this on behalf of my mum, Rita, who has dementia and anxiety too. We live in Cardiff. I used to look after mum, but began to struggle more and more as her needs got greater, until I just couldn't cope anymore. Mum got very agitated when I took her out and she would also wander out alone and get herself lost, which was very worrying. She didn't take care of herself either. It was particularly important that she kept herself clean because she has a stoma, but she couldn't manage it and kept getting infections.

How did MiHomecare help?

MiHomecare was a life-saver for both of us. The care workers look after mum's personal care every day, though at first she was very stubborn about it. It took a while for them to build up mum's trust, but they were kind and patient with her, and it worked. The main carer takes mum to a day centre three times a week and collects her at the end of the session.

MiHomecare has fixed up a GPS tracking device as well, so that if mum goes out by herself and gets lost, we can find her easily.



The difference it has made to my life!

For me, the relief is incredible, knowing that there's someone there to take on some of mum's care. For mum – things have really improved. She leads an active life and is much happier to go out, knowing that if she does get lost, we can find her.

It was particularly important that mum kept herself clean because she has a stoma, she hasn't had any more stoma infections, and she looks forward to the care workers' visits, and, especially, chatting to her new friends at the day centre.

LIVE-IN CARE

Our live-in care service allows anyone with across-the-board needs to continue to live an independent life, as far as possible, in their own in home, with a 24/7 care worker.

If you have some specific health issues that mean you require extra support, Live-in Care provides a realistic and affordable full-time alternative to moving into a care home. Our dedicated team offers a personalised, tailored service ranging from companionship to care and support, for anyone with complex health conditions. The service is fully managed by us, you'll have peace of mind, knowing you'll have a consistent team of well-trained support workers and that appropriate contingencies are in place.



“Damien is kind, caring and polite. He always treats us with respect.”

Dot

PALLIATIVE CARE

If you have a life-limiting illness, we provide sensitive on-going support for you, with a multidisciplinary approach to meet all your needs.

We work closely with your family, friends, social workers, healthcare professionals and religious leaders to ensure that you have enough support to retain the most dignified quality of life possible, during what is a most challenging time.

Our care planning process is flexible and plans are reviewed fortnightly as a minimum. We also have a dedicated live-in division that are able to set-up 24-hour care when required to make certain you receive the best possible care.



END OF LIFE CARE

When looking after those nearing the end of their lives, we ensure that each person is allocated a small team of support workers that they feel able to communicate with freely, and who recognise and respond to their emotional needs, such as anxiety, fear and anger.

We'll carry out your wishes whenever possible, working in close partnership with all those involved and taking care of you sensitively.

REABLEMENT

Reablement helps you to regain skills you may have lost through a serious illness or operation. For that reason, we most often undertake it for people who've just come out of hospital.

A small team of well-trained reablement workers will work with you to encourage you, to regain your independence both in the home, and when you're out and about. For example, helping you to make a cup of tea, have a shower, catch a bus, or go on a shopping trip.

We work closely with the community, hospital, social care teams, support workers and care coordinators, to help you live independently, while reducing your ongoing care costs. We have a 6-week reablement course, which, for many people is enough to get them up and running with no further need for care.



“My care workers have helped me to get back on my feet, helping me with daily trips out to the local park and shops.”

Peter



mi independence



Helping me regain my independence

I'm called Susan. I'm 82 years old and I live alone in a flat in Brent. I've had a bit of a rough time lately, with a troublesome fracture of my left femur, which has meant I've had to have several operations. When I was discharged from hospital, I found it almost impossible to look after myself because I couldn't move about properly.

How did MiHomecare help?

The care workers from MiHomecare set up a schedule for what they call 'reablement support,' which means me getting back on my feet, and back to my daily routines as soon as possible. I hate to be stuck indoors all the time.

The carers came in every day. I was using a commode because I wasn't sure if I could make it to the bathroom. I felt terrible about it, you've been so independent and then you need a carer to come and empty a commode – but they do this as part of their job, no moaning, it is wonderful and they are all lovely. Now, they help me wash, dress and make breakfast.



The difference it has made to my life!

After only two weeks of MiHomecare service, my mobility has really improved, so I'm confident I can get to the toilet and have stopped using the commode. The care workers involve me in everything so I don't feel as though I've lost my dignity – I can't praise them highly enough.

I'm determined to regain my independence very soon, and I'm sure I will, thanks to the support I'm given.

“We are really pleased with the care, attention and diligence at Complete Care. It has made my life so much more bearable.”

Amy



COMPLEX CARE

Living with a complex condition doesn't mean an end to ordinary life, and it certainly doesn't leave residential care as the only option.

Our sister company, Complete Care, provides bespoke, nurse-led complex care in the home, throughout England and Wales. Our clients have a range of complex needs, from spinal injury to brain injury, degenerative conditions to congenital disease. Our mission is to enable independence, choice, and the chance to live life to the full.

Working with so many clients with differing high dependency care needs and conditions, we ensure that our support workers are skilled in a number of interventions, varying in complexity.



mi local carer



“People and their relatives told us they were supported by kind and caring staff.”

CQC Report



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