

Case Example 1:

The Good Care Group

Description

Type of organization: Private live-in care provider.

User group: Older people with a range of conditions who want to stay in their own homes. Specialise in dementia care, but support people with Parkinson's disease, multiple systems atrophy, multiple sclerosis, stroke and other complications, such as diabetes or hearing loss.

Client numbers and location: Around 60 clients across England. Currently applying for registration to serve people in Scotland.

Staffing: Around 140 care staff can be called upon

Services:

- Live-in care: care staff live at the client's house, usually for one or two weeks at a time.
- Day care: one-to-one. Minimum slot is seven hours in one block.

Two levels of care:

1. 'Companionship level' – for people who require reassurance and light touch support.
2. 'Supporter level' – for people with more complex needs who require more intensive support.

Funding: Most clients are self-funders. Around 10 per cent are state funded, mostly through continuing healthcare. Some clients pay for the service using social care direct payments, which are privately topped-up. There are no examples of managed personal budgets being used to purchase this service. The service is more affordable for a couple living together than for a person living alone.

Evaluation

This service has been inspected favorably by the Care Quality Commission, but not otherwise evaluated.

Features of Good Practice

Meets practical, emotional and social needs

All individuals receive a tailored plan, based on a holistic assessment, with input from the client and family. The care plan is based on a daily routine that the client would like to live

by, including practical tasks, but also covering social visits, trips out, and playing games. Staff provide the whole package of support for an individual, from washing and dressing to catering for dinner parties, and they get to know the individuals they work with very well.

Emotional support is an important part of the service. Staff receive training in how to recognise symptoms of depression and support a client with depression on a day-to-day basis.

Staff attitude and approach

The Good Care Group looks for attitude and values, particularly empathy and resilience, over experience or qualifications when recruiting staff. Practical training (moving and handling, food hygiene etc.) is provided to new recruits, along with training to work with people with dementia and Parkinson's disease. They also spend a day with a qualified chef learning how to cook good food.

Once they have been in post for nine months, care staff are enrolled on a Health and Social Care apprenticeship, unless they already have an equivalent qualification.

Flexibility and a timely, proactive approach

As a relatively small organisation, the Good Care Group can be very flexible in the way it operates. Care plans are generally reviewed after 30 days, and then six-monthly, but the agency has regular contact with clients and families between reviews and if something is not working, or a client's needs change, they will respond immediately. Care delivery managers oversee small caseloads of clients and are available by telephone if clients, family or care staff need them. There is also a dedicated support manager for people with dementia.

Care staff work closely with district nurses, for example with injections or wound care, and link with other services and professionals on a case by case basis. They always introduce themselves to the client's GP before they start work.

Further Information

For more information visit the Good Care Group website: <http://www.thegoodcaregroup.com/> or ring 0207 6325960.