

Patricia White's
EXEMPLARY HOMECARE

“ It seems obvious, but you have to have a lot of love for people to be a carer.

My approach is always to think to myself: if I was the client, how would I want to be treated, and I work on from there.”

MADDY, PATRICIA WHITE'S LIVE-IN CARER

Welcome

For over 30 years, Patricia White's has enabled clients throughout the UK to remain in the comfort of their own homes by introducing self-employed carers to assist them in maintaining their independence.

Patricia White's support their clients by introducing them to carers who can provide companionship, care and domestic support tailored to meet their individual needs and preferences.

We understand that our clients' needs are unique and likely to vary over time. To accommodate this, we undertake a meticulous selection process to choose only the very best self-employed carers to work with us. We then identify carers' individual strengths and qualities in order to introduce them to the most appropriate client.

Our office team provides a professional, caring and confidential service, and is committed to maintaining the highest standards for all clients.



Our services

Patricia White's is a long-established and highly regarded care agency that provides an efficient, professional and personal introductory service for both elderly and disabled adults. We help our clients to make prudent choices while maintaining their independence in managing their own care.

Patricia White's provides a constant source of high-calibre, self-employed carers to ensure clients have choice and continuity.

We pride ourselves on developing close relationships with our clients and maintaining regular contact with them and their loved ones throughout their time with us.



OFFICE HOURS

The office is open Monday to Friday 9am–5.30pm with a 24-hour contact service in case of emergencies. When calling us outside of office hours, a voice message will inform you of our out-of-office number if necessary.

“I find the staff excellent and helpful with everything, very friendly and willing to help on all aspects.”

CLIENT SATISFACTION SURVEY FEEDBACK





Our carers

The majority of Patricia White's carers come from Australia, New Zealand, South Africa and the United Kingdom.

In order to ensure that we introduce the very best people to support and care for our clients, we personally interview all applicants, references are taken up and criminal records checks are made. All of our carers have completed relevant training, either with us or with an approved external provider, covering: manual handling, basic life support and safeguarding of vulnerable adults. Only once we are fully satisfied with a carer's suitability do we then arrange introductions with a potential client.

At Patricia White's, we do not discriminate based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

More information?

For more details on our services, please visit our website patriciawhites.co.uk



“Extremely helpful to us. Our Patricia White's carer has a calm and pleasant personality.”

The introduction

Following an initial telephone discussion with clients about their requirements and preferences, a member of the Patricia White's team will advise whether we can offer appropriate support. If clients decide they would like an introduction to a carer, they must first complete a brief registration process with us to ensure we've captured all of their needs.

A dedicated member of the Patricia White's team will then select the carer we believe to be the most compatible, and introduces them to the client. This introduction allows the client and their family to discuss their needs directly with the carer and decide whether they would like them to undertake the assignment.

OUR FEES

We charge a modest, non-refundable, lifetime registration fee at the start of your application to cover initial consultation and set up.

The carer will then charge a care service fee for the specific care they provide. There is also an ongoing agency fee payable to Patricia White's, covering future introductions, respite, support and review services during and between periods of care provision.



More Questions?

We're always more than happy to help. Call us on **0800 092 7027**

“My work is so rewarding because in doing what I can to improve the quality of life of the client, I am also giving the family peace of mind.”

The family can help me understand the individual care their loved one needs and, with a little bit of compassionate education, I can help them understand certain situations.”

DIANA, PATRICIA WHITE'S LIVE-IN CARER

Introduction services

Patricia White's carers provide help and care to the elderly or disabled adults and those recovering from illness or injury. They offer companionship, support and sensitivity to each client's specific needs.

Patricia White's carers can also help to run clients' households, providing a wide range of domestic support, including help with pets as well as shopping, trips, visits and errands.

VISITING CARE (LONDON)

- Help by the hour (minimum two-hour visit)
- Daily care
- Care throughout the night

LIVE-IN CARE (NATIONALLY)

- Long-term residential placements are beneficial for clients who need help throughout the day and reassurance at night, allowing them to stay in the comfort of their own homes
- Short-term residential care to provide respite and holiday cover for families or existing carers (minimum four days)
- Support on discharge from hospital

TRAVELLING CARE (INTERNATIONALLY)

A care companion can provide clients with:

- Family-event support (such as weddings, celebrations and visits)
- Special-occasion provision
- Cruise or tour companionship
- International or home-stay holiday care



More information?

For more details on our services, please visit our website patriciawhites.co.uk

We can introduce carers who offer two levels of live-in care, based on the specific needs of each client:

COMPANIONSHIP

We offer live-in, round the clock assistance for those needing some level of care, including:

- Meal preparation
- Light housework
- Help looking after pets
- Shopping, trips, visits and errands
- Recreational support – help with getting to social events, hobbies and to see friends
- Requires some assistance getting to/from the toilet
- Is forgetful or repetitive (short-term memory loss)
- Requires some assistance with showering, bathing, washing, dressing, shaving and oral hygiene
- Can be left alone for short periods
- Needs some assistance in cutting up food
- May need prompting to take medication or re-order prescriptions
- Mobile or may require some steadying, e.g. a walking stick

ADVANCED CARE

Clients with more specific needs are offered live-in, round the clock care at whatever level they require:

- Not mobile on their own and requires some supervision
- Requires full assistance with showering, bathing, washing, dressing, shaving and oral hygiene
- Is urine and or bowel incontinent and needs help maintaining toilet hygiene
- Is forgetful or repetitive (advanced) and requires constant supervision
- Needs commode, bottle or catheter bag emptied
- Cannot be left alone
- May need assistance to eat and drink
- Will need prompting to take medication or re-ordering prescriptions
- May have Dementia, Alzheimer's, Parkinson's, Multiple Sclerosis or require hoisting

A day
in the life of a
Patricia White's
live-in carer

MY STORY

In 2003 I arrived in Colchester, from South Africa, with my best friend for a six-week working holiday.

My friend had been doing care work for a couple of years; flying into the UK from South Africa twice a year for an eight-week period. She eventually convinced me that this would be a great adventure, whereby I would earn enough money to pay for the visit, including a long overdue two-week trip to Germany to catch up with an old friend. I was lucky and our placements were around the corner from each other.

I absolutely loved every minute of my new challenge; knowing that it was such a wonderful opportunity to do something different and, hopefully, do it well.

Despite my training, I was very anxious the first morning as I was trying to remember the handover notes that had been left for me in my bedroom. However, once I had familiarised myself

with the layout of the house, opened the kitchen cupboards to find what I needed to set the first breakfast tray, I became more absorbed in the tasks required of me and started to relax and enjoy my work.

I absolutely loved every minute of my new challenge

My clients were Mrs Montgomery (86 years old) with dementia and Mr Montgomery (97 years old) who had all his faculties but his mobility was a little compromised. The house was large; it had been home to three children, their nanny and a housekeeping couple, who had provided support to my highly successful clients. In no time at all my days started to fly by.

A day in the life continues on the next page...



A TYPICAL DAY

My day started at 7.30am and I would go downstairs to open all the curtains, any windows as required, get the newspapers in and then set up for breakfast. Mr and Mrs Montgomery both enjoyed different breakfasts; cereal and yoghurt, juice, toast and marmalade were always set out, along with fresh and dried fruit. Filter coffee for one and tea for the other, but always porridge for Mr Montgomery or a cooked breakfast when requested.

*...they would sit together
and read the papers...*

When breakfast was almost ready, it was time to wake Mrs Montgomery with a cup of tea. While she was enjoying this, I would get her clothes ready for the day and all her items ready in the bathroom for her shower. Some of her medication was to be taken on waking and the rest I would have ready on the breakfast table for her.

I would then get her downstairs and seated so she could enjoy breakfast with her husband, who had another carer come in to assist him in the morning with his ablutions.

While Mr and Mrs Montgomery were eating breakfast I would quickly go upstairs and tidy Mrs Montgomery's bedroom and bring down any washing and put that on. Once they had finished breakfast, I would escort them into the drawing

room where they would sit together and read the papers until tea at 11am.

In the morning I would make appointments (hairdressing, medical, social) and liaise with the cleaner and gardener. I would do grocery shopping at least once a week and arrange any dry-cleaning, library visits and pharmacy requests. I would also prepare a light lunch.

The afternoon would consist of teatime, a drink from the trolley at 6pm and dinner at 7pm, which was the main meal of the day. Mr and Mrs Montgomery would return to the drawing room until 9pm, at which time I would take Mrs Montgomery upstairs and get her undressed, washed and into bed. I would then ensure that the house was secure and wait for Mr Montgomery to get settled before turning in myself. Once again, certain medications would be required at dinner time for both clients, and there was also medication required at bedtime.

It could be a very long day, but once I was familiar with the routine I found more time to relax on days when all my responsibilities were up to date.

Each morning and evening I would do a quick write-up on the mood, health, medication and toileting of my clients. I would also write a quick reminder of calls and visits etc., so their family could keep abreast of things.

Please note: The clients' names have been changed to protect confidentiality.





Let's make it happen

Thank you for choosing Patricia White's and taking the time to read through this booklet. We'll be delighted if it has answered all of your questions, but whether you are ready to supply your information or looking for more reassurance, we are here waiting for you to get in touch.

Patricia White's is determined to offer you the highest-quality service, so call, email or go online. We look forward to hearing from you.

More Questions?

We're always more than happy to help. Call us on **0800 092 7027**



“Our carer has become more of a friend than a carer. She is always punctual, cheerful and able to use her own initiative. The information provided on her cooking skills not do her justice!

Nothing is too much trouble for her.”

ANONYMOUS PATRICIA WHITE'S CLIENT





Patricia White's

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Patricia White's is a trading name of Country Cousins Homecare Agencies (Co. No 12087784), registered in England and Wales with registered offices at Suite 5G Gatwick House, Peeks Brook Lane, Horley, RH6 9ST. VAT number: 348 999 812