

Caremark is a national home care provider supporting individuals with various needs from all different backgrounds. Caremark prides itself on its strong reputation which has been built on many years' experience that its staff have acquired and now brings you a specialist service called Habito.

Caremark's Aims and Objectives are:

- To deliver the highest standards of professional care and support to those in need and who choose to remain living in their own homes.
- To encourage and promote the independence and safety of all of our Customers.
- To ensure that a person's values and rights such as dignity, beliefs and freedom of choice are respected at all times.
- To value our Care and Support Workers, encouraging their development, skills and abilities

What is Habito?

The Habito service is a specialist care and support service for Customers who would like to remain living in their own home but feel they need more care and support with day to day living. If it is your wish we will arrange for a Habito Care and Support Worker to live in your own home, 7 days a week to be there to help you with your needs, if it is personal care you require, companionship, housework that needs doing or maybe some help with the shopping. Whatever help it is you need a Habito Care and Support Worker will be there to help you and furthermore the cost is similar to that of living in a care home.

Your initial visit

Once we receive an enquiry from you we will let one of our Field Care Supervisors know that you are interested in having Habito care arrangements made. They will then arrange a convenient time to come and visit you which will give you the chance to have an informal chat about whether Habito is the most suitable package of care for you. If you decide that Habito is the right service for you, Caremark will quickly arrange for a Habito Care and Support Worker to come and support you at your home. Once your Habito care commences you will have a designated Field Care Supervisor who will be on call in an emergency, 24 hours a day, 7 days a week to ensure the standards you expect are being met.

Your personal support plan

If you decide that Habito is the right care package for you we will arrange for a Care and Support Agreement to be drawn up. This is your support plan that will detail what kind of care and support you need and what your preferences are; this will help the Care and Support Worker provide the best level of care and support to suit your needs. Furthermore we will ensure that your Habito Care and Support Worker has regular assessments to make sure they always deliver the high standards of care you expect and likewise your Field Care Supervisor will regularly review with you the care you are receiving.

How we can help

Habito can care for people with the following needs:

- Personal care
- Companionship
- Assistance with medication
- Shopping
- Daily activities
- Cooking meals
- Domestic duties
- Accessing support in your local community



Training and support for staff

All Habito Care and Support Workers are stringently vetted and thoroughly trained before they start work, this includes, but is not limited to, 7 courses they must attend and pass. Once your Habito Care and Support Worker has started work they will then attend courses yearly to make sure they are updated with the highest standards of care that Caremark insists on.

On a regular basis your assigned Care and Support Worker will be monitored to make sure they are still delivering the highest standards of care that you expect and this will be carried out by your designated Field Care Supervisor. All Habito Care and Support Workers have many checks carried out to ensure they are suitable to work with you. More information about what checks are carried out on Care and Support Workers can be found by contacting Caremark.

Funding your Habito care

If you are thinking about getting some extra support at home then you may be able to get financial support from your local authority. You would be asked to undergo an assessment to determine firstly, what sort of care and support you might need, and secondly the amount of funding that may be available for you. Different local authorities have different criteria for these assessments so the best place to start is to contact them or visit their website for information.

If you are eligible for funding from the local Authority, a social worker will help guide you through the funding options available, offering different methods of support. One of the newer methods is called a 'Direct Payment', which means you can manage your own support and have a greater influence on who provides it. Caremark can help explain this system and, if you use our services, help you manage your budget. This method is becoming more popular these days because you have much more of a say in how your support is planned and delivered.

If you are in a position to pay for the support yourself, Caremark will explain precisely how our services fit with your desired support plan and how much they will cost. It is important that a full understanding is there right from the start, meaning that you can have confidence in us helping you to achieve your goals.

Caremark can also have arrangements with family members if you wish, at Caremark we are familiar with other people arranging and paying for your support. If you would like someone to deal with us on your behalf then just let us know.

Frequently Asked Questions

What tasks will my Habito Care and Support Workers carry out?

All Habito Care and Support Workers are trained to the very highest standards Caremark sets out in its policies to enable them to perform any tasks agreed in your support plan before your care commences.

What are the Care and Support Workers working hours?

The Habito Care and Support Workers will live with you in your home 7 days a week to ensure you are always receiving care when you need it.

What would I be expected to provide the Habito Care and Support Worker with?

The Habito Care and Support Workers will require a separate bedroom where you live and possibly need to be provided with meals they can make themselves. This will be agreed in your personal support plan before care commences.

How long can I receive care for?

You can receive care and support for as long as you require. Caremark are always available to discuss your needs but the decision will be up to you. If you are not paying for care yourself and the local authority are paying for you then the local authority will likely make on-going reviews to ensure you are always receiving the correct level of care you require.

I am very nervous about someone living with me, what assurances are in place to protect me?

We will, at a convenient time for you ask for your specific requirements and likewise assess the suitability of Care and Support Workers through thorough vetting, training and on-going monitoring and reviews to ensure you and the Care and Support Worker are suitably matched.

Are Caremark registered with any professional organisations?

Caremark are registered with the Care Quality Commission (CQC) who are an independent body organised to regulate the care provided by companies like Caremark. Caremark are also members of the UK Home Care Association (UKHCA) who are the representative body for organisations that provide home care.

