



CARING WITH HEART

INDEPENDENCE WITH DIGNITY

# Independence with Dignity

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For more info on what we do visit our  
website [www.caringwithheart.co.za](http://www.caringwithheart.co.za)



Caring With Heart (Pty) LTD  
CIPC Registration Number: K2020442937



# OUR OBJECTIVES:

- Protect the physical and emotional welfare of our clients
- Provide a high quality responsive and professional service to enable and assist clients to retain as much independence as possible in order to remain at home.
- Provide a service which reflects the diversity of our local community.
- Provide the service in an open and honest way that the assessed needs, wishes, privacy and dignity of our clients are respected
- Recognise the central role of Home- Based Carers as an integral part of our service and encourage and promote their contribution.
- Provide services that meet and exceed both our client's expectations and Professional standards.

## What you can expect from us

### **Asking for any kind of assistance in the privacy of your own home is a big decision.**

Making that choice for a loved one can be stressful and feeling safe with your decision regarding their care is important for families. Knowing that they are safe and well cared for removes feelings of guilt and anxiety.

As a small company based in Port Elizabeth and serving the greater Nelson Mandela Bay Metro, customer care is paramount to our community-based service.

We deliver Home-Based Care which is carefully tailor-made to suit your individual needs and requirements.

We do this with great care, compassion and respect for each of our clients.

WHEN STRENGTHS ARE  
GUIDED AND COACHED;  
INTRINSIC SATISFACTION,  
CURIOSITY AND PASSION  
USUALLY EMERGE.

# What to consider with Home-Based Care

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## CARE OF A LOVED ONE

There are many areas to consider when contemplating how to handle the care of a loved one. The choice whether to opt for Home-Based Care or to place your loved one in a Home really comes down to choosing a greater level of independence and flexibility or a more fixed regiment.

## FLEXIBILITY

Home-Based Care offers the flexibility of simple things such as eating what you want, going to bed when you want, watching what you like on television. These may seem like simple requests, but their importance cannot be underestimated when considering the mental well-being of your loved one; beloved pets get to stay home too!

## 24/7 CARE SERVICE

Caring With Heart offers a 24 hours/7 day per week Home-Based Care service. This allows for reassuring care in the comfort and security of the client's home.

## TAILOR-MADE SOLUTIONS

Whilst Homes suit the care needs of some individuals, there are many that are looking for an alternative. Home-Based Care is the ideal solution for those that want to retain their independence, offering tailor-made one-to-one support assistance in your own home on your own terms.

## FULLY TRAINED STAFF

Our fully trained staff are on hand to help you carry out all tasks throughout the day, living within the home for round-the-clock confidence. For many, this type of care is the best way to avoid the complications of moving into a residential home and the **Caring With Heart** carers, will ensure you are in the best possible hands.

## FAMILY VISITS IN YOUR OWN TIME

With the flexibility of Home-Based Care, the family can visit on their own schedule and can have more hands-on involvement if they choose to. A tailor-made support plan, delivered on a one-to-one basis, is a level of personal care that Homes cannot compete with.

## ROUTINE & FAMILIARITY

The benefits of allowing the elderly to retain their individuality and independence in their later years cannot be underestimated; this is particularly true for dementia conditions where maintaining continuity and familiarity of routine is especially important.

## SPECIFIC CARE NEEDS ARE MET

**Caring With Heart** offers the specific care you deserve on our programmes, each tailored to the exact individual requirements that may change with every day. Your trained carer will help you with, shopping and housekeeping as you concentrate on the more important things in life.



# What to consider with Home-Based Care

## LESS WORRY, MORE LOVE

Whilst the costs of Home-based care and Care Homes are comparable, the level of personalised care certainly isn't. Not only does a programme with **Caring With Heart** mean less to worry about for the client, but also for their family.

Having a 24/7 carer means no more going to the shops or cooking for your loved-one, it instead means more time to really enjoy the time together.

## PEACE OF MIND

Our carers go through a thorough interview, screening and training process that makes sure we have only the best people looking after our valued clients. We even take the time to match the perfect carer for each unique case, this way both parties feel completely comfortable and the standard of care remains the highest it can be.





# Our Home-Based Carers

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**It takes a special kind of person to be a home-based care worker. A good care worker is someone who truly cares about other people.**

Our home-based carers offer a full-time home-based care solution for our clients; providing support and encouragement that empowers our clients to live an independent lifestyle within their own home.

The Home-Based Care Worker resides in the customer's home and is there to assist the client in maintaining their lifestyle in a safe and secure manner.

**Caring With Heart** will ensure that the highest care standards are provided by all our staff.

We will enter into an employment contract with each carer for the duration of their stay with you.

We will ensure that all their statutory payments are made (UIF, PAYE) so that they are legally employed and **Caring With Heart** complies with the Basic Conditions of Employment Act (BCEA).

We will also ensure that all carers comply with their employment contracts and provide good care with professional dignity.

On-going monitoring of the care our Carers are providing clients and regular training, conducted by health professionals, will ensure that they remain committed to the vision and objectives of **Caring With Heart**.

**In this time of COVID-19 we will also ensure that our Home-Based Carers are provided with Personal Protection Equipment (PPEs) for their and your loved one's protection and care.**



# Quality Assurance

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Caring With Heart is committed to providing a caring, high-quality service to our clients that include:

- Client needs assessments that inform a care plan tailor-made for each client
- Accredited training for Home-Based Carers by Health Professionals
- Regular contact
- Daily on- site visits by Managers for monitoring care
- Daily records/reports covering the client's health, well-being and daily activities
- Regular reviews, training and continuous support to Home-Based Carers
- Providing Personal Protective Equipment (PPE's) for all staff
- Ensuring that a safe, caring, compassionate and understanding environment exists for our clients.

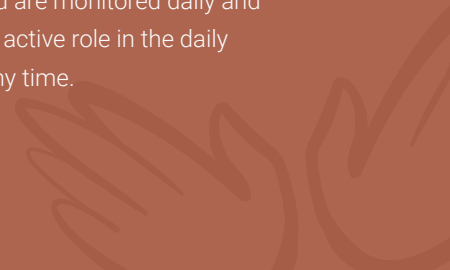
In addition to this, annual questionnaires are sent to all clients, as your opinion matters to us. These results inform our annual plans and underpin our services to you.

WE BELIEVE THAT QUALITY CAN ONLY BE ACHIEVED ON CONTINUOUS IMPROVEMENT THROUGH SELF-CRITICAL ASSESSMENT BY THOSE IN THE BEST POSITION TO JUDGE OUR EFFORTS.

A lot of care workers enjoy this one-to-one personal home support service as it allows them to fully concentrate on one person. Unlike other care environments, home-based care workers have the time to build friendships and maintain a high standard of continuous care.

Home-based carers also offer companionship to our clients enabling them to regain aspects of social activity such as going to church or attending social gatherings

Our home-based staff are well trained and are monitored daily and assessed regularly. The Directors play an active role in the daily management, and can be contacted at any time.





# Our Services:

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## 1. ON-SITE HOME CARE

- Day to day help around the house
- Help to get up and going to bed
- Bathing and general hygiene
- Assistance with incontinence where indicated
- General housekeeping and laundry
- Preparing and cooking meals
- Errands such as shopping or collecting prescriptions
- Companionship and support
- Ensuring medication is taken by client

## 2. RESPITE CARE

Respite care is the provision of short-term temporary relief to those who are caring for a family member or friend who might otherwise require permanent placement in a facility outside the home. **Our respite care service allows for reassuring care.**

We understand that many families take great joy in providing care to their loved ones so that they can remain at home, but the physical and emotional consequences for the family can be overwhelming.

Our shorter-term care service allows for you to rest and recharge.

One of our experienced home-based carers will take over the day to day routines. Available from just a few days to as many days as you require respite care is available throughout the Nelson Mandela Bay Metro area

## BENEFITS OF OUR HOME CARE SERVICE

- Care packages and carers are individually matched
- Clients can remain independent while still receiving care
- Cost effective professional services and care
- Home-Based Carers are SAPS checked for your security
- Carers are well trained and compassionate
- Companionship at your convenience
- Reduced risk of contracting COVID-19
- 3 languages of the Eastern Cape

# Our Services:

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## 3. PREVENTION OF HOSPITAL ADMISSION

**We design admission prevention schemes around all conditions for our clients.** Close monitoring of a client's health (through daily monitoring and reports) coupled with close liaison with locally based community services and Doctors enables us to obtain a quick response should the client require the assistance of the Occupational Therapist, GP, Physiotherapist or Dentist

The primary aim of this service is to reduce the need for hospitalisation. So when you are looking at one to one care it is our expertise and experience that will notice detailed changes in our clients' health.

Quick Response times mean that prevention of hospital admission is often eliminated.

We continuously risk assess our clients and have various screening tools to help reduce the risk of dehydration, falls and pressure sores to name a few.



# Our Services:

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## 4. HOSPITAL DISCHARGE/STEP-DOWN CARE

**Each hospital will have its own policy and arrangements for discharging patients.** Normally, when you arrive at the hospital the professionals in charge of your care will develop a plan for your treatment including your discharge or transfer.

The hospital discharge process can be a critical time for patients and their carers. After a period of illness, they may be suffering from temporary or permanent impairment and may need assistance not previously required (including physical adaptations to their home and support services) in order to resume living at home.

Discharge can thus be a point of life crisis and so needs to be handled with the full involvement of patients and professional carers.

Despite noticeable efforts in hospitals, there remain several recurring problems that we can help with when your loved one needs assistance getting back on their feet.

Night care may be required sometimes to provide a break for you or your family for a short duration while you recover from an accident, illness or hospital stay.

With our waking nights, one of our Care Workers will come to your home for the night and remain awake and help provide whatever assistance or monitoring is needed.

With our sleep-in night service, one of our Care Workers will sleep in your home during the night hours and provide you with peace of mind.

And finally, our hourly visiting care is the perfect choice if you would like help with certain activities during the day or night.

Our Home-Based Care service starts from a minimum of 4 hours per care visit and can be extended to as many hours you require, day or night