



**CAVELL
HEALTH CARE**

Heritage in Caring

Meeting the needs
of the individual,
today and in the future

Regulated by





Cavell Healthcare
has been delivering
outstanding nursing,
care and support in
the community
since 2016.





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Cavell Healthcare

Cavell Healthcare is a leading care provider in East Anglia offering a range of bespoke home care services to enable you to remain at home and live your life the way that you choose, irrespective of your personal or medical needs. Whether you require one or two visits a week, several calls a day or around-the-clock care, we will create a care plan that is tailored to your individual needs and routines.

A Service for East Anglia

Covering East Anglia, we take a caring, kind and compassionate approach and treat our service users, families and staff with the dignity and respect that they deserve. We are CQC registered and pride ourselves on delivering good, safe and effective care that is accessible, responsive and efficient at all times.

To talk to us about the care work we do and how this can help you to live your life your way, please call Cavell Healthcare on 01603 340 044 / 01502 447 660.

Our company name is in honour of the very inspirational and courageous Norfolk-born British Nurse, Edith Louisa Cavell. Edith Cavell is known for her dedication to the nursing profession and her compassion for all, and during World War I, she helped some 200 soldiers escape from German-controlled Belgium.

The culture of our company is both open and supportive. We recognise that our success is dependent upon the collective energy, intelligence and contributions of each and every member of the Cavell team. We strive to bring our colleagues, service users and the community together to achieve positive outcomes for all.

Considering Care in your own home



The process of deciding you require additional support and care in your home is often a complicated and emotional one, which is why at our first meeting with you, we will undertake a full needs assessment in order to develop your individual care plan.

A team you can trust

Our team of home carers are highly trained, experienced, committed and passionate about what they do. We can meet any need from housekeeping, companionship and administering medication to complex nursing support for those with challenging or progressive medical conditions such as Multiple Sclerosis, Dementia or Parkinson's Disease.

By placing you at the centre of your personalised care plan, we strive to ensure that you can enjoy the quality of life you deserve in the comfort of your own home.

Home Care is not just for those with complex medical conditions. We can support people of all ages from a young adult with a learning disability or an acquired brain injury, through to an elderly couple requiring a helping hand to maintain their dignity and independence.

We take a person-centred approach and will never plan for the care and support you need without involving you, your loved ones or any other agencies that are providing support to you and your family.

As well as supporting our own clients in their homes, we provide agency staff on a temporary basis to meet unexpected demands in care homes, nursing homes, day centres and private hospitals. We have a proven track record in supplying competent health and social care professionals at short notice.

Whether you require one hour a day, multiple calls a day, or weekend and bank holiday support, we can meet your specific requirements



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**HOME CARE &
NURSING SUPPORT**

What care service do I need?

At Cavell Healthcare, we understand the overwhelming strain that unmet care needs can place on you and your family. Recognising and accepting that you or a loved one can no longer manage life at home without support is vital to bringing about change.

Our Care services include:

HOME CARE

Home Care allows you to remain as independent for as long as possible supporting you from a few hours a week to seven day care.

Home Care is not just for those with complex medical conditions. We can support people of all ages from a young adult with a learning disability or an acquired brain injury through to an elderly couple requiring a helping hand to maintain their dignity and independence.

DEMENTIA CARE

Dementia is a progressive condition which means that symptoms will worsen over time, but with the right care and support in place, individuals can continue to lead an independent and active life.

ELDERLY CARE

The natural process of ageing should not deny people of their right to live an independent and fulfilling life, and our elderly care service supports this right by offering older people a helping hand to preserve their dignity and



independence, whether it's one visit a week or multiple visits during the day and night to keep you safe in your home.

SUPPORTED LIVING

Our supported living service has a strong focus on enrichment and enablement. We support people with a broad range of disabilities to remain in their own homes and develop as individuals. Our highly trained carers are compassionate, respectful and caring and help people to overcome barriers so that they can enjoy greater independence and quality of life.

To discuss any of our services including home care, live-in care and our temporary agency staff provision, please call Cavell Healthcare on 01603 340 044 / 01502 447 660.

PERSONAL CARE

Most people at some point in their lives face a reduction in their mobility and ability to carry out tasks independently. Whether it is due to age, illness or disability, a lack of self reliance can cause both discomfort and distress.

The dignity and safety of customers is the most important factor in a Cavell Healthcare personal care package in order to maintain as much independence as possible in a safe and managed environment.



RESPIRE CARE

Cavell Healthcare can organise planned or short-term emergency care arrangements to support family caregivers and professional carers in times of need. If you have care responsibilities for a loved one, there may come a time when you need to take a break

from caring for reasons concerning your own health and wellbeing. You may just simply need time away to recharge your batteries and we would encourage this, as it is important that you look after yourself too.

BRAIN INJURY CARE

An acquired brain injury can affect a person in many different ways, depending on the area of the brain that has received the injury. Someone with a severe brain injury may have spent many months in hospital before making the transition back home to resume life within the community, and this transition is often stressful. However, supportive measures can be put in place to help improve quality of life for all concerned.

END OF LIFE CARE

End of life care at home enables a person to enter their final stages of life, surrounded by their loved ones, in a comfortable and familiar environment that is full of treasured memories. Needs can change gradually or suddenly and we recognise this, so once under our care, we will review you or your loved one's unique care plan regularly to ensure that any changing or new needs are being met.

For detailed information for these and all our services simply call 01603 340 044 / 01502 447 660 or visit our website www.cavellhealthcare.co.uk



Why Cavell Healthcare?

Cavell Healthcare has been delivering outstanding nursing, care and support in the community since 2016. We believe that everyone should be empowered to live their life where and how they choose, including upholding their right to remain in their own home.

As a domiciliary care provider, we encourage independence. By fully involving individuals and their loved ones in all aspects of the planning and decision-making process, we can deliver a service that is considerate, respectful, caring and above all, meets the specific needs and wishes of the individual, something which is fundamental in what we do and a key ingredient of our culture.

To talk to us about the care work we do and how this can help you to live your life your way, please call

Cavell Healthcare on 01603 340 044 / 01502 447 660.

We work with you not for you!

Cavell Healthcare has a proven track record in the provision of industry leading, quality assured staffing solutions to a variety of healthcare establishments and their customers - and of course people like yourself.

From highly trained nurses to our exceptional healthcare assistants, Cavell Healthcare provides compassionate, committed and compliant staff with the experience to support your customers.

Our recruitment and compliance procedures are of the highest level ensuring the quality of our nursing and care professionals is exemplary, guaranteeing that excellence is maintained by all Cavell Healthcare at all times.



The Cavell Healthcare brand has been established on quality, support and collaboration, providing care that is inspired and shaped by you. Our goal is to support you or your loved one to live as independently

as possible, so as a provider of healthcare services our reputation for that support has to be exceptional, allowing you to focus on living life in the best way you can.

More than just a customer

Cavell Healthcare prides itself on the way we involve customers and their loved ones in shaping the care delivered. So whenever possible, you take the lead in your care. Homecare is focused on supporting you to live as independently as possible, so involving customers at every step of the care journey, this is not just built for them, but shaped by their needs and can develop as they do.

Staying in your own home

People are often surprised to learn that private care in your own home can be more cost effective than alternative options. Nursing and residential homes for example, usually have a high level of overheads cost including everything from running and maintaining the premises to delivering the care itself. We also provide a guaranteed one-to-one care which is more challenging in shared occupancy residence.

Training

The demand for homecare continues to increase and is expected to do so in the coming years. Inevitably this increase in demand will inspire more providers, creating greater choice for customers and clients alike. As a consequence, all Cavell Healthcare carers are required to meet increasingly high standards of training and are encouraged to continue the development of their skills through continuing professional development (CPD).

As a provider of healthcare services our reputation for that support has to be exceptional

Funding your healthcare



There are a number of methods available to fund your Cavell Healthcare service and the funding options form three distinct groups:

- Funding care privately
- Funding by local council/authority
- Funding by personal budget

As with any kind of commitment we strongly advise any potential customer seeks advice about the funding options available to them.

It is usually the case that if you have a long term care requirement, your local council can support you with funding dependant on your level of savings or income. Alternatively you may be able to get non-means tested support for funding such as with Personal Health Budgets.

The simplest process for those with the means is to pay for their care privately, thus removing the need for funding assessments or the need to have considerable savings.

**To discuss any concerns you may have with regard to funding, please call us as we are only too happy to offer advice and help with this issue
Cavell Healthcare on 01603 340 044 / 01502 447 660.**

A brief guide to Personal Health Budgets

A personal health budget (PHB) is an amount of money to support your health and wellbeing needs, which is planned and agreed between you (or someone who represents you), and your local NHS team. It is not new money, but it may mean spending money differently so that you can get the care that you need. It allows you to manage your healthcare and support such as treatments, equipment and personal care, in a way that suits you.

The right to have a personal health budget applies to people who are:

- Adults receiving NHS continuing healthcare (NHS-funded long-term health and personal care provided outside hospital)
- Children receiving NHS continuing healthcare
- Social Services can arrange for a personal budget

If you are not in a group that has a right to a personal health budget, but you are interested in receiving one, speak to your local clinical commissioning group (CCG) - we can give you the details for this if you contact us.

Once you have a personal health budget, your NHS team will periodically review your care plan with you. You can also ask your NHS team to review and update your plan because your health needs have changed, or you feel the current plan is not working for you.

How to access a Personal Health Budget

If someone is interested in a personal health budget for themselves or someone they care for, they should talk to the local NHS team or health professional who helps them most often with their care – this might be a care manager or a GP. Certain groups of people have a legal right to a personal health budget, outlined in the *Right to have Guidance (December 2019)*.

All areas across England are expected to offer personal health budgets to additional groups of people, based on local need, including people with a learning disability and/or autism.

Decisions about who can have a personal health budget outside of the legal rights are made by local clinical commissioning groups (CCGs), who are responsible for paying and planning for most local health services. Every CCG should have information made publicly available about who is able to access one locally.

Please contact us on 01603 340 044 / 01502 447 660 for help with your PHB request and any other information which relates to personal health budgets.

Follow these simple guidelines

1 Read this document and page 10 carefully and try and decide, do you want to be a customer of a care provider like Cavell Healthcare, or do you want to be independent and become an employer?

2 If you wish to take the simpler route and be a customer, you need to find a registered care provider to provide the care. There are many available so please ensure you find one that has a good reputation and covers your area. You can find out more regarding Cavell Healthcare' experience in care and how we can help you by calling 01603 340044 and you will be in direct contact with your local office.

3 Speak to your local CCG or NHS team about setting up a Personal Health Budget and work with them to shape your care plan and needs. Be sure to tell them if you have highlighted a provider you would prefer to supply care for you.



Our commitment to you

At Cavell Healthcare, we can put the right people in the right positions to meet demand. Our field support team consists of field care supervisors, senior care staff, healthcare advisors, community care givers, agency/bank nurses, health care assistants and live-in care staff. We are CQC registered and can provide a professional service for any setting.

Our support services cover:

- Care homes
- Nursing homes
- Private hospitals
- People in their own homes
- Live-in care
- GP surgeries
- Investors
- Healthcare services
- Training

We care about our communities and the environment and we serve and support a local experience. The unique character of each service we offer is a direct reflection of our community's people and their individual requirements. Whatever your staffing needs, a professional member of our team can step in and provide the necessary level of support for the duration you require. This may be for emergency cover as a result of staff sickness, a pre-agreed short-term or long-term contract, holiday cover, 1:1 specialist support, recruitment campaigns and secondments.

Please contact us to discuss any concerns you have regarding the services we provide, how to access them and the best care to suit your specific needs.

**Cavell Healthcare on
01603 340 044 /
01502 447 660.**

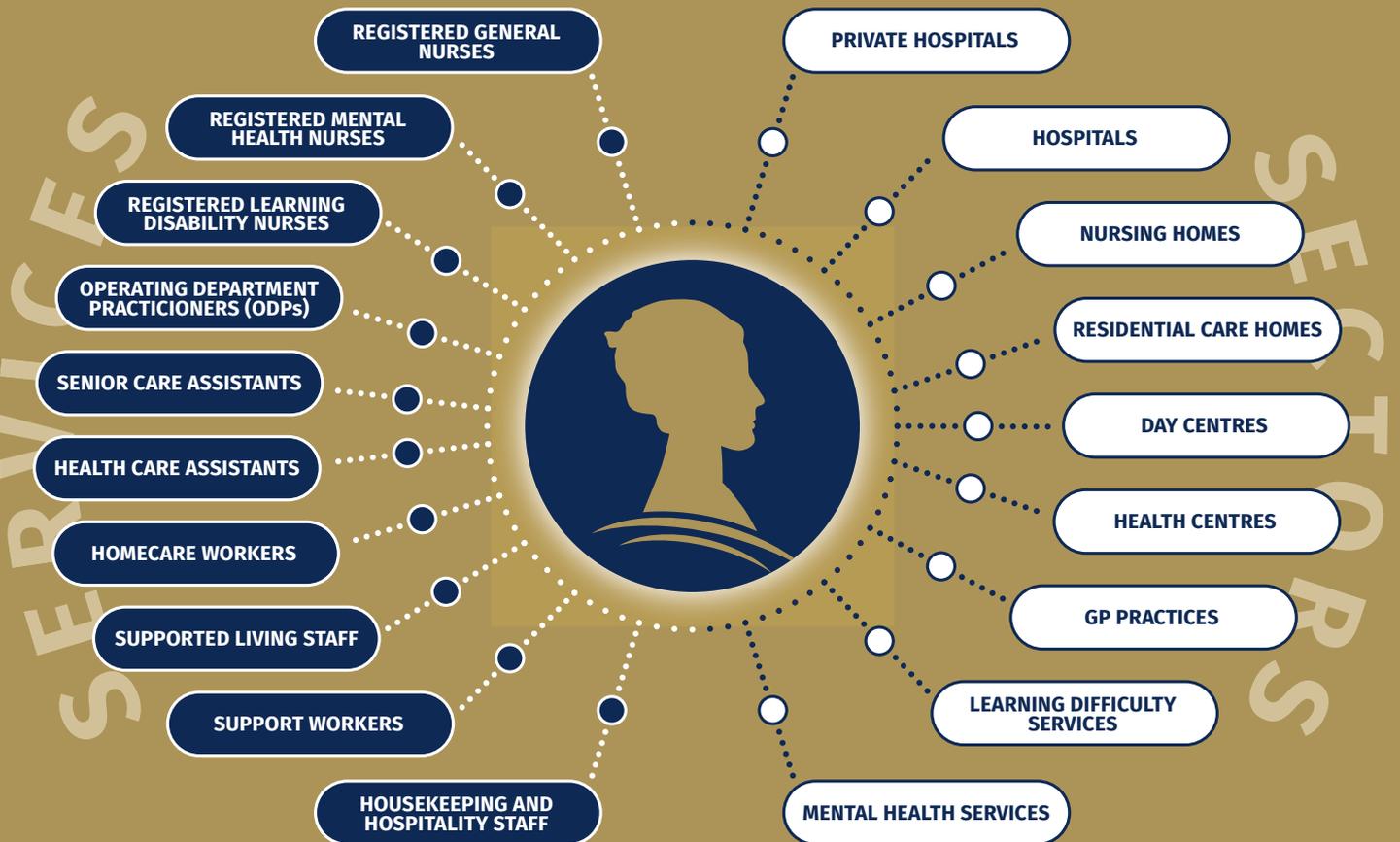
We pride ourselves on delivering a personal and compassionate service to the service user, whilst practicing win-win partnerships with our external shareholders. These include social services, continuing healthcare, NHS, occupational therapists, residential care homes and nursing homes. Our external shareholders are our partners in delivering great care to each and every service user. We treat them with respect, fairness and integrity in a professional manner and expect the same in return.

We operate a rigorous recruitment process to ensure every member of the Cavell Healthcare team has the correct qualifications, experience, respect and compassion to provide an outstanding service to those in our care. All our people receive ongoing training and support and morale is high.



Cavell Healthcare Services and Sectors

Cavell Healthcare is a proactive organisation continuously seeking to improve the service it offers and the sectors to which it offers those services. However, the infographic below is a visual summary of the expertise it currently offers and the areas in which it operates.



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Useful Contacts

■ **CAVELL HEALTHCARE**
01603 340 044 / WWW.CAVELLHEALTHCARE.CO.UK

■ **NORFOLK AND NORWICH UNIVERSITY HOSPITAL**
01603 286 286 / WWW.NNUH.NHS.UK

■ **CARE QUALITY COMMISSION**
03000 616 161 / WWW.CQC.ORG.UK

■ **NORFOLK SWIFT RESPONSE**
0344 800 8020 / WWW.CAVELLHEALTHCARE.CO.UK
Norfolk County Council operates a 24-hour countywide Norfolk Swift Response Service. This service is for people who are over 18, living at home and require physical or practical support with daily living tasks.

■ **EAST SUFFOLK COUNCIL**
0800 440 2516

■ **PERSONAL ALARMS**
They are ideal for anybody who feels vulnerable, is having mobility problems, is prone to falls or has a mental health problem.
The alarm is worn around your neck or wrist and is connected to your home phone line. At the touch of a button, you will be able to speak to an operator who will help assess what support is needed, such as contacting your next-of-kin or the emergency services. Access to community alarms is dependent on which district council area you live in, and there is a weekly charge for the service.

BRECKLAND AND NORWICH – WELBEING
01323 644 422 / WWW.WELBEING.ORG.UK

BROADLAND – CENTRA PULSE
0300 123 3232 / [HTTPS://WWW.WELBEING.ORG.UK](https://WWW.WELBEING.ORG.UK)

GREAT YARMOUTH – COMMUNITY ALARM SERVICE
01493 846 654 / 01493 846 674 / WWW.GREAT-YARMOUTH.GOV.UK/COMMUNITY-ALARMS

WEST NORFOLK – CARE LINE
01553 616 200 (OPTION 6) / WWW.CARELINE-CS.ORG.UK

NORTH NORFOLK – CARE LINE
01553 616 200 (OPTION 6) / WWW.CARELINE-CS.ORG.UK

SOUTH NORFOLK – CONTACT CARE LIFELINE ALARMS
0800 917 4680 / WWW.CONTACTCARELIFELINE.CO.UK

SILVERLINE – HELPLINE FOR OLDER PEOPLE
0800 470 80 90

What our lovely customers say about Cavell Healthcare

“The care received by my mother after her stroke was second to none and I would have no hesitation in recommending Cavell Healthcare.”

Norwich client

“My sudden need for help was answered not only quickly, but with the utmost consideration for the situation I found myself in - I will only use Cavell Healthcare for my ongoing needs.”

South Norfolk client

“The recent pressure on our service required addressing immediately to minimise the impact on our residents. Cavell Healthcare provided the staff we needed at incredibly short notice - we can't thank them enough.”

Norwich care home

The unique character of each service we offer is a direct reflection of our community's people and their individual requirements

01603 340 044 / 01502 447 660

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Norwich

01603 340 044

Cavell Healthcare, Atlas House, Delft Way, Norwich, NR6 6BB



Lowestoft

01502 447 660

Cavell Healthcare, 25 Riverside Business Centre
1 Riverside Road, Lowestoft, NR33 0TQ

www.cavellhealthcare.co.uk



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Company Reg No. 10110511 VAT Reg No. 241008457