

Welcome to



*Independent Homecare
Team Ltd.*

About Us

We are an independent private care agency, owned and managed by a former carer with plenty of first-hand experience. We are based in Sidcup but serve surrounding areas

Having worked in the field directly with clients Fiona, our manager, was able to see first - hand what works and what doesn't. We deliver care and support to you in your home, care that works as it is tailored around you and your family.

Established in 2009 the Independent Homecare Team Ltd. was formed to deliver quality care to people in their own homes. After many years of working for various local authorities and care agencies and being frustrated by working within the confines of ineffective policies and procedures Fiona decided to make a break from the norm and establish her own team.

At Independent Homecare Team, we strive to provide the best possible standard and widest choices in tailored homecare within Bexley, Bromley Greenwich boroughs.

What we do

- *We listen to what our clients say and respect their choices.*
- *We work with you and your loved ones to formulate your care package including times*
- *We offer continuity, you will have your own key worker*
- *We are able to be flexible to suit your needs and choices*
- *We are committed to always meeting or exceeding our clients' expectations and we want to ensure you know we deliver quality every day.*

What we don't do

- *We don't specify an hour minimum visit time*
- *We don't arrange your care to suit our staff*
- *We don't send you different staff all the time*

What our manager says

My role as a carer and manager is focused on planning, arranging and delivering care packages within the community, working with a full range of clients – from those with terminal illness to those requiring support for long term conditions or just support with household tasks . I have a hands -on approach and you will see me working alongside our care staff in the field.

This unique background means I know the right amount of care needs to be delivered, what practices work and what calibre of staff are needed to deliver these effectively.

The quality of our care team is a vital part of our service. We know inviting someone new into your home can be a daunting prospect, especially when it comes to placing your trust in a carer you have not previously met.

That is one of the reasons why we are so meticulous when it comes to recruiting new carers. Every member of our staff is friendly, professional and reliable, instantly putting you at ease and enabling you to have confidence in their ability to provide you with the support and assistance you need.

At Independent Homecare Team, our aim is to make the introduction of personal homecare as seamless and as efficient as possible – enabling you to live confidently and comfortably in your own home for many years to come.

*Fiona Duffy
Registered Manager/Owner*

Our philosophy of care

We believe that receiving the care you need in your own home is a basic human right. It must be available, coordinated and provided in a comprehensive way, combined with other services when appropriate. Home care is an important part of a continuous health care system. Independent Homecare Team Ltd. will provide quality care on an equal opportunity basis in the most cost-effective and sensible way.

All our staff speak English as their first language as we understand the importance of communication and understanding. We know that talking and listening are vital to maintain a dialogue with our clients and build a rapport

All our staff are dedicated and reliable and have been chosen for their skills, they enjoy their work and enjoy being part of a team that supports them to support their clients. You can expect to be treated with dignity and respect and our flexible approach ensures that your care plan is tailored to your needs and updated regularly to reflect any changes in those needs so you can feel confident that you are safe in our hands. Our staff are friendly and polite and always available to help with any questions

We promote one - to - one care so our clients can always expect to see a familiar friendly face and this continuity is what makes us special.

The Mission of Independent Homecare Team Ltd. is to provide services to support the highest quality of life possible for those customers we serve. Independent Homecare Team is dedicated to providing the highest quality of client care in a compassionate and personalised manner.

At Independent Homecare Team we strive to meet and exceed our clients expectations, we aim to support clients and promote independence to enable them to achieve the highest quality of life possible, with our sensible holistic approach we always put you first and your well being and trust in us is our main objective.

Our Services

- *Getting up and going to bed*
- *Dressing and undressing*
- *Personal hygiene and personal care*
- *Assistance with eating and drinking*
- *Toileting needs*
- *Assisting, administration and supervision with medicine*
- *Sitting/companionship service*
- *Escorted outings and trips or appointments*
- *Care of your pets*
- *Filling in forms*
- *Grocery shopping and paying bills*
- *Preparation of meals*
- *Pension or benefit collection*
- *Collection of prescriptions*
- *Household cleaning, making or changing the bed*
- *Laundry and ironing*
- *Rapid Response Team*

Price List 2016

Personal Care

£16.40 p.h (£8.20 per half hour) Monday to Friday

£18.40 p.h (£9.20 per half hour) Saturday to Sunday

Sleeping Nights £12.00 Per Hour (minimum stay 10 hours)

Waking Nights £14.00 Per Hour (minimum stay of 10 hours)

Low Need Care Services including sitting services

£15.40 p.h. Monday to Friday

£17.40 p.h. Saturday-Sunday

*Low Need Domestic Services include: Shopping; Cleaning; Collecting medication
Sitting services; Chaperone services and more.*

Bank holidays, Boxing Day and Easter is at Time and a half.

Christmas day is at Double time.

*If you require more information on our prices and services, please contact our office
on 0203 774 8870 and a member of our team will be happy to help.*

What Our Customers Say

"Fiona Duffy and her team have cared for my mother's daily needs for over a year. Initially there was only a need for 2 visits a day but as her dementia has progressed the visits have been increased. They ensure her medication is administered help her with her personal care and ensure that she eats. During a recent spell in hospital Fiona and her team have visited Mum and help her to remember her home. They are invaluable to myself and my sister and to our mother."

Mrs C. Seston

"Independent Home Care Team has been caring for my 93year old mother for 18months now. As I live a distance away it was important that I needed to trust and also have carers which would offer her excellent care. They offer skills and knowledge in all areas and enjoy a good relationship with my mother. Always available to talk through any of my concerns. I can only describe this service as first class"

Mrs G. Dowell

"As a Retirement Housing Scheme Manager I have several Residents who need help to manage their daily living skills. Independent Home Care is our main provider of an excellent service, I find them, reliable, professional efficient and above all caring. I would definitely recommend them to others; especially family members whose relatives need care and need to know they have a service in place giving them peace of mind"

Mrs A. Thompson

"I am 87 years of age and live alone. I have no relatives or friends nearby and seldom go out of the flat. My carer comes at the appointed time and does various jobs e.g. gets me up washed and dressed, makes and changes the bed, cooks a meal, arranges for clothes and bedding to be washed etc. My carer is the bright part of my day, and sometimes for 2 or 3 weeks the only person I see. She is a very jolly person and makes my day. I recommend the company and their carers."

Raymond (Client)

“Independent Homecare Team provides a first rate care service to our mother, who is elderly and also suffers from dementia. Each member of her care team treats her as an individual and with care and respect that, in the opinion of our family, goes beyond what a professional care service might be expected to offer. Independent Homecare is highly flexible, amending its service to meet our mother’s personal needs, as her state of health is in progressive decline and she sometimes requires significant additional support at very short notice. Through her regular interaction with the Independent Homecare Team mum has gained confidence again during a period that is one of the most challenging of her life. Its staff have enabled our family to cope better with a situation that we have found very difficult, and frequently distressing but, most importantly, are providing the support that is enabling mum to live independently, in her own home, which is what she wants to do.”
Mrs S. Burgess (Client)

“I would like to record my appreciation and gratitude for the wonderful help that your lovely ladies are giving to me. They are like friends to me and their caring abilities are outstanding. From one of your great admirers and in great appreciation I thank you all.”
Mr H. Chart (Client)

“Fiona has been in charge of my father’s care since September 2009 after we discovered that he was being financially abused by agency carer’s and was being generally neglected. Fiona advised us about the Direct Payment Scheme and we have employed her using this scheme. Since Alec’s care has been taken over by Fiona Duffy her person centred approach following an in depth review of his care has resulted in a marked improvement in his health. He has been given continuity of care and knows and likes his carers who work with him despite his difficult ways. Fiona has proved to be a reliable care provider with the clients’ best interest at heart. She liaises with other agencies such as social services, falls team, GP and District nurses. She communicates with us via email, telephone and personal contact on a weekly basis to ensure that Alec continues to receives the best care.”
Mrs A. Miles

Local authority funding for care in your own home

You may be eligible.

If you are finding it difficult to cope with certain tasks you may be eligible for financial support to help you with your daily living.

If you have been assessed as needing care in your own home, the local authority will then make a financial assessment (means test) to decide whether you qualify for assistance with the cost.

Most councils charge for care that they provide or arrange. How much you pay depends on a means-test. The council must follow the "Fairer Charging" guidance from the government.

If you have more than £23,250 in capital (not including the value of your home) you will be charged the full cost of your care.

If your capital is less than £23,250, your income will be assessed but you must be left with at least the basic amount of Pension Credit plus 25%.

Some local authorities are more generous and increase the capital threshold or set a maximum amount they expect anyone to pay for their care. Some are less generous. Check with your local authority for up to date terms.

Direct payments

*Following your **needs assessment** and financial assessment, your council may offer you an Individual budget by way of a **Direct Payments** scheme. They will pay you the cash so that you can arrange and buy your own care. The cash must be spent on care that meets your assessed needs but it means you can be more flexible and individual in the way you arrange your care. However, the money must not go to a relative or anyone living in your household unless they are specifically employed as a live-in carer. If you are unable to manage the finances, the Direct Payment team can arrange the payroll for you and make payments to your chosen agency.*