



St Helena
care & support

Customer Guide

Regulated by



Because we **care.**

Welcome

Hello, a warm welcome from all of us at St Helena Care & Support.

At **St Helena Care & Support**, we're proud to be part of the St Helena Hospice family. Our compassionate team provide personalised care at home, supporting each customer to remain independent, comfortable and confident in everyday life.

Because we're partnered with **St Helena Hospice**, every surplus we make helps support the work of St Helena. By choosing our care, you're helping us provide specialist support, comfort and compassion to local people and families across our community.



Your journey starts here

Whether you're looking for support for yourself or a loved one, we're so glad you've found us. Taking the first step can feel daunting, but we're here to help.

At **St Helena Care & Support**, we believe care should feel like sunshine: warm, comforting and dependable. This guide will help you learn more about the support we offer and how we can help you live well at home.

We are caring, passionate and committed to providing compassionate support that is tailored to each customer.

What is domiciliary (home) care?

Domiciliary care helps you stay in the comfort of your own home, while getting the support you need to live well and stay independent.

This could include:

- Help getting ready in the morning or evening.
- Support with medication and meals.
- Companionship and a friendly chat.
- Regular visits throughout the day or week.

Whatever support you need, we're here to help in a way that feels right for you.

What you can expect

With us, you can expect:

- **Personalised care**, tailored to your life and preferences.
- **Kind and respectful carers**, chosen with care and trained to support you gently.
- **Consistency and reliability**, with carers you'll get to know and trust.
- **A clear care plan**, reviewed regularly with your input.
- **Open communication**, so you feel heard and cared for at every step.



Getting started

Here's how we begin:

1. A Warm first conversation

We'll chat with you (and your loved ones, if you like) about your wishes, needs, and daily life.

2. Your personal care plan

Together, we'll create a plan that reflects your needs and goals, from the small things to the more important ones.

3. Matching you with your carer

We will introduce you to a carer (or team of carers) who fits your personality, schedule, and preferences.

4. Your first visit

We'll arrive with a smile, take our time, and make sure everything feels calm, clear, and comfortable.

Meet our care assistants

Our care assistants are handpicked not just for their skills, but for their hearts.

Each one is:

- Fully trained and DBS-checked.
- Compassionate, warm, and professional.
- Supported by our in-house team.



What our care assistants can do

Our care assistants are here to help you live comfortably, safely and independently in your own home. Trained, professional and compassionate, they provide personalised support to make daily life a little easier.

Here are some of the ways **they can** support you:

Personal care

Helping you stay fresh, comfortable and confident:

- Washing, bathing, or showering.
- Dressing and undressing.
- Hair care, shaving and oral hygiene.
- Toileting support and continence care.
- Skin care (non-medical) and applying lotions.

Mobility support

Helping you move around safely and confidently:

- Supporting you to get in and out of bed or chairs.
- Assisting with walking aids (e.g. zimmer frames).
- Helping with safe transfers (e.g. using a hoist).



Mealtime support

Making sure you're well-fed and hydrated throughout the day:

- Preparing meals and drinks.
- Helping you to eat and drink, if needed.
- Monitoring food intake and fluid levels.
- Supporting dietary requirements (e.g. diabetic, soft foods).

Companionship & social support

Being a friendly face and a trusted listener:

- Offering companionship and conversation.
- Supporting with hobbies or interests.
- Encouraging social contact or mental stimulation.
- Reading aloud, playing games, or listening to music with you.

Tailored to you

Every customer is unique, so **the support we provide is tailored to your individual needs**. Your care plan sets out the support you would like, whether that's a few visits each week or more regular support throughout the day.

If your needs change, we're here to help. We can review your care plan and adjust your support to make sure it continues to feel right for you.

What our care assistants can't do

We are here to support you with kindness, dignity and respect. Our care assistants are trained to help with many day-to-day tasks, but **there are a few things they can't do** – either for safety reasons, or because they fall outside their professional role.

Here's a friendly guide to what your care worker **won't** be able to do, and why that helps keep everyone safe and supported:

Medical procedures

Your care assistant isn't a nurse or doctor, so there are some medical tasks **they can't** carry out, such as:

- Giving injections or changing dressings.
- Managing catheters or feeding tubes (unless they're specially trained and it's part of your agreed care plan).
- Administering medication not recorded in your care plan.

If you need specialist help like this, we'll be happy to work with healthcare professionals to make sure you get the right support.



Heavy lifting and manual handling

To protect both you and our care assistants from injury, they aren't able to:

- Move heavy furniture.
- Lift you without proper equipment or another trained team member.
- Use hoists or mobility aids unless they've been trained to do so.

We'll always make sure safe moving and handling is built into your care plan where needed.

Handling money or legal matters

While care assistants can help with small shopping tasks or recording receipts (if this is in your plan), they can't:

- Make decisions about your finances.
- Access your bank card, PIN, or cheque book.
- Witness legal documents or manage bills.

It's important your money stays in your control, or with someone you trust.

Tasks outside your care plan

To stay focused on your needs, care assistants can't:

- Do chores for the rest of the household.
- Run errands for others or pop to the shop for personal items.
- Take you on outings unless it's agreed in your care plan.

Safe and respectable boundaries

Our care assistants are friendly and caring – but it's also important to keep things professional. This means they can't:

- Accept gifts, tips, or loans.
- Share their personal contact details or social media.
- Form personal or romantic relationships with clients.

They are there to support you – and keeping these boundaries helps make sure care is always safe, respectful, and focused on you.

Other tasks that aren't allowed

- Smoking, drinking alcohol, or using your belongings without permission.
- Working in unsafe conditions (for example, without PPE).
- Using restraint or force (except in a genuine emergency and only if trained).

If you ever have questions about what your care worker can or can't do, or would like to adjust your care plan, please get in touch with our office.

We're here to help.



Staying connected

We're always here to talk, listen, or adjust your care plan. You can reach us by:

- **Phone** during office hours.
- **Email** for general questions.
- **Technology** we use a real -time care management system. Any problems with your care will be flagged immediatly to our office. You can choose to allow your family to see your care plan, scheduled visits, daily notes and communicate with our team.

Your choices, your voice

With us, you're in control.

- You can change your care plan anytime.
- You'll be treated with dignity, patience, and care.
- You're welcome to involve a friend, family member or someone you trust in any decisions.

**We'll always
listen -
and we'll always
respect your
choices.**



Feedback is golden

If you're happy, we'd love to hear it. If you're not, we want to put it right quickly and kindly. Your feedback helps us be our best.

Thank you for trusting us

We're truly honoured to be part of your life. Whether it's five minutes or five hours, we're here to bring not just care, but light, warmth, and a little joy to every visit.

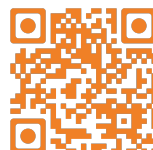
Useful contacts

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We are regulated with the CQC (Care Quality Commission) who are the regulators of health and social care services in England.

