

# WELCOME

to Help at Home

CLEANING. SHOPPING.  
... AND SO MUCH MORE.



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HELP AT HOME IS HERE TO HELP YOU ENJOY THE FREEDOM OF STAYING IN YOUR OWN HOME AND TO REMAIN AS INDEPENDENT AS POSSIBLE.

WE ARE PART OF LIFECARE, AN EDINBURGH-BASED CHARITY THAT HAS SUPPORTED OLDER PEOPLE IN THE COMMUNITY FOR MORE THAN 75 YEARS. EVERY PENNY WE RECEIVE HELPS US PROVIDE THE BEST POSSIBLE CARE THROUGH OUR DAY CLUBS, OUTREACH AND HELP AT HOME SERVICES AND OUR ENTIRE PURPOSE IS TO GIVE YOU EXTRA YEARS OF ZEST.

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## Who we help

We offer help to people who are finding it more difficult to manage everything at home. We support people with dementia, poor mobility or ill health, as well as those who care for them.

We can provide assistance on a regular, long term basis or we can help you while you get back on your feet after illness or a stay in hospital; doing your shopping and keeping housework up-to-date until you recover fully. We will tailor what we do to what you want and need.



## What we do

We can help with:

### **Cleaning:**

From full house cleaning to a hand with specific tasks.

### **Shopping:**

Anything from picking up a few items to full weekly shopping.

### **Laundry:**

Including ironing and changing bed linen.

### **Cooking:**

We can help with preparing meals or batch cooking for the freezer.

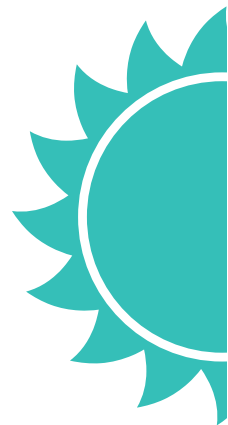
We can even make you something to eat during our visit.

### **Plus:**

We are also happy to do things like making sure plants are watered, checking your fridge is replenished and clean, taking out rubbish and recycling, posting letters and picking up prescriptions and assisting with any other household tasks and errands.

Crucially, whatever you want us to do, we'll do it thoroughly and professionally.

Nothing is ever too much trouble and if you need us to do more, we'll happily do it.



## What makes us special

### Professional:

All of our staff are fully vetted as members of the Protection of Vulnerable Groups (PVG) Scheme. They also receive ongoing training in health and safety, dementia awareness, emergency first aid, food hygiene and other relevant courses.

### Reliable:

We understand that Help at Home may be the first time you will have required assistance in your home and recognise it can be a little daunting, so we arrange a regular staff member to visit you, who will get to know you and understand how you like things done. If they are on holiday, however, we will ensure that you still have the assistance you need.

### Flexible:

We're here to help with what you need done. So we can stick to the same tasks each visit or you can tell us what you want done on a particular day. This means less frequently required, but nonetheless needed, tasks like cleaning the oven will still get done.

### Experienced:

Help At Home is part of LifeCare, who have 75 years' experience of caring and supporting the people of Edinburgh, so we can draw on extensive resources and knowledge to give you the best possible support.



## What it costs

We charge a flat fee, by the time we spend with you, not by the task. This is invoiced monthly so there is never any need for direct payment to staff. There is no contract. No commitment. We can start when you want and stop should you want, as simple as that.

Please note: You may be eligible for Direct Payments (Self Directed Support) which can support you to purchase this service or you may wish to use your Attendance Allowance. Just ask us for more information on how to arrange this.

## When and where we can help

Our visits are a minimum of one hour but beyond that the length and frequency of our visits is tailored to suit your needs. Help at Home is available Monday to Friday, between 9am and 5pm. We cover the whole of the City of Edinburgh.



## Arranging the service

Whatever your age, health problems or situation, **call 0131 343 0950** to discuss what kind of support you require.

If you wish to go ahead with the service, we can arrange to visit you at your home to assess what you need with no obligation and no charge. We can then start the service as soon as possible.





HELP AT HOME FROM LIFECARE.

## Contact us

To arrange the service,  
or find out more about Help at Home:

call 0131 343 0950



**Your support funds ours.**

As with all LifeCare's services, Help at Home is subsidised to keep the cost as low as possible. Without donations, we would not be able to make such great services so affordable to so many.

[www.lifecare-edinburgh.org.uk](http://www.lifecare-edinburgh.org.uk)

Charity No: SC012641

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