

# 10 Questions to ask... *and our answers*

## 01.

### *How many carers will be supporting us?*

It depends on the number of visits you need each week as we use a combination of defined 'runs' and regular teams of designated carers to provide you with the continuity of support you need.

However, to ensure you receive a local, familiar service, we purposely limit the size of our carer teams.

## 02.

### *How long will carers spend with us on each visit?*

Your visits will be designed to ensure there is enough time to provide the support you need safely and in a personal and unhurried manner.

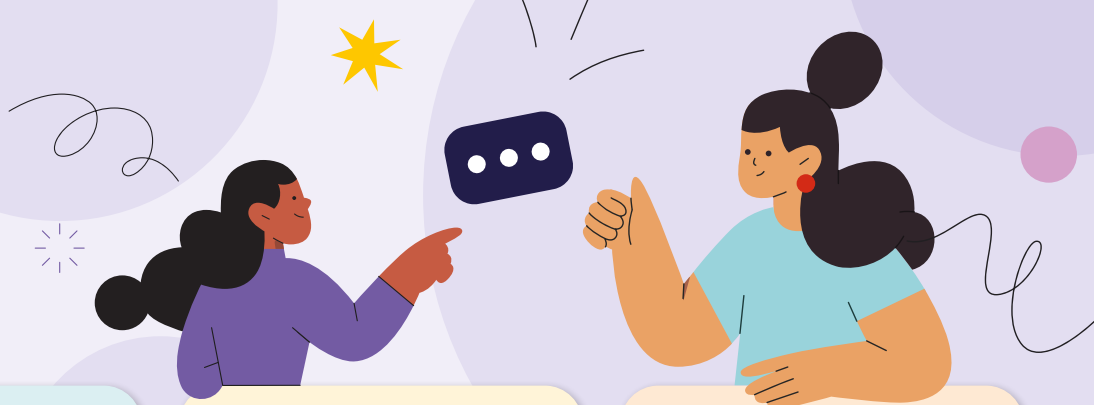
You will always get a visit of at least 30 minutes and we'll agree the timeslots of all visits with you before we start.

## 03.

### *What training do your carers get?*

All our carers go through a full induction and training programme and complete the National Care Certificate.

As well as supported QCF Diplomas in Health and Social Care courses, we also provide our carers with training in a wide range of specialist topics related to their role.



## 04.

### ***Will we be tied into a contract?***

No, you won't have any minimum contract; you can cancel at any time, we just ask for 1 week's notice.

You can also cancel any visit up to 48 hours before it's due to take place.

When it comes to finding the right support, we understand how important flexibility is.

## 05.

### ***Can I increase or decrease the level of support?***

This is a key question to ask. You can change the length or frequency of your visits anytime to ensure you have the support you need. We just ask for 48 hours notice if you wish to cancel or change a specific visit.

We also carry our regular reviews with you to ensure you're getting the support you want.

## 06.

### ***What is your cancellation policy?***

You only need to give 1 week's notice, which offers you the perfect opportunity to give us a try, and if it's not right for you at this moment, there's no lengthy notice period to worry about.

Plus, you can start off small with just a few short visits and no tie-in or minimum contract.

## 07.

### ***What happens if I/the person receiving care goes into hospital or on holiday?***

If you or your loved one does go into hospital, on holiday or into respite, we will hold your visit space open for the first week free of charge; beyond that, you can request the slot be kept open for a retainer fee.

## 08.

### ***Will the carer visit us in a specific time slot?***

As home care is a community service, it is impossible to commit to a specific time and achieve that for 100% of visits. However, you will have a designated time window in which your carer will visit, which will be within half an hour of your preferred time.

## 09.

### ***How will it work alongside care we currently have in place?***

You decide how much help you, or your loved one, needs, confident you will receive a fully flexible service.

Our Collaborative Care by Abney & Baker service complements and supports any existing care given by family or friends, giving as much or as little support as needed.

## 10.

### ***What services are charged as extras?***

No one likes unpleasant surprises, so our prices always include the cost of the time we spend with you and the cost of the time and mileage getting to and from your visits.

We only charge additional costs if they relate to extended visits or to travel involved during the visit such as for a shopping trip or an outing.

# Get in touch...



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