



**In Health We Care**

Rance Healthcare Services Ltd **Night Care Service**

## Rance Healthcare Services Ltd Night Care Service

We all know how important it is to get a good night's sleep. Those of us who are more susceptible or vulnerable will find that it is even more vital to get these daily hours of rest in order to make the most of the time spent awake. When faced with disability or illness a wakeful or restless night can lead to a compromised immune system and result in a need for further care during the day. At Rance Healthcare Services Ltd, we encourage our clients to retain independence and to live their life to the full. This would not be a possibility if they were not comfortable and relaxed and able to have the sleep they require.

### Our Process

At Rance Healthcare Services Ltd, we recognise that everyone is different and has different requirements. Our services are always personalised to each individual to ensure we provide you with the best possible care that suits your needs and situation. Therefore, we begin our service with an assessment of your particular requirements. A member of staff will arrange to visit you, whether in a care home, nursing home or your own house, and will discuss your needs with you and your family or carers. Together we will then put together and organise your own individual Support Plan taking into account any input you and your family may have. We also like to take this opportunity to answer any questions or deal with any worries or concerns you may have. Our team of staff are highly professional and very approachable, and we ensure that together we will find the perfect Support Plan to

### Waking or Sleeping?

We offer two types of night care: Waking Night Care and Sleeping Night Care. Our services are always flexible; it is of paramount importance to us that you are happy with the support you receive. Therefore, your personal Support Plan will be arranged completely around you and your particular situation. Either the Waking Night Care or the Sleeping Night Care can be added to your Support Plan and the roles your night carer takes on can be organised to suit your individual needs.

Your nights will undoubtedly affect your days, that is why receiving the right night care is central to you being able to live your life to the full, no matter your disability or condition. At Rance Healthcare Services Ltd, your wellbeing is our top priority so we understand the value of providing you the opportunity of a good night's sleep every night.

### Waking Night Care

If you require frequent attention throughout the night then Rance Healthcare Services Ltd, can provide you with Waking Night Care. This involves a carer staying with you during the course of the night usually beginning their shift late evening and finishing midway through the morning. The exact times can be arranged to a time convenient to you. Your carer will stay awake through the course of the night and be at hand for when you wake and require their assistance. This service would be well suited if you require support at regular intervals, for instance to go to the toilet or to help you change position in bed. During the time you are sleeping, your carer would be free to deal with domestic tasks in your home such as cleaning, laundry and vacuuming. They could also prepare you a breakfast for when you wake or deal with medical preparations ready for the morning. We understand that having to deal with interrupted nights like this can be a strain on you and we will do our utmost to ensure your support is administered as smoothly as possible allowing you to get as much

### Sleeping Night Care

If you have lesser care requirements during the night and do not need regular attention, however you do not feel comfortable or safe alone at home, then our Sleeping Night Care will be more suited to you. Your carer will stay with you in your house throughout the night, sleeping in a nearby bedroom and be at hand if you need them. Anxieties about feeling unsafe alone can lead to sleep deprivation and sometimes all you need is the knowledge that somebody is close at hand in order to put your mind at ease and be able to sleep soundly. You will have the option of calling on your carer up to two times a night with this Support Plan. If you find that you need their assistance more than this, then you can be upgraded to the Waking Night Support Plan where we can offer you more support and one-on-one time. Our Support Plans are very flexible: if you find you have periods of greater night care requirements, followed by periods of lesser needs, we can work around you and alter the care you receive as and when you need it.



## Frequently Asked Questions



### When can my night care service begin?

As soon as you want it to. When you first contact us we will arrange for a member of the team to come and visit you and discuss and assess your individual situation and needs. We will produce your personalised Support Plan which will then be confirmed with you and your family. It will be tailored to suit you and your lifestyle, preferences and abilities, so we need to ensure that you are completely happy with the plan. From then on we can begin providing you with the services in your plan. If you are not sure at the initial stages whether you require sleeping night care or waking night care we can arrange a trial period to further assess your requirements.

### What if my circumstances change?

Sometimes we find that after producing the Support Plan and going to practice, people's needs are slightly more or less complex than originally thought. We are flexible with what we do, and if for instance you asked for your carer to undertake some household chores at night while you sleep, but then you decide you'd prefer to retain independence in this area, this can then be altered to what suits you better. Similarly, if at first you are capable of doing certain tasks on your own, but then a few months down the line begin to struggle with anything, we can then add services to your Support Plan. Our services fit around you so if at any time your needs or preferences change, this can be modified and updated on your Support Plan.

### I need a service that isn't included in this brochure. Do you provide it?

At Rance Healthcare Services Ltd, we provide a large variety of different care services. You can pick and choose which services you require at the care assessment but to initially find out what we offer please see our other service brochures or look on our website where we outline what we offer. Alternatively you can contact one of our Rance Healthcare Services Team members who will be more than happy to help.

### How much does it cost?

To receive a quote on what your Support Plan would cost, please contact our Rance Healthcare Services Office Team. You may be entitled to funding from social services. To find out if you are you can contact your local authority. Alternatively, you can contact us for more information and we can discuss your financial options with you, as well as directing you to funding organisations.

## Quality Assurance

We guarantee that all of our staff have the necessary training, experience and qualifications needed in order to do their jobs professionally and effectively. During our recruitment procedure we certify that they are compliant with the Care Quality Commission (CQC) and the Disclosed Barring Service (DBS). We undertake rigorous measures to ensure that they are constantly working to the highest of standards with regular observations, spot checks and reviews. Many of our staff undergo further training with us in order to continually advance their skills and improve themselves professionally. Please see our website for more information regarding our training and recruitment procedure.



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