



OUTSTANDING PALLIATIVE CARE IN YOUR OWN HOME

We know from our experience of supporting people who are living with a life-limiting illness or terminal diagnosis, how upsetting and distressing it can be for all the family. It is a very emotional time for all involved that requires a sensitive, compassionate and respectful approach.

STAYING AT HOME WITH HIGH-QUALITY PALLIATIVE AND END-OF-LIFE CARE

Moving at any time in life in later years can be traumatic and a huge upheaval, but for those who need palliative care the thought of moving into a care home setting or a hospice can only add to the stress and upset they are already likely to be feeling.

Our high-quality palliative care at home provides effective management of any symptoms a person may be experiencing, whilst supporting their emotional and psychological needs. All in the place they love best – their own home.

We know how valuable a support network is for families whose loved one is at the end-of-life. Compassion is at the forefront of all we do, and we are dedicated to extending this to all the family, providing much needed reassurance as and when they need it. From the sensitive care provided by our professional carer to the support offered by our management team, we also work closely with other health professionals involved to ensure a smooth and holistic service is provided that offers peace of mind for everyone.

**WE HAVE ENABLED
81% OF OUR CLIENTS
TO PASS AWAY IN
THEIR OWN HOME
BY PROVIDING A
SPECIALIST PATHWAY
FOR PALLIATIVE CARE**

A SPECIALIST PATHWAY FOR PALLIATIVE CARE

Planning end-of-life care is something none of us wish to do. Many of us simply do not want to address what the future holds, what will happen at the end or how or where care will be received.

However, for families in this situation the earlier you can have an open and honest conversation about your wishes and preferences the sooner a plan of care can be put in place that meets not just your care needs, but addresses your choices and how you wish to live your life and be cared for, right to the very end.

At The Good Care Group we have been working with palliative care consultant, Dr Kathryn Mannix a leader in the field of expert end-of-life care and author of 'With the End in Mind'. Our care management team has been trained by Dr Mannix to equip them with the skills and confidence to sensitively encourage positive conversations with our clients about the dying process as early in care planning as reasonably possible, whilst delivering a plan of care that respects individual wishes and preferences. We have created a palliative care training programme endorsed by Dr Mannix, which all our professional carers complete during their induction training before being placed with a client.

This approach has seen us reduce anxiety and emotional upset for individual's living with terminal or life-limited illness, but also for families who are reassured that the right plan of care is in place, in good time for their loved one.

The highly personalised and flexible support we provide from a trained and well-matched carer is proven to not only meet a person's care needs, but also to improve their quality of life no matter where they are in their journey. Our sensitive carers will devise nutrition plans that meet the needs of a person receiving palliative care and create relaxation regimes that are calming, peaceful and that stimulate enjoyment in life. They will support a person to build self-esteem and mental well-being, whilst ensuring they are able to meet their specific goals.

Our approach to providing high-quality palliative care at home, with a fully managed and regulated service that families can trust is setting the standards in live-in care for those who are nearing, or at the end-of-life

"All the patients and families I have recommended have received an excellent service and The Good Care Group has made significant improvements to their quality of life."

- Dr Simon Moore, Private GP and founder of The Moore Medical Practice.

SPECIALIST NURSE-LED CARE

Importantly for those living with life-threatening illness, we provide nurse-led care which means our professional carers are trained to monitor and identify any changes in your health, responding appropriately and avoiding any unnecessary hospital admissions. As part of our commitment to delivering high-quality palliative care at home, we monitor and measure health outcomes to ensure we continually improve the care we provide. When needed, we work with leading nursing companies and other healthcare professionals to ensure any complex medical procedures can be delivered at home.

Our nurse-led service for those living with complex medical needs at the end-of-life is led, developed and supported by our in-house, Specialist Consultant Nurse. Our Specialist Consultant Nurse will provide clinical insight, medical assessment, home visit consultations and liaison with medical professionals to those receiving palliative care at home, as well as providing much needed emotional support to their families at what can be an extremely distressing and challenging time. She will manage speedy and successful hospital discharge, support with transition to receiving palliative care at home and provides practical and informed advice to families that really makes a difference.

WHAT DOES OUR PALLIATIVE CARE SERVICE INCLUDE?

- A thorough assessment of your needs and a comprehensive care plan that guides our service to you
- Support and advice for you and your family from our dedicated Specialist Consultant Nurse
- Access to our in-house Occupational Therapist through our OT led service
- Specialist nurse-led care with guidance from our multidisciplinary experts
- Managing and administering medications
- Companionship as and when you need it
- Providing discreet and sensitive personal care
- Planning and cooking meals
- Facilitating social arrangements in the home
- Trips and visits out of the home in your local community
- Domestic tasks
- Caring for your much-loved pet



PROVIDING SENSITIVE PALLIATIVE CARE TO ANNE

"My mum was 97 and very frail following a series of strokes over the last 10 years. After another significant stroke, she was admitted to hospital, where she was also diagnosed with heart failure. When the doctors told us that mum now needed palliative care, whilst this was distressing for us all, I knew straight away there was only one place she would want to receive it. In her own, dearly loved home, surrounded by her memories, her family and friends and her faithful cat Freddie.

I contacted The Good Care Group, with a view to bringing mum home for the last time. One of their Care Managers visited us in hospital before she was discharged, to understand mum's needs and wishes. She spent time talking to the doctors and nurses and created a holistic plan of care which would keep mum comfortable and pain free at home, living with dignity and respect in the time she had left.

The Care Manager knew the two professional carers on her team she wanted to look after mum. It came as such a relief to learn that both were experienced in delivering end-of-life care and were extremely well trained. They cared for mum in her room, with her favourite music – Mozart – playing gently in the background. Whenever she woke, day or night, she was treated to the sound of his symphonies, which seemed to keep her calm and at peace. Freddie her cat was invited onto the bed, where he had always slept, and Mum loved to have him near.

The carers cooked her small portions of her favourite meals – it was agreed she would eat what she wanted, when she wanted. They used her favourite scented soap to wash her each day and spent hours just sitting, holding her hands, rubbing cream into her skin, keeping her nails trim and her make-up just so – exactly as she instructed them to do! Even in the last days, when it was sometimes hard to tell if she knew we were there, they did not deviate from her wishes. She passed away a few weeks later, with Freddie on her lap and her favourite music playing softly. We were all able to visit before the end came and I cannot speak highly enough of the carers who made sure mum felt safe and comfortable and allowed us to spend such precious time together."

– Anne's Daughter

WHY CHOOSE THE GOOD CARE GROUP?

- ✓ Rated 'Outstanding' by the Care Quality Commission (CQC) – in all five measures
- ✓ Highly trained professional carers
- ✓ Nurse-led care developed by clinical experts
- ✓ In-house OT and Specialist Consultant Nurse
- ✓ Multidisciplinary approach to care
- ✓ Improved health outcomes using digital technology
- ✓ Fully managed service with employed carers
- ✓ Care management experts local to you
- ✓ Unrivalled family support

Talk to our friendly and approachable team today about your palliative care needs - we are here to help you and your family every step of the way.

*the Good
Caregroup*

 **020 3728 7577**

thegoodcaregroup.com