

Family Friendly Guide to Homecare



Practical support.
Compassionate care.
Peace of mind for the
whole family.



Personalised Care



Comfort of Home



Support for Families



Trusted and Reliable



HICA

“Preferred Provider

Preferred Employer”

A Family Friendly- Guide to Homecare

What Is Homecare?

Homecare means a trained carer comes to your loved one's home to help with everyday tasks. It's perfect for people who want to stay in the comfort of their own home but need a bit of support.

Homecare can help with things like:

- Getting up, washed, and dressed.
- Preparing meals.
- Taking medication.
- Shopping or collecting prescriptions.
- Housework.
- Companionship.
- Staying safe at home.
- Even 24-hour live-in support if needed.

It's flexible — from a quick visit once a week to several visits a day.

Why Families Choose Homecare

Families often choose homecare because it helps their loved one:

- Stay independent.
- Stay in familiar surroundings.
- Keep to their routines.
- Stay close to their friends, neighbours and pets.
- Avoid or delay moving into a care home.

It's also reassuring for families who can't always be there in person.

Who provides the care?

There are two main options:

1 Homecare agencies

These are professional agencies that:

- Train their carers.
- Do background checks.
- Handle schedules, pay, and insurance.
- Are inspected by official regulators.

This is the easiest option for most families.

2 Personal Assistants (P.A.s)

You can hire someone directly. This gives more control, **but you become the employer**, which means handling:

- Payroll.
- Holiday cover.
- Training.
- Insurance.

Some families like this option, but it's more responsibility and it's worth noting that even though personal care may be given, not all are CQC registered.

Is Homecare Safe?

Yes — when using a regulated agency.

Carers must:

- Be fully trained.
- Pass criminal records checks.
- Follow safety rules.
- Be supervised.
- Be inspected by national regulators. For England this is the Care Quality Commission (CQC).



Agencies also have complaints policies & procedures if something goes wrong.

How much does Homecare cost?

Homecare usually costs **£20–£45 per hour**, depending on where you live and the complexity of support required.

Ways to pay:

- **Local council funding** (if you or your loved one qualifies).
- **NHS or GP funding** in some cases.
- **Personal budgets.**
- **Direct payments.**
- **Self-funding.**



Benefits like **Attendance Allowance** or **PIP** can also help with costs.

How to Get Homecare ~ Your Step-by-Step Guide

Step 1: Ask the council for a Care Needs Assessment

This is free and available to anyone. It helps you understand what support your loved one needs. Follow this link for your local authority: <https://www.gov.uk/apply-needs-assessment-social-services>

Step 2: Get a Financial Assessment

This shows whether the council will help pay for care.

Step 3: Choose how to arrange care

You can:

- Let the council arrange it.
- Use direct payments to hire your own carer.
- Arrange private care yourself.



How to Find a Good Homecare Provider

You can search for providers through:

- NHS website.
- Via your Local Council's adult social care service – the main pathway.
- Care Quality Commission (CQC) inspection reports.
- Homecare.co.uk reviews.

Look for:

- Good or Outstanding CQC ratings.
- Clear pricing.
- Friendly, well-trained staff.
- Consistent carers.
- A personalised care plan.



Questions Families Should Ask

Here are helpful questions when speaking to agencies:

- Can you meet my loved one's specific needs?
- Will they have regular carers they can get to know?
- What training do your carers receive?
- What happens if the usual carer is off sick?
- How do you keep people safe?
- What are your fees and are there any extra charges?

- Are you registered with the CQC and what is your current rating?
- Can we see a sample contract?

What Good Carers Should Do

A good carer should always:

- Treat your loved one with dignity.
- Knock before entering.
- Carry ID.
- Respect privacy.
- Be kind and patient.
- Follow the care plan.
- Tell you if they're running late.
- Know what to do in an emergency.



Types of Homecare Support

Personal Care

Help with washing, dressing, toileting, medication, mobility.

Home Help

Cleaning, laundry, shopping, meal prep.

Companionship

Chatting, going out, hobbies, appointments.

Live-In Care

A carer lives in the home and provides round the- -clock support.

Sitting Services

Longer visits for company, outings, or giving family carers a break.

If Something Goes Wrong

You can:

- Speak to the agency or if not satisfied, the council.
- Use their complaints procedure.
- Contact the Local Government & Social Care Ombudsman.
- Report concerns to the CQC.

Councils must provide an advocate if your loved one needs help speaking up.



Extra Support for Families

Helpful organisations include:

- Age UK.
- Independent Age.
- British Red Cross.
- Royal Voluntary Service.
- GoodGym (small practical tasks).
- Society of Later Life Advisors (SOLLA - financial advice for later life).

Who are the HICA Group?

The HICA Group is a trusted, not-for-profit care provider dedicated to delivering high-quality, person-centred support across residential care, supported living, and community services. With a strong focus on dignity, independence, and wellbeing, HICA works closely with individuals and families to create tailored care solutions that truly make a difference. Their experienced teams, welcoming environments, and commitment to continuous improvement ensure peace of mind for customers seeking compassionate, reliable care services in the local community.

How we can help.

Arranging care can feel complex—but breaking it into individual steps makes it manageable. And here at HICA Homecare, we're here to:

- Guide you through every stage.
- Help you understand your options.
- Ensure care is safe, personal, and reassuring.

For a more in-depth step-by-step guide, or to have an informal chat please get in touch - we can help you start your journey

Call: **01472 811 818**
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‘Your home. Your care. Your way.’

THE HICA



SHINE



CHARTER

An aspirational philosophy that underpins our organisational commitment to continuous improvement and a personal pledge to 'make a difference'. It encourages everyone to get involved and embrace our collective responsibility, making life better for every person receiving a service from, or connected with The HICA Group

Our Pledges

Safe - You are protected from abuse and avoidable harm

Effective - Your care, treatment and support achieves good outcomes, helps you to maintain quality of life and is based on the best available evidence

Caring - Staff involve you and treat you with compassion, kindness, dignity and respect

Responsive - Services are organised so that they meet your needs

Well-led - The leadership, management and governance of the organisation make sure it's providing high-quality care that's based around your individual needs, that it encourages learning and innovation, and that it promotes an open and fair culture

shine
making a difference



“As a ‘Not for Profit’ organisation, we aim to set the benchmark for high standards and service quality and we are passionate about both the people we support and the people we employ”

Terry Peel, Chief Executive Officer

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