We have community teams Hospice at Home and Embrace Quality Care, both teams work alongside each other to provide care and support to people in their own homes.

H@H provides End of Life Care to enable people to get home from hospital and remain at home at the EOL, as well as crisis support and interim support.

Embrace is a domiciliary care agency that provides funded care packages to people to support them with their daily living needs.

A care package can be anything from one or two calls a week to four calls a day, with one or two carers depending on what is needed to provide care in a safe way. Calls can be range from 30 minutes to 1.5 hours.

Embrace have a number of double and single calls each shift and support people with personal care including: personal care, medication, meal preparation, light house work and basic shopping, as well as social calls and welfare checks.

The team is dedicated to providing the best care possible.

Embrace covers Stafford and surrounding areas

A usual morning routine is double call at 07:00 – 07:45, then travel to next patient, for a double call at 08:00 – 08:45, these calls are to support people with washing dressing toileting, medication and breakfast. Carers may then split up and do two single call at 09:00 – 09:30 and 10:00 -10;30 these calls are usually for medication and breakfast and welfare checks maybe personal care, there are a couple of calls at 11:00 again comfort visit or personal care shower, some cares have their 30 minute break at this time where they can come into the office to give some feedback and pick up for PPE if needed, cares then go back out for the 12:00 – 12:30, 13:00 – 13:30 double calls this is to support patients with a comfort call, repositioning, toileting, medication and lunch. The 14:00 calls can be picked up by carers on either the early shift or the late shift as the late shift will start at 14:00.

There are often respite sits in the afternoon between 13:00 – 17:00 carers go and sit with patients to allow their main carer some time away.

Carers on a late shift who don’t have a 14:00 call will come into the office for a hand over before going out the 15:00, 16:00 and 17:00 calls. Sometimes morning staff will come back to the office to give feedback and complete time sheets.

Carers work two shifts earlies and lates, the early shift starts at 07:00 and finishes at 15:00, the late shift starts at 14:00 and finishes at 22:00 but working hours can be flexible, full and part time hours.

Carers are paid for the whole shift as well as mileage full training is given, no experience required just a desire to support people and go the extra mile. Uniform is provided as well as PPE including face masks and visors.