



# CityCare Southwest



It's *Care*, but not as you know it...



Our business was founded by Rhiannon Williams and Terri Lawes, two friends who decided one day that social care could, and should be,

**Better!**

“Having worked in social care for many years, both together and separately, we had always talked about the challenges that staff face, how access to services is complex and difficult to navigate for people and that the idea of what care should be at its most fundamental level, was getting lost in translation”

So they set out to prove it could be done! Partnering with Tony Merrick to deliver services across Plymouth, Devon and Torbay, we provide high quality, compassionate, relationship based care for people of all ages in our community.



**Rhiannon Williams**  
Director



**Tony Merrick**  
Director



**Terri Lawes**  
Director

# Our Team



**Sian Cameron**  
**Registered Manager**



**Caitlin McManus**  
**Team Lead**

Rhiannon, Sian and Caitlin head up our team of Community and Live-in Carers, working closely with them to offer support, training, guidance and advice.

Our recruitment process ensures that we only hire the very best candidates for roles in our service. All staff, regardless of their experience in the sector, complete our intensive training programme which includes the industry recognised mandatory training and some additional courses that we feel help improve the quality of care. What we can't teach, and what all candidates must have to join our team, is compassion, dedication and kindness.

We then introduce our new recruits to the clients that they will be visiting, supported by our Senior Team, and begin their development planning to identify learning opportunities which enhance their delivery of care and help them progress and be the best that they can be.

To further develop our team, all staff are offered the opportunity to undertake an NVQ qualification in Health and Social Care.



## Community Care at Home

Our highly skilled staff are trained to compliment what you can do already and work in partnership with you to go about your day, just the way you like it.

*"I like it best when I can make something really delicious with my client that they enjoy eating"*

*Caitlin*

Your journey with us starts at your first meeting with one of our managers. They will visit you at home and work with you to develop a plan of care that you are really happy with.



Once complete, we will introduce you to your regular carers. We match our carers to you based on what we discover at that first meeting. It could be that they share your interests or hobbies, or perhaps they specialise in a specific type of care that you would like.

*"Their patience and respect have shown that my mum is the centre of their attention in everything they do"*

*NK, Daughter of client*

**This service starts at £29.50 per 45 minute visit or £31.50 per hour.**

*"The service has been perfect, no issues at all, always on time, professional and caring"*

*John, Clientson-in-law*



It may also interest your loved ones to know that they can, with your permission, check in and see how your day is going through our care management app, Birdie. It gives a great deal of reassurance and comfort to know you are in good company, and have everything you need.

Our care at home team are available from 07:00 each morning and their last visits are at 21:00, this gives them time to get home and be well rested for the next day.

*They're all a good laugh, completely trustworthy and go out of their way to make sure they're supporting my Mum but also us as a family!*

*SW, Daughter*

**If you would like to know more or to book your initial visit with our team, please give us a call on 01752 545 122!**

## Community Care at Night

A good nights sleep is important for our health and well-being. It reduces stress, boosts our immune system and improves brain performance.



Our care at night team are available from 21:00 to 07:00 to support with care needs overnight. This could be either a sleeping night, or a waking night.

A sleeping night is where a carer will stay with you overnight in your spare room, ready to be called upon if needed. A waking night is where a carer stays awake for the duration of the night to make regular checks, offer reassurance and give any support that may be needed.

**These services start from £175 per night**

*“They attend to all needs in a very professional manner and communication is excellent”*

*JS, Daughter of client*

## Live in Care

Our live in carers provide high quality care and support services in your home around the clock. This supports our clients in maintaining their independence at home, whether they need assistance with daily activities, personal care, or specialist medical support.

Many people opt for live-in care as a temporary or long-term alternative to moving into a nursing or residential care home, allowing them to remain in the comfort of their own home.



Our live in team are recruited locally, so they have good knowledge of the local area. This is important when our clients want to go out for a walk, go to the shops or discuss local history.

The majority of our team are able to drive, and have business insurance which enables them to take our clients out when they want to venture further afield.

*“The carers have been very kind & humorous and I have felt very confident in their abilities to care for my dad”*

*JS, Daughter of client*

If you decide to engage us for live in care, we will introduce you to two carers who will be with you throughout your journey. Our senior team will visit weekly to check in on you and our staff too, so you always have an opportunity to share your feedback.

**This service starts at just £1450**

## A guide to financial support

We understand that funding can be a complex and sometimes overwhelming element of arranging your much needed care and support. There are various options available to help cover the cost of care, whether through local authority support, NHS funding, or private means.

### Local Authority Funding

If you or a loved one require care and support, you may be eligible for financial assistance from your local authority. This typically involves:

**A Needs Assessment** – Your local council will assess your care requirements to determine your eligibility for support. This is also sometimes called a “Care Act Assessment”

**A Financial Assessment** – If you qualify for care, a means test will assess your income and assets to determine whether you qualify for full or partial funding.

**Direct Payments or Managed Budgets** – If eligible, you can receive direct payments to arrange your own care or have the council manage payments on your behalf.

Your financial assessment will consider your savings, income, and other assets, including property if you require care in a care home. Any debts you have will be subtracted to determine your total financial position.

Your assessment is based on your individual finances, meaning your partner or spouse’s income and assets will not be included. If you are receiving care in your own home, the value of your property will not be considered, making it more likely that you will qualify for financial support.





The level of funding support you receive depends on the total value of your savings, income, and assets, as well as where you live in the UK.

In our area, the savings thresholds for care fees are:

**Upper threshold: £23,250**

**Lower threshold: £14,250**

If your savings are above the upper threshold, you will need to pay for the full cost of care. If your savings fall below the lower threshold, you will qualify for full financial support. If your savings are between these two thresholds, you will be expected to contribute towards the cost of care, but you may still receive some funding.

You can request a Care Act Assessment or Needs Assessment from the local authority at any time by:

**Devon**

by phone on 0345 155 1007 or

online at <https://www.devon.gov.uk/adult-social-care>

**Plymouth**

by phone on 01752 668000 or online at

<https://www.plymouth.gov.uk/get-adult-care-or-support>

## NHS Continuing Healthcare

For those with significant health needs, the NHS may cover the cost of care through Continuing Healthcare (CHC) funding. This is a fully funded package provided outside of hospital settings, such as in a care home or your own home. Eligibility is determined by a detailed assessment conducted by healthcare professionals.

This type of funding assessment is usually arranged through your GP surgery.



## Attendance Allowance

Attendance Allowance is available for individuals over State Pension age who need additional support due to illness or disability. This benefit is not means-tested, meaning your income and savings do not affect your eligibility.

You can complete the application form online, download a copy to print or request one be sent to you. For more information visit [www.gov.uk/attendance-allowance](http://www.gov.uk/attendance-allowance) or call 0800 731 0122.

## Personal Independence Payment (PIP)

PIP is available for individuals under State Pension age who need help with daily living or mobility due to a disability or long-term health condition. Like Attendance Allowance, PIP is not means-tested and is based on how your condition affects you rather than your financial situation.

For more information or to apply, visit [www.gov.uk/pip](http://www.gov.uk/pip) or call 0800 917 2222

## Still have questions?

There may be further help and support out there for you, with many charities and organisations offering financial assistance or advice. Our friendly team will be happy to discuss your needs and situation and offer guidance and signposting which relates to your specific circumstances.

*We're here to help!*

01752 545 122