

Fact Sheet No 1

What is My Care My Home?



My Care My Home is a service

Set up to provide advice to anyone needing care who has to pay for part or all of their care themselves - and eight out of every ten older people have to or will have to pay for their care. However neither local Councils nor the NHS is able to deal with all the questions people needing care have. They simply do not have the staff or the mandate from government to help anyone who can fund their own care; moreover the hospitals are under pressure to get people out of the hospital bed as soon as possible. So the best that many Councils and Hospitals can do is to give people lists of local care homes and domiciliary care businesses; but people need and want much more advice and help than this; Typical of the problems faced by people needing care and the way My Care My Home can help solve them are these:

- **If I need care do I have to go into a care home?**
No, probably not. For most people needing care, care homes are not necessary, not the best lifestyle for them and very costly. My Care My Home's Care Advisor can explain your other options.
- **Care Providers don't have a very good reputation do they?**
My Care My Home can check out your local care providers (domiciliary care or care home) to find the one best for you. (There are many excellent ones despite the bad stories you hear in the media.) Also My Care My Home's Care Advisor can monitor each week the care you are receiving and ensure that it up to the standard you wanted and agreed at the outset.
- **Can I employ my own carer in my own home?**
Yes: My Care My Home will manage the recruitment, contract employment and checking out of all applicants and once they are employed My Care My Home will manage their pay, insurance and tax. Also it will supervise their performance and your care monthly.
- **What about my house?**
If it needs repairs, adaptations or simply redecoration and change of furniture and fittings, My Care My Home will manage this for you within a budget agreed with you at the outset.
- **What if I want to let part of my house for income and safe company?**
My Care My Home will advise you on the adaptations to your house their cost and will, if you wish, oversee the undertaking of these adaptations. My Care My Home will then find you the right tenant and arrange the tenancy. Once the tenant is living in your property, My Care My Home will collect their rent and make sure that the property is cared for and maintained.
- **What if the house is too much for me and I want to move (either into supported living or a care home)?**
My Care My Home will manage the sale of the house for you and deal with all the furniture and fittings as you wish.
- **How can I afford the care I may need?**
My Care My Home can advise you how you may be able to pay for the care you need.
- **Will I have to sell my house to do this?**
Probably not: My Care My Home's Care Advisor can explain how.
- **What if I need legal advice? Power of attorney etc?**
My Care My Home can introduce you to lawyers who specialise in this field.

So what is My Care My Home: A government agency or a charity?

It is neither. It is a company which has been established to provide these services. It pays its way by charging for some of these services while others it provides free of charge. Please ask for My Care My Home's booklet and order form of free and chargeable services. Like any business it seeks to cover its costs and make profit from providing services that people want and doing this to the highest standard.

I have never heard of it; how can I be sure it is trustworthy?

- Firstly because a growing number of Local Authorities and NHS health bodies have checked it out and recommend its services on their website (Northamptonshire, Herefordshire, London Borough of Barnet at present and twenty others are in the pipeline).
- Secondly because it is owned and controlled by Shaw healthcare (Group); the broadest based and one of the ten largest (by turnover) UK community healthcare providers. Shaw healthcare is also the largest staff owned healthcare provider in the UK.
- Thirdly it is backed and checked out by The Shaw Foundation: a major healthcare exempt charity which manages £15 million of charitable assets.

The reason you may not have heard of My Care My Home is because although it has been in development as a service for over two years it has only begun advertising and marketing itself from the summer of 2013.

How can it provide such a wide range of services competently?

Because it can call on the care specialists in Shaw healthcare (Group) (which employs over 4000 staff in care services in homes, hospitals and domiciliary care businesses in England Wales and Scotland. See www.Shaw.co.uk)

And not only does Shaw healthcare provide care services to many thousands of people it has developed and also manages properties worth over £200 million and supervises many hundreds of building contractors - large and small.

Will it be impartial in its advice? Won't it be inclined to guide people to Shaw's care homes and domiciliary care services and hospitals?

My Care My Home is in a different business from Shaw: Unlike Shaw My Care My Home doesn't offer care services - but advice about care services, properties to support care and how to monitor and afford care: that is why its business is branded quite separately.

Furthermore; My Care My Home doesn't recommend any care provider - it provides the information that the customer needs to make to choose their own care provider and thereafter to monitor and control the standard of care they receive. It's on the customer's side - not the care provider's. If it favoured some care providers over others in its recommendations, it would go out of business.