



Ashton

Care Group



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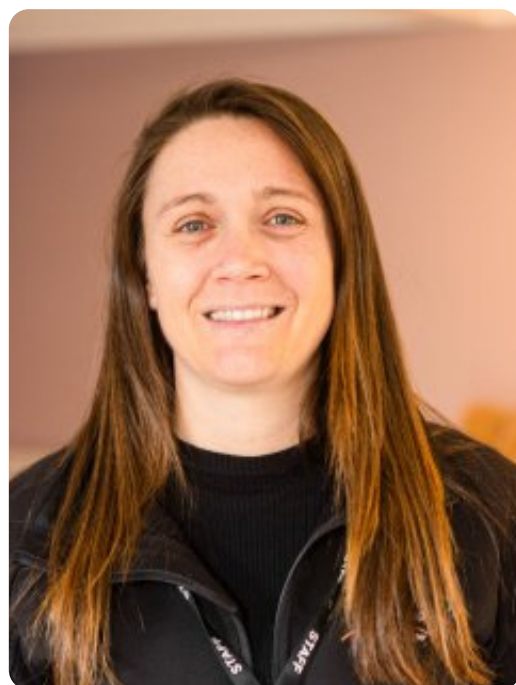


Whether you're seeking support for yourself or a loved one, understanding your options is the first step toward freedom, better health and quality of life.

We believe everyone should be empowered to make the right choice when it comes to care. Too often, people lack the information to confidently choose the right care or provider. With many companies offering person-centred care, it can be difficult to understand what that means for you. Since each journey is unique, it's important to ask the right questions. This brochure, answers some of the most common questions we receive. We hope it relieves some stress in your search for the right care and provider for you.

Managing Director

Rebecca Newman – Smith





What care is the right type of care?

OUR GOAL IS TO EMPOWER YOU WITH KNOWLEDGE, HELPING YOU MAKE INFORMED DECISIONS ABOUT CARE.

Choosing the right type of care for yourself or a loved one can feel overwhelming, but it doesn't have to be. Understanding the different types of care available is key to ensuring that individuals receive the support they need to lead fulfilling lives. This section of our brochure is dedicated to breaking down the various care options, including nursing care, residential care and domiciliary care, as well as others. Each type of care serves a unique purpose and is tailored to meet specific needs, ensuring that everyone can find the perfect fit. Hopefully this can be used as a guide to enable informed decisions that prioritise, comfort, safety and well-being.



Nursing Care

Nursing homes have a registered Nurse presence 24 hours a day. This type of service would be appropriate for individuals with ongoing and quickly changing or deteriorating health requiring constant monitoring and care. Individuals receiving palliative care are often cared for in a nursing home as there is more intense support readily available.



Home Care

Domiciliary care is when care staff support individuals in their own homes. This can be to support with personal care, domestic duties such as making beds, cleaning or shopping, medication administration, companionship or to enable community engagement and an active social life. This is commissioned on a visit basis so you may have 3 x 1-hour calls per day for mealtimes for example.

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Residential Care



Residential care is a communal living environment with staff presence 24 hours a day. This is for individuals who may require support with their personal care, medication administration, preparation of food and fluids or where their health changes often. The person may no longer be able to manage independently in their own home. Residential care can also be a rehabilitation base for those wanting to regain independence or for those struggling to live a meaningful social life at home with home care.

Live In Care



Live-in care is a type of home care where a carer moves into a person's home to provide round-the-clock assistance. This arrangement helps people who need help with daily activities, such as bathing, cooking and managing medications, while allowing them to stay in their familiar environment. The carer lives with the person, offering companionship and support throughout the day and night. This type of care is often chosen by individuals who want to maintain their independence but require extra help due to age, illness or disability.

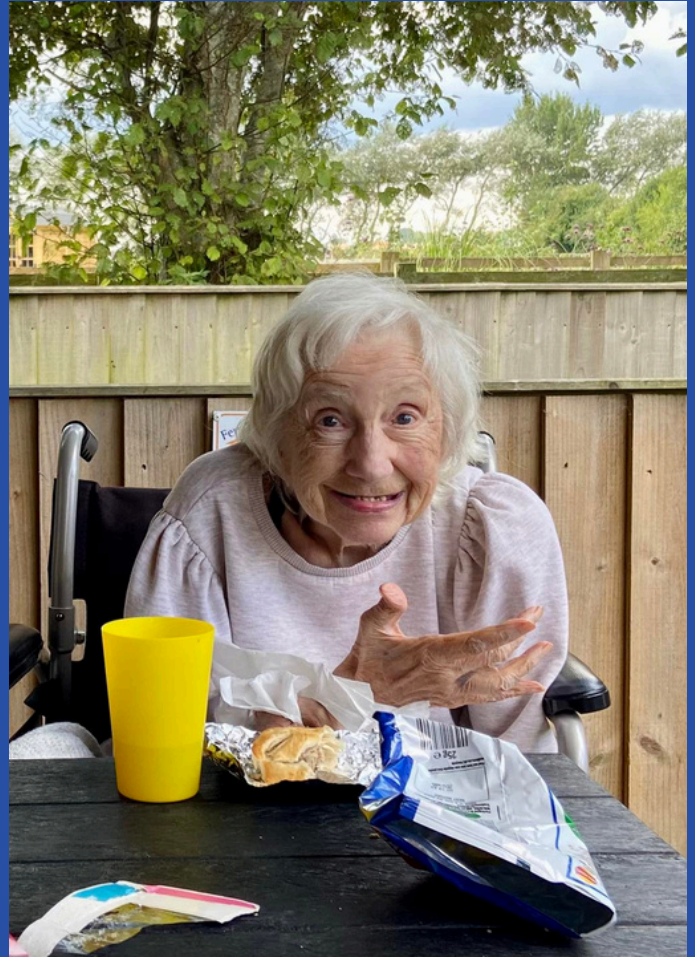


Supported living is different to domiciliary care as the individual will move to a new home so that help is readily available. Supported living refers to the co-ordinated combination of both this new home and a care team that typically provide mental health support, personal care or companionship. The accommodation is usually a shared house or a flat in a shared living complex. The care is provided under a separate contractual arrangement to those for the person's housing.

Supported Living



Supported living differs from warden assisted living for a few reasons, mainly that the on-site presence is trained and employed to proactively provide hands on care and support. For more detail on the differences between supported care and warden assisted living refer to our resource centre on our website.



Respite Care

Respite care refers to temporary relief for caregivers who are responsible for individuals with disabilities, chronic illnesses or age-related conditions. It provides short-term care to the individual receiving support, allowing their primary caregiver to take a break from their caregiving responsibilities. This type of care can take place in a variety of settings, including the individual's own home, care / nursing homes or community centres.

Palliative Care



Palliative care is an approach that improves quality of life for people and families facing life-threatening illness, through pain and symptom relief, psychological, social and spiritual support. People can receive palliative care in a range of different settings from residential care or nursing homes, hospices or at home with community nursing team input.

Rehabilitation Care

Rehabilitation helps individuals to regain skills, abilities or knowledge that may have been lost or compromised through illness, injury or acquiring a disability. At its best, rehabilitation is a multidisciplinary, person-centred treatment for anyone with a health condition, disability or injury that limits their function. Rehabilitative care is often put into place for a planned amount of time to work towards personalised goals and regaining independence



The term 'complex care' encompasses a range of needs requiring ongoing essential specialist support. People with complex needs have one or more physical or psychological conditions which mean they are dependent on specially trained carers. 'Complex' means they may be also dependent on medical technology and may require full time care. In addition to their complex needs, they are also likely to need support with their basic care needs. Complex care is usually provided in residential settings.

Complex Care



Pathways & Planning



How can we help you?

Ashton Care's goal has always been to provide care that makes a real difference to each and every individual who uses our services. We pride ourselves on providing continuity of care and a clear pathway of services that can support people during their care journey whether that be to reintegrate back into the community and independent living or as needs increase and extra support is required.



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We offer those using our services already priority status when a space at another step-up or step-down service becomes available.



Lower Level Of Support

Domiciliary care support specialising in mental health needs

Supported living with emphasis on mental health support and substance misuse

Residential homes which specialise in mental health and learning difficulties

Nursing home with an emphasis on later stage dementia and end of life care

Higher Level Of Support



Domiciliary care with Ashton Care

At Ashton Care, we understand the importance of feeling safe and cared for in the comfort of your own home. Our domiciliary care services are designed with a personalised approach, ensuring that every individual receives the support they need in a way that feels right for them.

Our warm and dedicated staff are at the heart of what we do. Each carer is not only highly trained but also genuinely committed to making a positive difference in the lives of those they assist. We take the time to get to know you or your loved one, understanding personal preferences, routines and needs, so we can provide care that feels like an extension of the family.





Whether it's helping with daily tasks, providing companionship or offering specialised care, our team approaches every interaction with compassion, respect and attention to detail. We believe in empowering our clients to live their lives with dignity, independence and comfort, all while being surrounded by familiar surroundings and a caring, supportive presence.

At Ashton Care, domiciliary care is more than just assistance—it's about building meaningful connections and ensuring you always feel valued, heard and cared for. We believe in positive risk taking and want everyone to live their life to the fullest.



Our Services



- ✓ Personal care
- ✓ Medication management including administrating and organising medication delivery
- ✓ Welfare Checks
- ✓ Domestic duties including laundry, cleaning, changing bedding, shopping and food preparation
- ✓ Outreach support – accessing the community to maintain social life
- ✓ Respite care – we can ease the pressures from loved ones
- ✓ Taking to appointments
- ✓ Companionship visits
- ✓ Referrals if you feel that specialist support may be able to alleviate some of the challenges you face.

Supported Living with Ashton Care



Supported living is similar to care in your own home. Our Supported Living service offers a perfect balance of independence and assistance, providing you with the freedom to live on your own terms while having access to the support you need. This service is ideal for those who aspire to live independently but may require help with certain aspects of daily life at this time or may be vulnerable due to a mental health diagnosis or at risk of neglect.

With Ashton Care, you'll find a safe and nurturing environment where you can build your skills, confidence and independence at your own pace. Our caring staff are always on hand to offer personalised support, whether it's with household tasks, managing finances or simply being there when you need someone to talk to.



Supported Living is more than just a service, it is a stepping stone towards a more independent life, with the reassurance that help is always available when you need it. In short, the supported living service becomes your new home with a clear and structured package of consistent care which can change as your goals do. Those in supported living usually benefit from more care time than a traditional domiciliary home care arrangement.

Specialisms



- ✓ Mental health support
- ✓ Alcohol and substance misuse support
- ✓ Regaining independence after a period of being unwell either mentally or physically
- ✓ A stepping stone between services i.e. living independently with or without support and residential care
- ✓ Dementia Care

Residential Care

At Ashton Care, we offer two warm and welcoming residential care services designed specifically for individuals with mental health needs, learning disabilities or early onset dementia. Our residential care services are called Ashbury Care Home and Ashton Manor Care Home. Our focus is on creating a nurturing environment where each person feels valued, respected and empowered to live their best life.

Our residential care homes provide a safe, supportive space tailored to meet individual needs. With a team of compassionate and skilled staff, we ensure that every resident receives personalised care that promotes well-being, independence and personal growth. We work closely with each individual to understand their unique strengths, preferences and goals, fostering a sense of community and belonging.

Life in our residential home is about more than just care, it is about building confidence, developing new skills, enjoying meaningful connections and building a community. We offer a range of engaging activities, therapeutic support and opportunities for social interaction, all designed to enhance quality of life and support each person's journey towards greater independence and a life well lived.

At Ashton Care, we are committed to providing a caring, understanding, and inclusive environment where individuals with specialist needs can thrive. We believe in the potential of every person and are here to help you or your loved one live with dignity, purpose and joy.



Nursing Care



At Abbots Lawn, we offer round-the-clock care for individuals with more complex health needs. Our dedicated team of experienced nurses and carers are here to provide compassionate, high-quality care in a comfortable and supportive environment.

We understand that every resident has unique health requirements and our nursing care is tailored to meet those individual needs. From managing acute conditions, administering medications and end of life support to offering rehabilitation services and personal care, our team ensures that each resident receives the specialised support they need to maintain their health and well-being.

What sets Ashton Care apart is our commitment to providing a seamless continuum of care. As you or your loved one's needs evolve, we offer the flexibility to transition smoothly between our various care services, whether moving from supported living or residential care to our nursing home or vice versa. This integrated approach ensures that you always have access to the appropriate level of care, allowing for continuity and peace of mind.

Our nursing home is more than just a place of care, it is a community where residents can enjoy a fulfilling life with activities, social engagement and personalised attention. We are here to support you every step of the way, providing the expert care and compassion you deserve.



Ashton Care Partners & Agencies



**Collaborative Care:
Working Hand-in-Hand
with Trusted Partners**



We believe that the best care comes from collaboration. That is why we work closely with a network of trusted partners and agencies to provide a comprehensive, multidisciplinary approach to care. By joining forces with healthcare professionals, social services, therapists and community organisations, we ensure that our residents and service users receive well-rounded support tailored to their specific needs.

Our partnerships enable us to offer seamless access to a wide range of services and expertise, from specialised medical care and mental health support to community resources and advocacy. Together with our partners, we are committed to delivering the highest standard of care, ensuring that every individual benefits from a coordinated and holistic approach to their well-being.

Power Advocacy

POWER Advocacy provides independent, confidential support to help individuals understand their rights, make informed decisions and have their voices heard in matters affecting their lives. We have referred many of our service users to this service and it has been positive for the individual to have this support.

GP Surgeries

GP surgeries support individuals using care services by providing regular medical check-ups, managing chronic conditions, prescribing medications and offering health advice to ensure residents receive comprehensive and ongoing healthcare. We have built very good relationships with the local GP surgeries. All of our services users are registered with a GP service and receive monitoring and support from them.

Community Nurse Team

Community nurses provide essential healthcare services in both the family home and care homes, including wound care, administering medications, managing chronic conditions and offering palliative care. For the residents in our residential care homes (without nursing), this service is valuable because it provides support in familiar surroundings, helping to reduce the difficulties they might face when accessing regular support outside in the community.

SALT Team

The Speech and Language Therapy (SALT) team support individuals by assessing and treating communication and swallowing difficulties, helping to improve their quality of life and ensure safe eating and communication.

OT's & Physios

Occupational Therapists (OTs) and Physiotherapists (physios) support individuals by enhancing people's mobility, daily living skills, and overall physical well-being through tailored rehabilitation and therapeutic interventions.

CGL

CGL (Change, Grow, Live) supports individuals by providing specialist addiction and mental health services, including counselling, recovery support and intervention programs to help residents achieve and maintain their well-being.

Local Mental Health Hubs

A number of our service users use the local mental health hubs such as the Bedale centre. These services are crucial for people to remain independent in the community or to be supported in residential care services as it prevents a need for hospital admission and can help with early intervention and support in times of crisis.

Local Authority Teams

We receive a lot of our referrals through local authorities and have built good, collaborative relationships with them. Local authorities support us with any safeguarding concerns, provide updates on changes to government guidance and offer financial support in terms of funding agreements and through the FAS team (Financial adult safeguarding) who can act as financial deputy to support individuals in managing their finances. We also work closely with local authority specialist teams such as lifelong services, Dementia and older people community mental health support and working age mental health team.

Domiciliary Dentist

We use At Home Dental for all our domiciliary dental needs at our residential services. This is especially beneficial for those who cannot easily access the community. Our domiciliary dentist has been hand selected based on their empathetic approach to those we support and their pricing is more affordable than others. This is a private dental service and there are associated fees to use this service. Any questions please contact us and we can provide a price list etc.

Domiciliary Opticians

We use Outside Clinic opticians within our residential services. They provide free annual eye tests and can make referrals for further specialist treatments. The only fee that may be applicable for this service is for purchasing of spectacles but we work closely to ensure any benefits are considered to reduce or remove this cost

Domiciliary Chiropodist / Podiatrists

As carers we are unable to tend to individual's feet / toenails due to the risks associated with diabetes, ingrown toenails etc so we have a local chiropodist that visits 6 weekly. He can provide chiropody and advise on further treatments that may be needed. We also can request referrals to NHS community podiatrists to visit for more specialist needs such as diabetes related foot care.

Hairdressing

All our services have hairdressers that attend the homes regularly. They can provide a range of treatments from cut, colour or perm.

What makes Ashton Care Different

We are dedicated to setting a new standard in compassionate, personalised care. What sets us apart is our unwavering commitment to creating a supportive, enriching environment tailored to everyone's unique needs and preferences. We also highly encourage positive risk taking "If you want to do it, we want to make it happen."

Our approach blends experienced, empathetic staff with a range of bespoke services, ensuring that every person receives the highest level of care and attention. Discover how our distinctive values, innovative practices and deep sense of community make Ashton Care more than just a place to receive support, it is a place to thrive.





We are a small enough company to be present and provide personalised care but large enough to really create change.



Our Step-up / Step-down system – As we have different services that provide a different model or level of care, we have the ability to support you through your care journey and can offer priority placements or packages to those already using our services.



Ashton Care empowers and grows our staff team which leads to higher retention of staff and better continuity of care for our service users. Our carers really get to know you and your loved ones. We promote our manager and senior roles from our existing pool of highly dedicated staff where possible as we believe to excel in these roles you should have a good understanding of the company and the individuals. We support from the ground up.



We give back to our local community. We donate to local charities including old IT equipment to support children who need this for education and a defibrillator to local sports teams. We sponsor children's places in local sports teams as we believe exercise and being outside are crucial for promoting positive mental health and wellbeing from a young age. We want to create positive change for all.



We care about the environment. Ashton Care has been certified Carbon Neutral since January 2025



Ashton Care's ethos is that we look after our staff, so they are best placed to provide the best, personalised care to the individuals we support

Your Questions Answered



How can I be sure I am choosing the right care service for my loved one?

Firstly, research various types of care services available, such as Domiciliary Care, Supported Living, Residential Homes, Nursing Homes, adult day services. Each option has its advantages and disadvantages based on the level of care needed, the environment and cost. When you know the kind of support needed for yourself or your loved one you can visit some of these services. If considering residential options, visit the facilities in person. Observe the environment, cleanliness and atmosphere. Speak with staff and residents to gauge the quality of care and community. If you are looking for support at home, then arrange to meet with multiple agencies and get a feel for what might work for you.

Ask Questions: Prepare questions to ask during visits with care providers, such as:

- ▶ What are the visiting arrangements?
- ▶ What is the staff turnover, how often do people stay?
- ▶ What is the staff-to-resident ratio?
- ▶ What is your emergency contingency plans?
- ▶ What kind of training do staff receive?
- ▶ How is communication maintained with families?
- ▶ What activities and services are offered?

If possible, involve your loved one in the decision-making process. Their comfort and preferences are crucial in ensuring they feel happy and secure in their care arrangements.

Once you've chosen a care service, remain actively involved in your loved one's care. Regular check-ins, open communication with staff and manager and observing changes in your loved one's health can help ensure their needs are being met.

The CQC regulates care services in England and they carry out inspections to ensure the safe and effective running of care services. They display the full inspection findings report on the website which is for public use. It is also a legal responsibility for care providers to display their ratings within their premises and on their websites so this will give you an indication to how the service is performing. We would always encourage prospective clients or their representatives to read the full report, not just the rating so you have a full understanding of the things that are going well or things that may need improvement within a service.

Some Care providers such as us here at Ashton Care are registered with carehome.co.uk and homecare.co.uk this is a care review platform that publishes verified reviews submitted by people using the services or their family and friends.

***Take a look at our learning hub on our website www.ashtoncare.co.uk for more information.**

What are the costs associated with different types of care?

Each care service has basic costs that cover essentials such as insurance, staffing including recruitment and training and for residential or nursing care additional expenses like utilities, food and drink, and in-house activities. After these are accounted for, the individual's specific care needs are assessed, which may influence the overall cost of their care.

Things that may affect fees are:

- ▶ Enhanced physical care needs
- ▶ Specialist mental health or dementia support
- ▶ Complex care needs
- ▶ Dual diagnosis (Diagnosed with more than one physical or mental health need)
- ▶ Specialist equipment needed
- ▶ Interventions and engagement with specialists such as occupations therapists
- ▶ Nursing care requirements
- ▶ Behaviours that challenge

Care can range from £28 per hour for domiciliary care and up to £2,500 per week for nursing care. To learn more about our competitive pricing, please visit the Learning Hub on our website at www.ashtoncare.co.uk

Is there financial support available to help cover care costs?

In the UK anyone who has assets of over £23,250 would have to fund their own care. If you have assets of under £14,250 then your care will be fully funded by your local authority. Anything between these two figures would mean you would be liable to pay a contribution to your care. This would be calculated by having a financial assessment with the local authority. There are some elements of funding that are not financial means tested for example when someone requires nursing care, they may be entitled to FNC or CHC funding support.

Are there any other costs associated besides the weekly fee? Other considerations?

Yes there will be other costs, but these are dependent on each individual and the company providing care and whether you wish to engage with other services or activities.

Some of the things that may have an additional cost are:

- ▶ Domiciliary dentist (May be eligible for free or reduced fees dependent on benefits)
- ▶ Domiciliary opticians (May be eligible for free or reduced fees dependent on benefits)
- ▶ Domiciliary Chiropodist
- ▶ Hairdresser – The cost would vary on the treatment

- ▶ Activities within the community – using Ashton Care as an example we provide the use of our minibus twice a week and we have dedicated activities coordinators within our services but if an activity itself and any alternative travel incurs a cost, this would need to be paid by the individual.
- ▶ Other food / drinks – meals and snacks would be included in residential settings, but other personal food items would be at a cost to the individual.

What is the process for transitioning to a new care environment?

First step would be the individual or a representative of theirs reaches out to a care provider and gives a basic overview of their care needs and goals. If the care provider has capacity to take on more care, they will arrange to carry out an assessment to get some more in-depth information about the level of care needed, life history and preferences. The care provider will then determine if they can offer the support and propose a fee, usually per hour for domiciliary care or per week for residential/nursing care. This will then be agreed either by the individual or their financial representative if paying privately or the local authority for funded placements. After this a start or move in date is agreed. At this stage a care plan would then be created based off the information given at the assessment and with consent from previous health care professionals and with the individual and their families. Then the move would be communicated to all relevant parties such as GP surgeries to ensure smooth continuity of care.

There is usually an adjustment period for anyone entering a new care service, it is quite normal for it to take some time and lots of support from the care staff. The individuals own support network may be required during the first few weeks. Conversely this presence can sometimes make the transition process more difficult, liaising with the care provider is incredibly important during this stage. Once the person has settled it is helpful to adjust and review the care plan to ensure all the information is current and accurate.

How can I ensure that my loved one's needs and preferences are honored, and am I able to participate in their care planning?

Yes, any good care service would encourage friend and family involvement in the care planning process with consent from the individual as you are the people who know them best. You can provide information to the care provider prior to admission to support in creating a person-centred care plan. You can request to be involved in annual reviews from both Health and social care professionals as well as monthly internal care reviews. Your input can always help, and your voice is important too.

How can I prepare for others to make decisions for me when I am no longer able to?

We have learned, it is best to have a plan in place just in case there is time when you are unable to make decisions for yourself. This ensures that that your wishes are honoured when it comes to situations such as medical treatment and interventions, end of life planning, finances and property and affairs. If this information is not in place, then any decisions regarding your care and treatment may need to be made in your best interest in a multidisciplinary meeting with professionals such as GP's, Mental health teams, Advocates, social worker and court of protection.

Here are some examples of ways you can prepare and plan for your future care

Power of attorney (POA) Care and Treatment / Health

If you are unable to fully understand and make medical and care decisions for yourself, your attorney is there to act in your best interests, they will take in to account all that they know or you have communicated to them about your feelings, wishes and beliefs. You can appoint a professional, friend or family member as a Power of Attorney.

Power of Attorney (POA) Finances

A financial POA allows the named person / people to manage your property, banks and any other finances or assets on your behalf. They can also arrange payment of care fees. You can appoint a professional, friend or family member as a Power of Attorney.

Advance Care Planning

Advance Care Planning is a written and shared record of your wishes and decisions about your future end of life care.

Prepaid funeral plans - You can make sure your wishes are carried out to a budget that suits you and it saves your loved ones from emotional and financial stress. This allows you to plan the day you want.

Will* - By having a will in place, you can express your wishes, and you can prevent potential disputes among family members and loved ones, minimising the chances of conflicts and ensuring a smooth transition of assets.

*These are legally binding documents and so will need to be registered correctly. We recommend you seek legal advice.

Are there opportunities for social interaction and activities for residents? "I am worried I/my loved one will sit in an armchair all day"

Most residential care services offer an activities programme which may include a designated activities coordinator to prepare and engage service users in in house activities, 1:2:1 time and community engagement. Domiciliary care providers often have an outreach or wellbeing service which can include going out into the community to maintain hobbies and interests or time to maintain these hobbies in your own home. Social interaction has been scientifically proven to improve health so be sure to look at this when choosing care provider.

Can I change my mind?

Of course, A typical notice period to end a care agreement would be 28 days but there may be exceptions to this. For accurate information you would need to have an upfront, open conversation with your care provider.

Can I change my agreed call times, days or length? (Domiciliary Care)?

Yes, your care agreement is put in place to support you, and your care provider should be as flexible as possible to accommodate your changing preferences and needs, however there may be a period of time where any changes are implemented if they cannot be done straight away. The best course of action is to discuss any concerns with call times, days or lengths with your care provider as soon as possible.

Certifications, awards and ethics



Carbon Neutral Journey



Our goal was to be Carbon neutral by January 2025 we achieved this!! It doesn't stop there - we will be working towards going Net Zero by 2043.

We believe everyone has a responsibility to live and work as sustainably as possible.



We're on our way to **Net Zero**
Doing our bit to protect the planet!



Stars of social care 2024



Ashton Care were nominated for Head Office of the year at the social care stars awards in June 2024.

The write up on social care stars website is - Ashton Care's head office boasts a diverse team, including a business-trained director, finance expert, ex-care home manager and mental health nurse. This enables comprehensive support for person-centred care.

They invest in staff training, emphasise communication through monthly meetings, and foster team integration with activities, competitions and newsletters, ensuring staff feel valued and involved.

Our maintenance operative, Adam was nominated for an award with WSPiC accolades for Ancillary worker of the year. He was nominated because of his “can do” attitude and his empathetic approach to people’s needs when carrying out work. Adam won the highly commended award for this category in May 2024.

WSPiC Accolades





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