



# Able Care

Est 1980

*Large enough to cope,  
small enough to care*



*We are a proud member of the following organisations:*





At Able Care we believe that people are happiest in the familiar surroundings of their own home. We can support you in maintaining your independence by providing a valuable alternative to residential care, whilst easing the reliance upon family, friends and neighbours.

Able Care's aim is to keep you in your home and in the community you love. We fully understand the importance of providing for an individual's needs and the benefits of maintaining as much independence as possible.

## *Who we are*

Able Care has provided a live-in care service since 1980 under the directorship of Hilary Betts and the management of her daughter-in-law Michelle Betts. Today we are still very much a family run business with over 40 years experience in live-in care.

Able Care believes each person is an individual and we deliver a tailor made service to complement your way of living to help promote your independence and maintain your dignity.

## Hilary's story

*"In 1986 I had personal experience of the service and care that we provide. Several years after my mother died it became apparent that my father had started to become very confused and could not safely live at home on his own any longer. I knew the one thing he would not want was to go into residential care. He would want to stay in the home that he had built for his wife and daughters, continue to potter in the garden and be in the area that we had lived since the 1940's. I found two housekeepers to alternate, working two weeks on and two weeks off.*



*My father was happy in his own surroundings and after a while in his confusion he was calling one of the housekeepers Edna, which was my mother's name. He died peacefully at home which is where he would have wanted to be. For me it was the most satisfying thing that I could have done for my father. Now 40 years on the satisfaction and contentment I felt is what I still want for my clients and their families today."*

*Hilary Betts, Director.*

## *Able Care can provide you with:*

- Carers that have time for you
- Carers that can assist with personal care
- Carers to help you with your domestic needs
- Carers that can provide support from companionship through to palliative care
- Carers that you prefer returning regularly



## *What we can do for you*

Initially we offer a free assessment whereby we visit you in your home or your present location to ascertain your needs. This face to face assessment gives you and your family or friends the opportunity to discuss any concerns you may have.

After this assessment an offer letter is sent to you and if you decide to go ahead with 24 hour live-in care we will put together a comprehensive care plan written especially for you around your care needs. At this stage you are assigned a care co-ordinator who arranges your carers based on the information taken at the time of the assessment to chose the right carer for you.

Able Care then establishes a rota of preferred retuning carers living-in on either a weekly or two weekly basis. Your carer will provide you with all the support you need to continue to run your home as efficiently and effectively as you would like. Your carer will become a familiar face to you and we hope you look forward to each carer's arrival.

As Able Care offers a continuous 24 hour live-in care service our carer waits on the day of departure, for the next carer to arrive, this way constant cover is established. The outgoing carer will give the incoming carer a full account of the pasts week's activities and details of any forthcoming events.

Once a carer has completed their week your co-ordinator will call you or your chosen representative to ensure you were happy with the care received and whether you would like that carer to return. We generally try to establish a rota of no more than two to three regular carers for you.



## *Why choose Able Care?*

At Able Care we match our carers to Clients on individual needs and common interests. Our carers are all experienced whether it be knowledge gained by personal or professional experience.

Able Care recognises the challenges we all face in later life and understands that no two Clients' needs are the same. You may need support as husband and wife so that you can both remain in the family home. Able Care carers tailor their approach to your current way of life to ensure you get the support that you need.

All our carers go through interview, induction and come with excellent references. They are also checked through the Disclosure and Barring Service (DBS).

Your designated Care Co-ordinator will ensure that you receive the care and support you expect as well as managing day-to-day changes in your care. They will be in regular contact with you to discuss your incoming and outgoing carer. Your Care Co-ordinator is very experienced in matching the right carer for you.

## *Our benefits include:*

- Over 40 years of specialising in 24 hour live-in care
- Free no obligation assessment
- No fixed term contracts
- No registration fee
- A personalised care plan tailored to your needs
- Regular communication from your dedicated care co-ordinator
- 24 hour emergency on-call service



*Large enough to cope, small enough to care*

## *How much does it cost?*

There are two main fees for the care that we provide; our agency fee and the carer's salary. Our agency fee for 24 hour live-in care is £120 + VAT per week and covers all the arrangements of your care. Carer's salaries range from £720 to £950 per week depending of the level of care you may require. Please see the table below for a full list of costs.

Able Care fee	£120 per week + VAT
Able Care fee for short term respite/holiday care	£150 per week + VAT
Carer's salary	£720-£950 per week
Salary enhancement for public holiday	£55 per day
Salary enhancement for Christmas Day, Boxing Day and New Year's Day	£100 per day
Reasonable travel expenses to and from the client's home	£40 max per rotation

Should a client wish to take a carer on privately once introduced by Able Care then a fee of £1000 + VAT will be charged.

For more information or to arrange a free assessment call Able Care on 01603 624135 or 01223 606880

Able Care office hours are Monday to Friday from 9am – 4.30pm.

## Testimonials

*“Able Care provided my mother, Mrs Marjorie Young, with full-time, live-in care for nearly eight years from 2007. The service was most satisfactory. The carers were first-rate, competent, experienced and devoted. My mother relied on them totally and was never let down. Whenever Able Care had to replace them at short notice, the agency did so most efficiently.*

*Able Care were always available to provide advice and support. It was a huge reassurance to know that one could rely completely on the agency. It took all the worry off my shoulders. I am most grateful.”*

*Sir Rob Young*

*“I would like to take this opportunity of expressing my sincere and grateful thanks to you and your staff for the care, support and kindness that you have given not only to Doreen but to me and my staff over the last few years. I have to admit, that when I first met you to discuss Doreen’s care, I never thought that she would still be in receipt of that care some seven years later.*

*You and your colleagues have always been professional and caring in your manner and I am grateful to you. I have a lot of comfort in knowing that we were able to keep Doreen at home in accordance with her wishes and the care that she received from everyone was second to none.”*

*Susan Dawe, Solicitor*

## Testimonials

*"The Able Care agency stepped in when we were urgently needing live-in help for our parents. They are utterly professional, efficient and reassuring. The carers who came to our family were so well supported by the Agency and provided excellent, professional care for my parents. Not enough is mentioned of the ability of each carer to swiftly become part of the family caring for people how they are used to, in their own home. We are so proud that both parents remained at their own home until the end of their lives. Only possible with the support of these wonderful carers and their Agency team."*

*Clarinda Snowball, Daughter*

*"Michelle at Able Care has been fantastic. Michelle is professional and fully manages the patient centred care business which gives you such peace of mind. The first Carer we have had has been excellent and matched up perfectly with mums care needs. This has given me great confidence for all future Careers who come to support us. With a caring agency like this you need not look any further if you would like to keep a loved one in their own home with dignity and 121 support for as long as possible."*

*Dawn Gray, Daughter*

## Testimonials

*"We needed live in care for our parents, who were both in their 90's, after mum suffered a stroke, resulting in dementia. Michelle came and met with us to prepare a detailed care plan for mum and whilst my dad was still self caring they simply did his cooking and washing, whilst providing personal care for mum. Over the 18 months the carers were in place, as a family we felt secure in the knowledge that mum and dad were being well looked after and had someone on hand 24 hours a day, who could adapt to their changing needs. We had regular carers who alternated and whilst our parents were initially reluctant to lose their "independence" and have a "stranger" living in their home, they soon came to rely on and appreciate the additional help and support which was absolutely crucial, leaving us to visit regularly for family time. Over time, Dads health also began to decline and Able Care drew up a care plan for dad too, so his personal needs could also be catered for and our parents could remain together, in their own home, which was always their wish. When mum sadly passed away, Dad was bereft but relieved to know the carers would stay in place for his needs and we had the reassurance that he would not be alone. We were especially grateful that Daphne, one of the regular carers, who had assured us that she would be there "until the end" was there when Dad passed away peacefully in his bed. When we could not be with Dad, Daphne held his hand, just as mum always had and for that, and her absolute dedication, care and compassion we are truly grateful. We would definitely recommend Able Care for live in care for your elderly relatives."*

*Yvonne Howes, Daughter*



*Sackville Place  
44/48 Magdalen Street  
Norwich  
NR3 1JU*

*t: 01603 624135 and 01223 606880*

*f: 01603 764925*

*e: [enquiries@ablecareagency.co.uk](mailto:enquiries@ablecareagency.co.uk)*

*[ablecareagency.co.uk](http://ablecareagency.co.uk)*