



Registered Charity 801967

A Home Care charity dedicated to providing exceptional tailored services to people who wish to remain at home across Dorset for over 40 years.

“Everyone we spoke with provided exceptional feedback about how caring and supportive the staff were and so often went the extra mile to ensure people were happy and felt well cared for” - CQC report 2019

Inspected and rated

Good



Hello

If you've picked up this booklet, it's possibly because you are considering care; either for yourself or a loved one. You have come to the right place. We know it can be a very difficult decision to make, so my team and I are here to make it as easy as possible for you.

PramaCare is here to help you with the care and support you need to live the way you want, in a way that fits your personal circumstances. Whether it's occasional assistance with daily tasks, or you require more comprehensive support to maintain independence in your home.

We are recognised by the Care Quality Commission as providing high quality care, having achieved a "good" rating overall, in all areas of inspection - except for Care, where they rated us "outstanding". We invest heavily in the training and support of our staff, knowing that they are the people who matter most to our clients. However, the first step is to ensure that every member of the team is someone we would be delighted to have caring for our own families.

We're here to help, so get in touch by phone or email and one of our friendly team will assist with any questions you might have.

We're here to give you the support, confidence and assurance that you need, in your own time in a way that works for you.

HAZEL MCATACKNEY

Director of Care



Our story

In 1982, Dr. Chris Moran launched the 'Pain Relief And Management Association' to offer help to recently discharged hospital patients in Dorset. At that time, support was provided by a few local church volunteers. Since then it has grown and developed into a thriving charity providing domiciliary care; the PramaCare of today.

Launching PramaLife in 2017, we looked to also address the needs of local residents outside the home to enhance lives in the community by providing clubs, groups and activities for adults and carers across Bournemouth, Christchurch, Poole and East Dorset.



PramaLife now offers a wide range of activities and services which look to directly tackle social isolation, increase personal independence, and help people enjoy life as they age.

As a Christian charity, we believe that people of all faiths and none deserve the love, compassion and support to live the fullest lives they can and our services help achieve that.

Your care, your way, in your home

You may just be looking for a little assistance with your everyday activities, or more support to enjoy independence in your own home; PramaCare is here to help.

Many of our clients begin with a little help once or twice a week, then as time goes on and needs change, visits can be increased or extended. Our aim is to help you live well and independently at home.

Examples of the care we provide include:

- Meal preparation, help with household chores, companionship.
- Personal care visits from 30 minutes to a few hours, once a week to several times a day.
- Support to get out to appointments and activities or a little extra help and confidence building.



- ✓ Personal care for example washing, showering, bathing and dressing
- ✓ Meal preparation
- ✓ Assistance with medication
- ✓ Shopping for you or with you
- ✓ Escorting to and from appointments
- ✓ Social outings or simply company at home
- ✓ Domestic help

We also offer dementia care, support for people with acquired brain injury and end-of-life care. Our care is bespoke, whatever your needs.

What to expect



To discuss how we can assist you and for our prices, email us at referrals@prama.uk or call us on 01202 207309.



We will then arrange for one of our Locality Managers to visit you in your home, to discuss your specific requirements and develop a personalised care plan for you. Family members are welcome to participate in this meeting to help create a care package tailored to your needs.



We will review any medication or specialised equipment requirements and provide assistance with your GP or hospital discharge team, if necessary.



A rota will be sent out to you each week regarding your scheduled care visits, as well as which carer will be visiting you from your own team of regular carers.



At the end of each month, we will send you a summary of all your visits, and payment will be collected automatically by Direct Debit.



We will conduct regular evaluations of your care package to ensure that it continues to meet your needs, and we are open to any changes you may wish to make to your personal care plan.



To modify visits or adjust your care plan, please contact the Care Centre team on 01202 207300.



"At PramaCare we are committed to making sure our clients are delighted with the service they receive from us. We hand-pick staff who have the qualities we aspire to offer: compassion, helpfulness, respect, integrity, sensitivity and trustworthiness".

Nick Johnson, Chair, Prama Foundation

The people who care for you

At PramaCare, we believe that exceptional care starts with exceptional people. We recruit individuals who share similar values and train them to deliver excellence in service. All of our Carers are DBS-verified and thoroughly screened to ensure their suitability for Domiciliary Care work.

We understand the importance of building strong relationships, so we make it a priority to provide consistent care teams whenever possible. This way, you can get to know the individuals who are supporting you, and they can better understand your unique needs and preferences.

We collaborate with you and your family in developing your personalised plan that is periodically reviewed to ensure it continues to address your requirements. The Care Centre team is also available to answer questions or concerns you may have.

I'm proud to be a carer because you are actually making a difference to people's lives, even just a friendly chat can makes someone's day, which in turn makes you feel you are doing a worthwhile job. - Marie (Carer)

Hello, my name is Michelle and I am a Locality Manager. I'm my clients' main point of contact, overseeing their package of care.

I have been working with Prama since 2016 and it's my job to ensure that we are providing safe, effective care that is tailored to you and your needs. I'm also here to offer support whenever you need it.



Our Nail Care Team can perform basic nail cutting, in the comfort of your own home or in one of our clinics, by our friendly staff, trained by the NHS.

The first appointment may vary in price, following an assessment of your toe nails. For home visits, you are required to purchase a personal set of nail clippers and files to be kept at your home. We are recommended by the NHS and GP's in the BCP and Dorset areas.

We are trained to cut clients toe/finger nails who are medicating for diabetes or on blood thinners.



**We have Nail Care Workers
across the Dorset and BCP
areas including:**

Blandford, Bournemouth,
Kinson, Bearwood, Charminster,
Mudford, Christchurch,
Highcliffe, Burton, Ferndown,
Three-Legged Cross, Verwood,
Poole, Hamworthy, Upton,
Creekmoor, Corfe Mullen,
Parkstone, Wimborne
and Wareham.

Prama Nailcare operate two clinics in Winton and Blandford.

Please note, Nail Care Services are not included within your Care Package.

To book an appointment call our Nailcare team



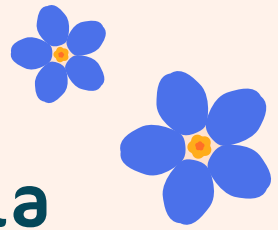
nailcare@prama.uk



01202 207308

www.pramacare.org.uk/nail-cutting-care

Supporting people affected by dementia



Dementia Awareness Training

PramaLife provides Dementia Awareness Training Sessions for organisations, churches, and groups of individuals by appointment only.

These sessions include:

- A description of local services and support
- Five key messages about dementia
- Providing examples of people living with dementia
- Understanding the progression of dementia
- Understanding the complexities of completing simple tasks

For bookings and more information, please contact Sue Warr, PramaLife Manager on sue.warr@prama.uk

Memory Lane Groups

Our Memory Lane Groups are designed for individuals experiencing memory loss or dementia, regardless of whether they have received a formal diagnosis.

These groups are open to everyone, providing a warm and welcoming environment. Our aim is to offer a space for like-minded individuals to come together and socialise in a fun and engaging way with reminiscing using quizzes, games, music, and images.

You can choose to leave your loved one with us, or stay with them and receive support from our knowledgeable group leaders, volunteers and other caregivers in similar situations

For more information on Memory Lane groups near where you live, contact Mandy on the details below or visit www.pramalife.org to see all our groups across Poole, Bournemouth, Christchurch and East Dorset.



01202 804914



mandy.russell@prama.uk



Oakley Friends Dementia Information Course

Are you caring for someone with dementia?

PramaLife run free 10 week Dementia Awareness courses in conjunction with The Leonardo Trust. The sessions take place twice a year in April and September.

If your family member or friend is affected by dementia, this course is a great way for you to develop your understanding.

These information courses cover a variety of aspects of dementia, including professional speakers, topics include:

- Medical Aspects
- Social Services
- Legal Issues & Benefits
- Memory Assessment
- Care and Support
- Alzheimer's Society
- Continence Nurse
- Occupational Therapy
- Lifeline
- Aids and Adaptations



In conjunction with **The Leonardo Trust** 
Helping People Who Care For Others

For more information, or to book your place please call or email Keith on keith.gubbins@prama.uk



01202 804914 or 07999 402114

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FOCUS Carers Support Scheme

This project is an opportunity to talk and focus on you as a carer. This is a free service available to you as a carer looking after someone in the Bournemouth, Christchurch and Poole areas.

Friends Offering Carers Understanding and Support

FOCUS offers emotional and practical support through befriending and mentoring carers.



Befriending & Mentoring

We can join you up with someone to regularly talk to as a befriender (phone or face to face), or with a mentor who is an experienced carer themselves.



Carers Supporting Carers

Monthly groups to meet with other carers - understanding you are not alone. Sharing experiences, gaining a sense of perspective, understanding transitions/future developments, developing and sustaining friendship.



Confidentiality

All calls are treated confidentially, and if we aren't the right solution for you, we will try our best to signpost you to other support or help.

If you are new to caring or your circumstances are changing, get in touch with Wendy!

WENDY BARTLETT

NHS Project & FOCUS Coordinator

wendy.bartlett@prama.uk

07736 134143





10+ Charity Shops

Set Low Pricing

Dog Friendly

Free Furniture Collection

Volunteer Opportunities

Donations Welcome

Free and fast collection of furniture and large donations

Collections twice a week across BCP area. Call today to discuss your free furniture collection!

Please send us photos of your furniture on WhatsApp or Email.



 07460 298053

 furniture@prama.uk



All proceeds go towards Prama's work in supporting older adults and carers across Bournemouth, Christchurch, Poole and East Dorset, including people living with memory loss and other long term health conditions.

01202 207315





Over 88% of clients rated Prama 8 out of 10 or higher in their 6-week care review*

'I would like to thank ... for her patience and concern shown her very long stint into the early hours was most helpful and reassuring It was above and beyond the call of duty very many thanks.'

'.....all care workers are very kind and caring'

'Very happy with service provided..... caring and supportive'

**Apr-June 2024 data*