



Belle Vie

Supporting you to live the life you
love at home

0191 313 0189 | belleviecare.co.uk | info@belleviecare.co.uk



About BelleVie

Our Vision

Our Vision is society which values fulfilling careers in care, so every member of the care ecosystem is supported through meaningful, reciprocal relationships.

Our Mission

To reinvent the future of care, so communities are supported to thrive, and all members of the care ecosystem are valued.

Our Values

Live Life Well

Supporting everyone to live life to the fullest, striving to thrive, not just survive.

Community Value

Creating meaningful, trusted relationships that enable individuals and communities to live together in a mutually beneficial way.

Change

Challenging the status quo to drive change through ambitious, creative and bold solution led approaches.

Integrity

Discovering and learning together, sharing success and failures with dignity and respect.





Contents

The following information is included in this pack, however, if you have any questions or if you'd like to request more information, please call us on (01235) 355 570 or email info@belleviecare.co.uk

The BelleVie Difference	Page 2
Our Services	Page 3
Specialist Training	Page 4
Northumberland Teams	Page 4
Dementia Care	Pages 5 - 6
Respite Care	Pages 6 - 7
Hospital Discharge	Page 7
Palliative Care	Page 8
Mental Health Support	Pages 9 - 10

The BelleVie Difference



"The care sector is in crisis, and it's widely accepted that the current 'time-and-task' model of delivering care is broken. It leaves those being supported feeling like items on a tick list, not human beings; and employees are driven away from what can be a fulfilling, meaningful career. There is a growing demand for quality care, and at BelleVie we are doing things differently." **Trudie Fell, BelleVie CEO and Co-founder.**

Creating meaningful, trusted relationships

At BelleVie we put relationships at the heart of what we do, providing the support needed to thrive with a focus on independence, community and purpose. We put people first and recognise that everyone is an individual that possesses distinct needs and interests. We take it upon ourselves to discover what truly matters to you, ensuring you lead the life you love from the comfort of your own home. We make it a point to understand the little things that are important, from how you like your cup of tea, what time your favourite TV programme is, or when you're in need of a warm hug.

We charge monthly instead of hourly, allowing our Wellbeing Support Workers to focus on the people we support, rather than on the clock. Our flexible monthly packages are tailored to the needs and aspirations of those we support, offering a holistic approach to care. This approach helps us to focus on what's important to the people we support and build real, meaningful, relationships.

Reinventing the future of care work

We're bringing life and energy back to the care sector. Our teams build communities that care and focus on people, not tasks. We care about your needs, your hopes, your desires and your fears. Care is about supporting a life well lived, it's work with meaning, not just a job.

We build and develop small, local teams who soon become an extended family for those we support. Having a small team means that the people we support always know the person coming to visit, regardless of team holidays or time off. Before your support begins, we provide a pack with photos and a short introduction to each team member so you can get familiar with our Wellbeing Support Workers

Our Services

We match our services to suit your needs, so you're always in control – your home, your rules! If you fancy lunch out with friends we can make that happen. If you want a quiet cuppa at home, then we're up for that too.



Personal Care & Meals

- Bathing and shaving
- Medication
- Dressing and undressing
- Continence care
- Hairdressing and pampering
- Shopping and meal preparation



Help Around the Home

- Cleaning
- Dry cleaning
- Clothes washing
- Ironing
- Home help (changing light bulbs, taking the bins out, basic DIY)



Social Life

- Companionship
- Social activities, singular or group
- Trips and transport
- Support to stay connected to family and friends



Specialist Care

- Dementia
- Parkinson's
- Cancer
- End of life care
- Returning home from hospital
- Support for mental wellbeing

Specialist Training

We recruit intelligent people with great values, bringing compassion and accountability to their role, and train them to have the right skills to provide outstanding support. Each of our Wellbeing Support Workers follow a three-month initial training and observation programme, exceeding the care certificate requirements.

Our Wellbeing Support Workers are Dementia Friends and during their induction training are given a variety of scenarios to discuss the appropriate response.

We believe training and learning should continuously take place, and it's important that our teams are always developing and are up to date with the latest practices. This also means that if a person we support has specialist needs, we can organise training tailored to that need.

Northumberland Teams

We have small, local teams based in Blyth, Morpeth, Hexham, and Ponteland who are available to support people living in and around these communities.

Everyone we support has a Link Worker within the team. This is the Wellbeing Support Worker that will be your main point of contact. Wellbeing Support Workers have paid time every week to meet to discuss how to best support the people we care for, and they communicate with each other on a daily basis. They will feel like a small family around you!





Dementia Care

Our holistic approach means that while we can provide the more practical aspects of care such as medication and meals, we also make it a priority to improve the quality of life for the people we support. During our recruitment and training process, we look for Wellbeing Support Workers who will proactively identify ways to do this and live our values and vision. We have found this to be very helpful particularly when supporting someone who has dementia.

Edith's Story

When we first met Edith she had dementia and was taking medication to help her to live life as normally as possible. After speaking with Edith, we realised that we could help her to live a more fulfilling life, beyond just getting by each day.

One of our Wellbeing Support Workers, Josephine, built a good rapport with Edith, and she quickly understood what brought a smile to Edith's face. Edith often spoke about a local reservoir and how her and her husband used to visit regularly. Upon hearing this, Josephine organised a trip to the reservoir, which evoked fond memories for Edith and she enjoyed reminiscing about her time with her husband.

Josephine also discovered that Edith had stopped playing the piano because she struggled to read the music. To resolve this, Josephine found an old hymn that Edith was particularly fond of and photocopied the notes to enlarge them, making them easier to read. Edith enjoyed playing the piano once again, and Josephine sang along.

When Edith started to struggle to get the required fluid intake, we introduced Jelly Drops (sweets containing 90% water, endorsed by the Alzheimer's Society). Edith liked the colours of the sweets, and the fact they were solid, easy to swallow and flavoured.



In the months that followed, Edith's health began to decline. She'd often become confused and anxious, and went missing a couple of times. Edith didn't have any family in the area, so it was our Wellbeing Support Workers who first noticed this decline and became concerned about her wellbeing. The team spoke with Edith's family to express their concerns, and it was decided that Edith's visits would be increased to offer extra support.

However, although increasing her visits did help, once she was left alone, she became very anxious. Because of this, it was agreed with her family that we would begin the process of helping Edith to settle into a care home. Her Link Worker, Caron, began researching care homes in the local area, because we knew Edith had lived there all of her life and would be reassured by moving somewhere familiar.

Luckily a care home was available very close to Edith's house, with a specialist dementia wing. BelleVie helped her during the moving process to pack and sort through her belongings. Edith loved her photos, so we made sure she had them all packed carefully to take with her. Caron even bought her a photo album so she could look through them all in her new home.

Edith is now very happy in the care home and has made some very close friends. We often visit and call to see how she is, and the team who supported her are always pleased to get updates.

Respite Care

Our tailored monthly packages act as a support system for caregivers. This is because we have the flexibility to be there if there is ever an emergency, or if for example, their loved one had a doctor's appointment, and they weren't available to take them. This flexibility is built into their monthly package, so we are able to support at no extra cost.

We can offer as little or as much care as needed, regularly reviewing the packages with families to check the amount is working for them. If respite care is no longer needed, monthly packages can be cancelled at any time by giving 14 days' notice.



Bert's Story

Becky had cared for her dad, Bert, for around a year when she contacted BelleVie to enquire about respite care. Her new job meant she was working longer hours and she had little time to do anything else but work and care for her dad. After meeting Bert and Becky and finding out what was important to them, we tailored their care package to be an evening visit five nights a week to prepare Bert's tea and to offer Bert some companionship during the Winter evenings.



This allowed Becky some much needed time to relax with her young daughter after work, and Bert loved having the company of his male Wellbeing Support Worker, Ian. Ian and Bert found a common interest in cars and often talked about the models featured on the latest episode of Top Gear.

Hospital Discharge

We can support those who have recently been in hospital, to make sure they can recover well in the comfort of their own home.

Beth's Story

Beth was admitted to hospital with Septicaemia, and after she had been treated, required after-care and additional support to recover at home.

Beth didn't have family living in the area, so we communicated with the hospital and her Occupational Therapist to find out more about the care Beth needed. Once she had returned home, we began visiting her four times a day to help her with her medication, personal care and preparing her meals. Because she was weak from her illness, it was vital she got the right nutrients and fluids. We were able to prepare and help her eat filling, nutritious meals to assist her with her recovery.

As she recovered, we decreased the number of visits she needed. We now visit Beth once a day, as we built such a strong relationship with her during her recovery that she decided to continue her visits for companionship and meal preparation.

Palliative Care

Supporting those in need of palliative care is part of the extensive training programme our Wellbeing Support Workers receive. We are committed to enabling people to spend their time in the comfort of their own home rather than in hospital. The teams work together to make sure their needs are met, and that they are comfortable in their final days and months.

Jim's Story

Jim was diagnosed with an autoimmune skin disease, which was sadly terminal. He had also previously been diagnosed with dementia. Because of his skin disease, he was confined to a bed and had very little physical capacity.

At the time of his diagnosis, Jim was given four to five days to live. However, following another assessment medics confirmed his condition as stable.

When Jim's wife, Ann, contacted us she could not manage Jim's skin disease on her own, and had previously employed a live-in carer, to allow her to spend precious time with him. The arrangement she had wasn't working, and she was now looking for a care alternative.

Ann loved that BelleVie focused on the whole person and not just their physical needs. She liked that Jim was accepted as a unique individual, rather than a "tick box" exercise. She knew that this approach would mean a better quality of life for her husband.

Following an initial conversation with one of our Trusted Assessors, where we learnt more about Jim's interests and wishes, Ann decided BelleVie was the right option for her and for Jim.

As the team got to know Jim, they each brought elements of their own varying backgrounds to help make Jim's day a little brighter. He started to really look forward to his visits, and it made Ann happy to see him so engaged. In particular, Jim loved the singing and poetry activities the team put together for him.

Although we were caring for Jim, Ann also really appreciated the support from our Wellbeing Support Workers and felt she could turn to them for advice or comfort whenever she needed.

While the team helped Jim with practical care to allow Ann to spend more time with him, our person-centred approach meant they also worked hard to bring joy to each day during a difficult time, and for that Ann will be forever grateful.



Mental Health Support

We use the NHS framework "5 ways to mental wellbeing" as a basis for creating our support plans:

1) **Connect** with others to build good relationships.

We've been connecting people with family, friends and even ex-colleagues using Zoom during lockdown.

2) **Take Notice** of your surroundings and be in the moment.

We take our time when going out with a person we support, to allow them to enjoy their surroundings without being rushed. Our monthly model has created a culture where people are more important than clock watching.

3) **Keep Learning** to boost self-confidence and sense of purpose.

Our Wellbeing Support Workers keep board games, paints and other activities in their cars, to seize the moment, taking notice of people's interests.

4) **Give** to others which can be rewarding and gives you a sense of worth.

We help the people we support to make cards and gifts for their loved ones to celebrate events such as Easter and Christmas.

5) **Be Active** causing a chemical reaction in the brain and achieve your fitness goals.

Following the advice of Occupational Therapists, we boost the energy levels of the people we support by taking them for walks where possible and finding creative ways to keep active.

We know that if our planned and spontaneous interventions reflect the 5 ways, then promoting mental wellbeing is fundamental to how we work.



Ensuring the Mental Health of Our Wellbeing Support Workers

Our organisation's model promotes a culture of self care and teamwork. Prior to the creation of BelleVie, founders Trudie and Violaine collaborated with the National Association of Care and Support Workers (NACAS) on a national survey of the emotional, financial and physical well-being of professional carers. The insights gained fed into the design of our operating model.


Because the Wellbeing Support Workers are self-managing, this gives them the flexibility to have a positive work-life balance and guaranteed hours paid monthly ensures peace of mind financially. The small teams work very closely together and build strong relationships, acting as a support network.

During the pandemic, we have focused more on the mental health of the key workers.

“One thing that worked really well during lockdown was that Wellbeing Support Workers received a little pamper gift with essential oils, and a reminder that while we’re busy caring for others, we also need to take time to look after ourselves. Gestures such as this as well as handwritten cards or a phone call just to check in, really made us feel valued and appreciated during a difficult time.” - Gemma, Practice Coach

We have also utilised our digital tools to replace face-to-face team meetings - a COVID-19 channel, and a daily check in channel have been added to our internal communication platform. Here Wellbeing Support Workers can share questions or information about COVID-19, and check in with each other each day to start a discussion about how they are feeling.

BelleVie

 0191 313 0189

 info@belleviecare.co.uk

 belleviecare.co.uk

BelleVie Care Ltd
Copyright 2023



To find out more information about BelleVie, or to discuss your home care needs, contact Jill, our dedicated Relationship Lead today.