



“Thank you to
the Sam2Sam
team for
providing me
with the
best care.”

Cora

At SAM2SAM **Deaf Care Service Ltd**, we design our care around you. Whether you are in need of care at short-notice, respite support, live-in care post-operative care, rehabilitation, or long-term care, it's our role to connect with you and your family to create a service that truly works. The first step in this process will always be an initial meeting and assessment, to make sure we understand how we can help.



PROFESSIONAL CARE SERVICE

**Sam2Sam Deaf Care Service Ltd
provide quality care to people in
their own homes.**

Sam2Sam Deaf Care Service Ltd was established in 2013. Sam2Sam offers support to adults who are hearing, hard of hearing, deaf or deaf-blind over the age of 18 who require that little extra help and support to live independently in their communities. We also specialise in more complex needs such as neurological, spinal injury and dementia care. All our staff are fully qualified and attend regular refresher courses. We are a committed team and have full DBS checks.



A WELCOME NOTE

Samira Abbas is qualified in British Sign Language and has worked supporting deaf people within and out of the social housing sector for the last 10 years. She is also qualified in Health & Social Care and Child Care. Samira has a wealth of knowledge from working within the deaf and the care industry.



“I decided to set up SAM2SAM Deaf Care Service Ltd in order to increase awareness for deaf people in need of care. I firmly believe that they deserve the same level of care, attention and support as those of hearing service users. Through my own experiences, it came to my attention that the care service offered to the deaf community is limited, often inadequate and very costly. Many are unaware of such services and are left struggling to find the right level of care because of lack of communication.

At SAM2SAM Deaf Care Service Ltd, we provide flexible care services for anyone in need of assistance in the comfort of their own home. We also specialise in those who are deaf or hard of hearing. From help cooking and cleaning,

to administering medication, our friendly carers offer domiciliary care with the ability to communicate in BSL, which is something SAM2SAM Deaf Care Service Ltd take great pride in. Communication is key and affords clients control, dignity and independence at every stage of life.

My ultimate goal is to raise awareness and improve the quality of care by providing professional, affordable care for all our service users and those of our deaf community.”

Samira Abbas

Founder of Sam2Sam Deaf Care Service Ltd



WHAT MAKES US DIFFERENT?

Sam2sam Deaf Care

service Ltd provides flexible care and support for anyone in need of an extra helping hand at home. We also specialise in caring for those who are deaf or hard of hearing and their loved ones. Our dedicated, friendly carers offer dependable and personalized live-in care and domiciliary care with the advantage of the ability to communicate in sign language. This is an added bonus to the quality of service we deliver. We are a family run business and we pride ourselves

on being able to provide an exemplary home care service, placing the customer at the heart of everything we do. We ensure that we work to the industry's codes of practice and our own stringent policies and procedures, creating a safe and caring environment to all Sam2Sam Deaf Care Service Ltd customers. Through the provision of specialised training and development workshops, we offer members of the community and those with hearing impairment, the opportunity to secure

meaningful employment with us. With our in-house training, our employees are skilled and competent in providing a service that exceeds customer satisfaction and expectations as well as value for money. At Sam2Sam Deaf Care Service Ltd, our objective is to provide a bespoke live-in care and domiciliary care service that suits your needs. Whether it is assistance with day-to-day living, or support for people with disabilities and health related illnesses living in their own home.

WHAT IS LIVE-IN CARE?

Choosing Live-in Care with **Sam2Sam Deaf Care Service Ltd** is knowing your devoted and dedicated carer is always there to help you 24 hours a day in the comfort of your own home. Sam2Sam offer support to adults who are hearing, hard of hearing, deaf or deaf-blind over the age of 18.

Live in care gives you control over your care, bringing you one-to-one support with consistent continuity. Our 24-hour one-to-one care and support can be as varied as you wish, involving personal care and continence care, support with medication, helping with restricted mobility to complex care for health issues such as:

- ◆ **Dementia**
- ◆ **Spinal Injury**
- ◆ **Neurological**
- ◆ **Epilepsy**
- ◆ **Moto neurone disease**

We understand that having someone coming to live in your house can be a big step. That's why we take much care in matching you with the perfect carer to suit your personal needs. The matching process is done through a comprehensive assessment by people, not a computer. We take pride in our personal approach to arranging your 24 hour care.

We only recruit the right live-in care staff, and look for hard-working individuals with a special blend of compassion, common sense, reliability and a great sense of humour.



We will come to your home to discuss a tailored package face-to-face with you. We want to fully understand your needs, home situation, likes and dislikes. Then we go away to consider which of our care staff would be the best match.

All our carers are fully trained and qualified live-in care staff, all with their own mix of experience, qualifications, background and interests – there will be

someone to suit you and your situation.

Often of greatest importance is the companionship a carer gives you, talking, listening and simply keeping you company. What this then allows is time for you and your loved ones to be a family, spending quality time together.

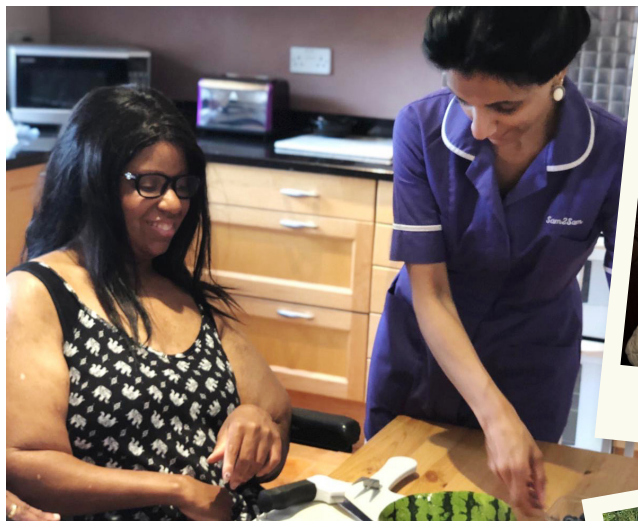
Maintaining your home is important too – your carer can support with your housekeeping, cleaning, laundry and shopping, as well as trips out into the community. We also understand the importance of nutrition. Our carers will cook to your tastes and advise on how to achieve a well-balanced diet.

Call us today and one of our friendly team will take you through the full process of how live-in care works. Alternatively, you can request a call back and we will call you.

Benefits of Live-in Care

- ◆ **24 hour care**
- ◆ **Short/Long-term illnesses and respite care.**
 - ◆ **Emergency, urgent live-in care**
 - ◆ **Nutritious homemade cooking**
 - ◆ **Support with personal care**
- ◆ **Prompting/administering Medication**
 - ◆ **Companionship and comfort**
 - ◆ **Person centred approach**
- ◆ **Escorted appointments, shopping and trips into the community**
- ◆ **Friendly, honest and fully trained carers**
 - ◆ **24/7 genuine customer service**

WHAT IS DOMICILIARY CARE?



Domiciliary care, sometimes called home care, is for anyone who wants to stay in their own home but may need some extra help with personal care, medication management, household tasks, trips into the community, either social or medical, or any other activity. Domiciliary Care, also known as Dom Care, is rapidly becoming a popular alternative to residential and nursing care.

Domiciliary care enables those with varying care needs (through illness, long-term medical issues or old age) to remain in the comfort of their own home.

One of the main benefits of domiciliary care is that it provides a substantial level of support without impacting on your loved one's independence.

Benefits of Domiciliary Care

- ◆ Short/Long-term illnesses and respite care.
 - ◆ Support with personal care
- ◆ Prompting/administering Medication
 - ◆ Companionship and comfort
 - ◆ Person centred approach
- ◆ Escorted appointments, shopping and trips into the community
- ◆ Friendly, honest and fully trained carers
 - ◆ 24/7 genuine customer service

VISIONS AND VALUES

We endeavor to ensure customers receive high quality care and support at every stage of life. This enables them control and the ability to live independently within the comfort of their own home.

Visions

- ◆ To deliver the best care support with an experienced and qualified committed team, driven by its diversity, expertise and innovation.
- ◆ To Respect the dignity and human rights of each individual.
- ◆ Using our passion and expertise to support people to lead fulfilling lives.
- ◆ Working within the community to be successful and inclusive.
- ◆ Promoting a socially inclusive environment.

Values

- ◆ Our customers are the heart of our domain.
- ◆ Value and respect customer choice and preference.
- ◆ We are committed to delivering excellent services.
- ◆ Our staff are open, honest and flexible.
- ◆ Take personal responsibility for achieving successful outcomes.
- ◆ Value and celebrate diversity.
- ◆ We are accountable and committed to delivering value for money.

A STORY FROM THE HEART

“ Hello my name is Denise and I am deaf. I also have a spinal injury which means I am left wheelchair bound and unable to sign BSL clearly as my right hand can't open.

Sam2Sam carers have taught me so much, how to be independent, encouraged me to go out, meet new people, experience new things. Since Sam2Sam has started working with me, I now have the confidence to do things like go out to deaf clubs and parties. I have also completed level 1 & 2 in Mathematics and I start an English course this month. I have learned new signs and become much more involved in the deaf community. I now attend Hydro monthly as my goal is to lose weight and with the support of Samira and my carers, I know I will succeed.

I would like to say a big thank you to all the staff and Samira for all their hard work ”

Denise



Denise was raised in Fulham with her mother and grandmother. She was born deaf with cerebral palsy, which affects body movement, muscle control and balance.

In 2007, she suffered a C6 spinal injury and requires care 24 hours a day. Desperate to lead an independent life, she decided to move to her own house in 2013.

Although Denise was receiving adequate care, she was left feeling isolated, and felt that she was unable to communicate with her carers, as they are not fluent in BSL.

Sam2Sam Deaf Care Service Ltd now works alongside Denise's current care providers where she has a full package of care that meets all her needs. Denise is now in her mid twenties and is enjoying life to the fullest.

FUNDING AND PAYMENTS

Public Funding Some people may be eligible for help with funding from the Government. You have the right to request a free care assessment from your local Social Services department. This can include a community care assessment and a means-tested financial assessment to determine if you are eligible to receive support with the cost of the care you need.

Funding Many people assume that receiving care at home is beyond their financial means. However, with the recent rise in awareness, care at home has fast become a popular option. Funding for care can seem complicated. However, you can find out your entitlements by carrying out your own research and using resources readily available. This will enable you to make informed decisions.

Direct Payments Following your assessment, if it is decided you require care services, you could be offered direct payments. As part of this arrangement your local council will make monetary payments directly to you so that you are able to organise and pay for the care services of your choice. These payments are intended to help and support you to remain living comfortably at home. Furthermore encouraging independence and social inclusion in areas such as employment, education and leisure activities. The Government is intending to

increase the number of people who receive direct payments; this will help more people gain access to the benefits required. If eligible for support with funding, your local council must consider direct payments as an option for you.

Independent Living

Fund Funded by Central Government, the Independent Living Fund aims to support people with disabilities to live independently in their own homes. The Independent Living Fund (ILF) provides money to help disabled people live an independent life in the community, rather than in residential care. You can use payments from the ILF to:

- ◆ **Employ a carer or personal assistant who is responsible for your personal and domestic care.**
- ◆ **Pay a care agency to provide personal care and help with**

domestic duties. Individuals use these payments for the basis of employment costs and associated employment costs of a personal assistant or care agency. This is to provide the support and care needed at home. You can find out more information regarding what the costs cover and do not cover on the Government website.

Private Funding Should you not be eligible for public funding, or would simply prefer to fund your care privately, you will need to source your care independently. Faced with so many different options and

conflicting information, this can become both a time-consuming and overwhelming task. If you are looking for support with financial planning, we would recommend that you contact an impartial Financial Advisor specialising in Care Fees. They can discuss options such as:

- ◆ **Equity Release**
- ◆ **Funding Care fees**
- ◆ **Estate preservation**
- ◆ **Wealth Preservation**

How much does home care and live-in care cost? The cost of home care must be both reasonable and predictable. Financing care with Sam2Sam Deaf Care Service Ltd is a matter of building a package to suit your lifestyle and needs. We deliver home care services in a minimum of three-hour visits, with additional hours available after this, with care that is flexible that can adapt to your changing needs, you can rest assured that you will always have a carer there when you need them. Your fees are determined according to whether or not you are being financially supported by your Local Authority, and any other funding support you receive.

For more intensive support, live-in care could be the ideal solution if you require someone to assist you round-the-clock with your care needs. Your very own live-in carer will provide one-to-one person centred support – giving you peace of mind that you always have help available should you need it.

TESTIMONIAL

“A close friend of our family, who is profoundly deaf and in her 80’s, was recently hospitalised after a spinal injury together with other complications. On discharge by the hospital, her local Social Services carried out a full assessment in order to put in place a long term home care package and appointed one of their Care Agencies to look after her.

It soon became apparent that the Council appointed Care Agency was not able to meet her particular needs as communication between the carers and our friend was failing and therefore, adversely impacted on her care and general wellbeing. This was mainly due to the fact that their carers were not able to sign and had very limited deaf awareness training. On looking into this issue further, we found that most Care Agencies either had none or very limited experience with the profoundly deaf.

We then began to search for an alternative Home Care Agency that particularly focused and had experience in caring for the deaf. Thank goodness Sam2Sam came to our rescue. Since their appointment, our friend’s care needs have been fully met and we have seen an enormous difference in her wellbeing both physically and mentally. This is mainly due to the fact that all the carers are proficient in BSL and are able to meet her needs.

We have found that the Manager, Samira, supported us and our friend from the moment of assessment to instigation of her care package in a most professional and focused manner. Her appointed carers now provide all the necessary care and understanding that she needs.

We would like to thank Samira and her team for their excellent work and we would have no hesitation in recommending Sam2Sam to those, like our friend, who have special needs.”

Dasos and John
Hertfordshire



**We look forward to
speaking to you**

**For further information on
our services and fees call our
friendly team today**

HOURS OF OPERATION

The office is open Monday
- Friday 09:00 – 18:00

153 Spring Lane, Hemel
Hempstead, HP1 3QZ

Office telephone number:

014 4226 1633.

Website: www.sam2sam.com

Email: info@sam2sam.com

There is also an emergency out
of hours telephone number:
07534715114 Support staff
will work on a shift system
and staffing levels will be
specifically geared to meet
your needs.



Sam2Sam Deaf
Care Service Ltd
CQC overall rating

GOOD

17 April 2018