

Micare

Introduced as a trial – to look creatively at outcome focused care that tailors support to service users goals and wishes rather than time and task orientated care in the persons own home

Helping people in Rutland to remain independent and living at home for as long as possible

We will provide support 7 days a week on a 24 hour basis.

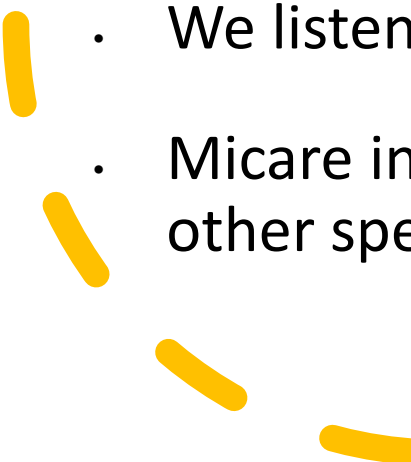
Inspected and rated

Outstanding ★





Our Values:

- We enable and promote independence
 - people are involved in any decisions relating to the service
 - people have a service which adapts and changes to meet their needs, preference's and wishes.
 - We listen, work flexibly and respond to how they want to be supported.
 - Micare integrates care and support across health and social care, linking to other specialist and voluntary sector services and the local community
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What support do we offer?

- **Reablement**—Time limited, therapy led assessment Programme and goal setting with a mixture of health, therapeutic care interventions.
- **SafetyNet**—Short Term Care.
- **Crisis response**—2 hour response to Rutland residents experiencing a social care crisis, preventing unnecessary residential care or hospital admission.
- **D2A**—support out of hospital whilst long term needs are assessed.
- **Complex Care**—people who may require a gradual/flexible introduction to support, who may benefit from longer term support from Micare before a long term package can be considered..
- **End of life**—people who may require support to support them to stay/return home inline with their advance care plan / end of life wishes.

We are outstanding!

- Following the CQC inspectors visit on 12th January 2023,
- Micare has been awarded a rating of **outstanding** overall, with Good being awarded in the key lines of enquiry of safe, effective and caring service and outstanding awarded in the areas of responsive and well led.
- In the summary - the inspector highlighted that People's experience of using this service and what we found was that People were at the heart of the service and received exceptionally responsive, person-centred care which enabled them to live a life of their choosing.



Feedback received

"staff were kind and efficient and very helpful. The team were instrumental to my recovery."

People were supported to have maximum choice and control of their lives and staff supported support them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

The provider went to considerable lengths to ensure people received personalised care that was transformative and empowering for people.

Community Support Services Micare integrated with health and social care colleagues exceptionally well.

Staff provided support in the community in conjunction with health and social care colleagues for example, staff were trained to carry out delegated health tasks from both the community nursing team and GP



- https://drive.google.com/file/d/1V65repjTN7fTC_NhGI88vDoi1YRw-2BG/view?usp=sharing

