



1. Advertising and referral

Corporate social responsibility (CSR) is the name given to a business approach that contributes to sustainable development by delivering economic, social or environmental benefits for all stakeholders. Using CARE AWARE® shows that you or your business is applying corporate social responsibility.

Applying CSR increase business opportunities for you and your business as well creating value and an improved long-term financial improvement in addition to trust and brand reputation.

2. First Contact/Arranging a visit

As a CARE AWARE® trader you should:

1. If there is a person with dementia at the house when you are arranging a visit make sure that someone else (a carer, other family member, friend etc) is there at the time and day you both agree.
2. Identify who will be the main contact for liaising with (and for payment if you get the job)
3. Pick a day and time that is suitable for them and stick to it
4. Provide them with your preferred contact details
5. Let them know that you work to a code of conduct and a process known as CARE AWARE®

3. First visit to assess the job

1. As a CARE AWARE® trader you should:
2. Turn up at the agreed time to meet with the client/carers
3. Show your CARE AWARE® photo ID card, registration number and expiry date
4. Introduce yourself to the person with dementia (do not leave them out of the conversation)
5. Listen carefully to the persons needs and why they want the work carried out

When assessing the job:

1. Carry out a thorough assessment of the required works
2. Include the relevant timescales in pricing, there could be repeated tidying up and re-stowage of tools for safety (perhaps half an hour per day)
3. Consider the person with dementia and their needs (e.g. consider offering advice such as replacing items in the home like for like)
4. Take into consideration how your work can provide value for money for the person with dementia and how your work may future proof their home so they can stay there for as long as possible.
5. Planning is of high importance to ensure a seamless job
6. Consider a measured approach to works.

We have inserted a 'pause' in this process for the client to consider your suggestions. Not only is this important from a design or building perspective but also people with dementia sometimes take longer to process new information.

NOTE: The person with dementia or the carer might not have considered your good ideas and your understanding of design and therefore this new information you give to the person with dementia and their carer will need to be considered carefully as it may help the person with dementia stay in their home forever. This may be a life changing decision and should not be rushed.

4. Send quote

Before sending the quote:

1. Read and review your estimate/quotation carefully
2. Try to ensure you have identified any issues that might arise.
3. Is it written clearly in plain language avoiding generic terms or slang for the client and carer to understand?
4. Once you are assured of your costs and time scale of works send a copy of the estimate to the client and carer (or person identified at step one)
5. Ask how the quote would like to be sent (would they prefer it sent by post or email?).

5. Agreement

If you have been successful in securing the job follow the next steps:

1. Print off two summary sheets which contains your CARE AWARE® number and details
2. Summarise the job to include date and time of first visit, how long the job will take and issues such as who will be the identified person to be with the person with dementia when you are at the house.
3. Send one copy to the identified person (this may be the person with dementia if they only have mild disease).

6. Starting the job

Before starting:

1. Turn up on time on the day you both agreed
2. Show CARE AWARE® ID card
3. Both parties should sign the summary sheets and keep one each. It is good practice to remind the client the work that is being carried out.
4. Works have now begun
5. Keep the customer informed at all times (e.g. upon arrival and departure)
6. Use signage to help you and keep the person with dementia safe
7. If noisy works are about to begin inform the person in the house
8. Be professional at all times in your actions (see code of conduct)

Throughout your time working at the house you will need to communicate with the person with dementia, keep them safe through instructions and use of signs, have an understanding of why they may forget things or be confused in their own home! It is very helpful to everyone if someone else is present at all times but this might not be the case.

7. Finish and payment

1. When work is finished make sure you the area is clean and tidy and furniture put back in exactly the same place as before (it might be helpful if you photograph the area on your phone before you move any items)
2. Take all your rubbish with you – do not expect a person with dementia to take the work rubbish to the local tip
3. If all satisfied with the works arrange payment with the person you identified in step 1
4. Copies of the summary sheets are signed by both parties, and the relative copies retained.

8. Follow-up

This is the unique aspect of the CARE AWARE® process and demonstrates excellent customer care. It may be just a phone call is needed to the carer or a visit to ensure everything is okay with the work that you have done. It is best to ask what type of follow up they would like.

Consider when it is best for follow up of the work that has been carried out (e.g. a bathroom installation maybe a week or more or an electrical installation the next day).

And finally, please note even at this stage, as with any of the other stages, you may consider signposting the carer for support (e.g. Alzheimer's Society) or the person you think might be very forgetful (e.g. their GP).