



Bringing loving care
to your home

the care
agency



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Our goal is simple -
To keep you in the comfort of your
home by providing the support
you need

About us

Since 1990, The Care Agency has provided an award-winning service to its customers, taking pride in providing exceptional live in Companions. Everything we do as a business has you, the customer at the heart. We work with you to understand what help and support you require, the things you love and your priorities in life, before finding you the perfect Companion to support you.

Our goal is simple - To keep you in the comfort of your home by providing the support you need.

We know everyone's circumstances are different and we work with you to make sure you have the right Companion, to give you the extra help you need to maintain your lifestyle and independence. Whether that be for a few days, weeks, months or ongoing, we can help.





You will receive an
outstanding level of
one-to-one support

Why choose live-in care

Simply put, live in care helps you stay in the home you love, maintain your independence and avoids the distress and upheaval of moving into a residential home. A Care Agency Companion can support you to maintain your routines, hobbies and interests meaning your lifestyle doesn't have to stop just because you need a little help.

Choosing live in care means you will receive an outstanding level of one-to-one support that cannot be achieved in a residential home, our job is to find you the perfect Companion to do so.

You don't have to leave
your forever home and
you don't have to lose
your independence.



How we find your perfect companion

To make sure we only provide the highest calibre of Companion we always:

- Undertake a full Disclosure and Barring Service (DBS), consistent with Protection of Vulnerable Adults (POVA)
- Obtain two references, either from a character referee or a previous employee.
- Take copies of all qualifications, training and right to work documents.
- Conduct a thorough face-to-face interview to make sure their skills and values are in line with our standards of service.
- Create a Companion profile for you to read with details of the Companions hobbies, interests, places of work, and personality.

Through this tried and tested process, we create a database of highly skilled, trusted Companions that we use to handpick the right one to meet your needs.

At The Care Agency we believe in equal opportunities. We do not discriminate based on ethnicity, race, religion, sexual orientation, gender, age or national origin.



Companionship isn't about who you've known the longest, it's about who makes a positive difference in your life.

A photograph showing a caregiver in a brown jacket kneeling on the floor, assisting an elderly woman with curly hair who is sitting on the edge of a bed. The woman is wearing a white long-sleeved top and a white skirt. The caregiver is holding the woman's foot. In the background, there is a bedside table with a lamp, a glass of water, and a medicine bottle. The bed has a white headboard with a floral pattern.

We use your profile to match you with the perfect Companions to meet your needs

Matching clients and Companions

Once you've registered with us, we spend time with you building your personal profile. Together we will make sure it captures:

- The support you need – personal care, domestic support, companionship
- Your hobbies and interests
- What's important to you
- Any house rules you want to be followed by your Companion
- Any other requirements

Next, we use your profile to match you with the perfect Companions to meet your needs. Once you have reviewed their profiles and chosen your preferred Companion, we arrange a mutually convenient date and time for them to start with you.

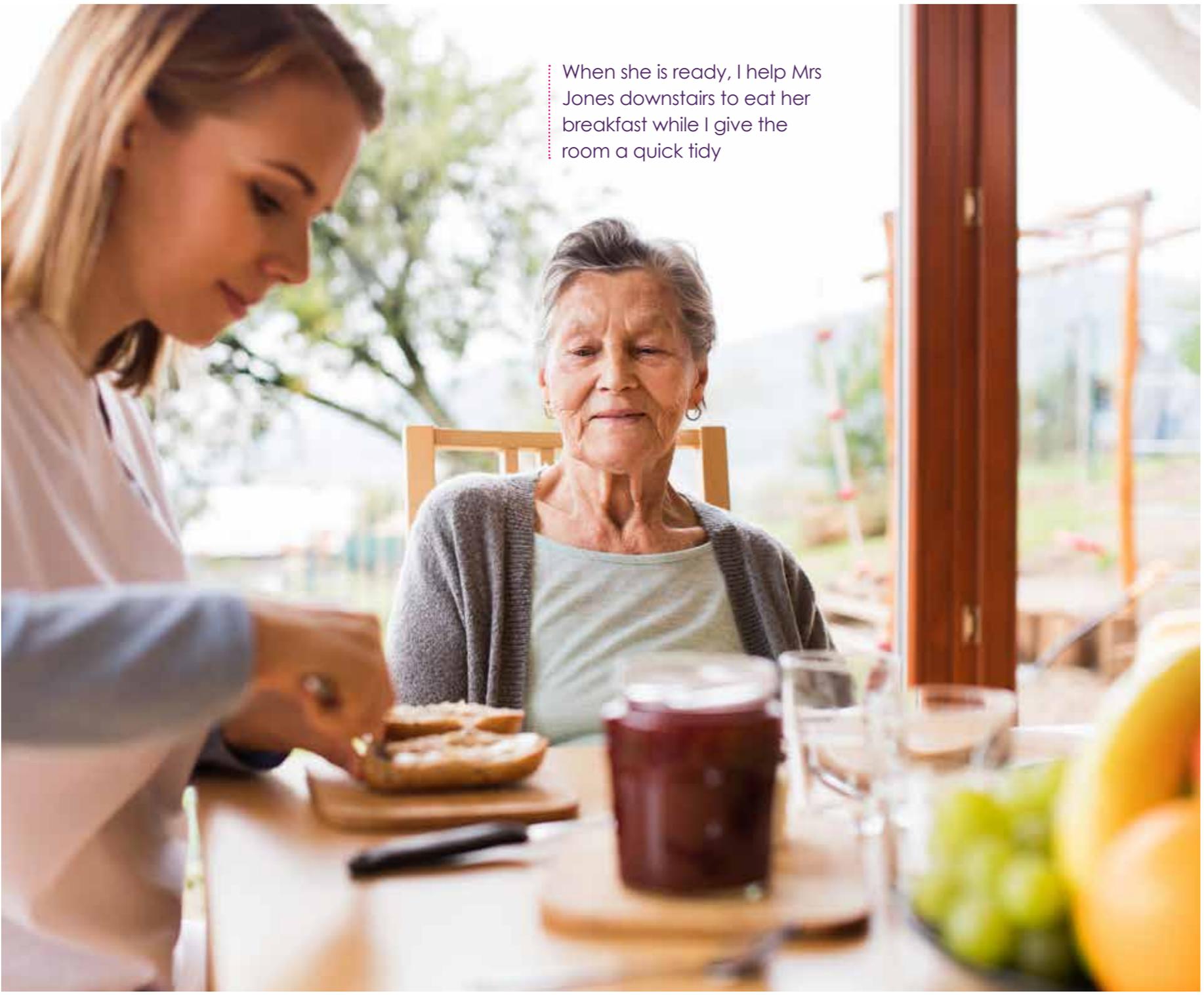
We make sure your Companion has everything they need to deliver your booking just the way you want it from the moment they arrive at your home. Simple.



It's the little things that matter

Our Service doesn't stop there, becoming one of our clients also gives you access to:

- Out of hours customer booking enquiry line – Should your Companion fall ill or need to leave your booking at short notice, we are available 24 hours per day to endeavour to find you the perfect replacement until your Companion returns.
- Guidelines to help you manage your companion, this document will set out how to deal with things like pay arrangements between you and your Companion and where to go for formal advice.
- A 'Refer a Friend' scheme that rewards you for referring friends to our service, see page 22 for full details.



When she is ready, I help Mrs Jones downstairs to eat her breakfast while I give the room a quick tidy

A day in the life of a Companion

"My day usually starts at 7am, I go downstairs and open all the curtains and a few windows just like Mrs Jones likes, I then get the newspaper which gets delivered every morning. I always place the paper on the table ready for Mrs Jones to read with breakfast. Breakfast is Mrs Jones' favourite meal, so I prepare her pancakes, with fresh mixed fruit and a glass of cranberry juice just how she likes it. Sometimes I even cook her an occasional fry up when the mood takes her.

When breakfast is almost ready, it's time to wake Mrs Jones and open the curtains in her room, so she can enjoy the refreshing feeling of sunlight. I arrange Mrs Jones' clothes for the day and ready all her items in the bathroom. Whilst she is getting ready in the bathroom, I am nearby to ensure she is safe and if she wants to, have a little chat.

When she is ready, I help Mrs Jones downstairs to eat her breakfast while I give the room a quick tidy. After

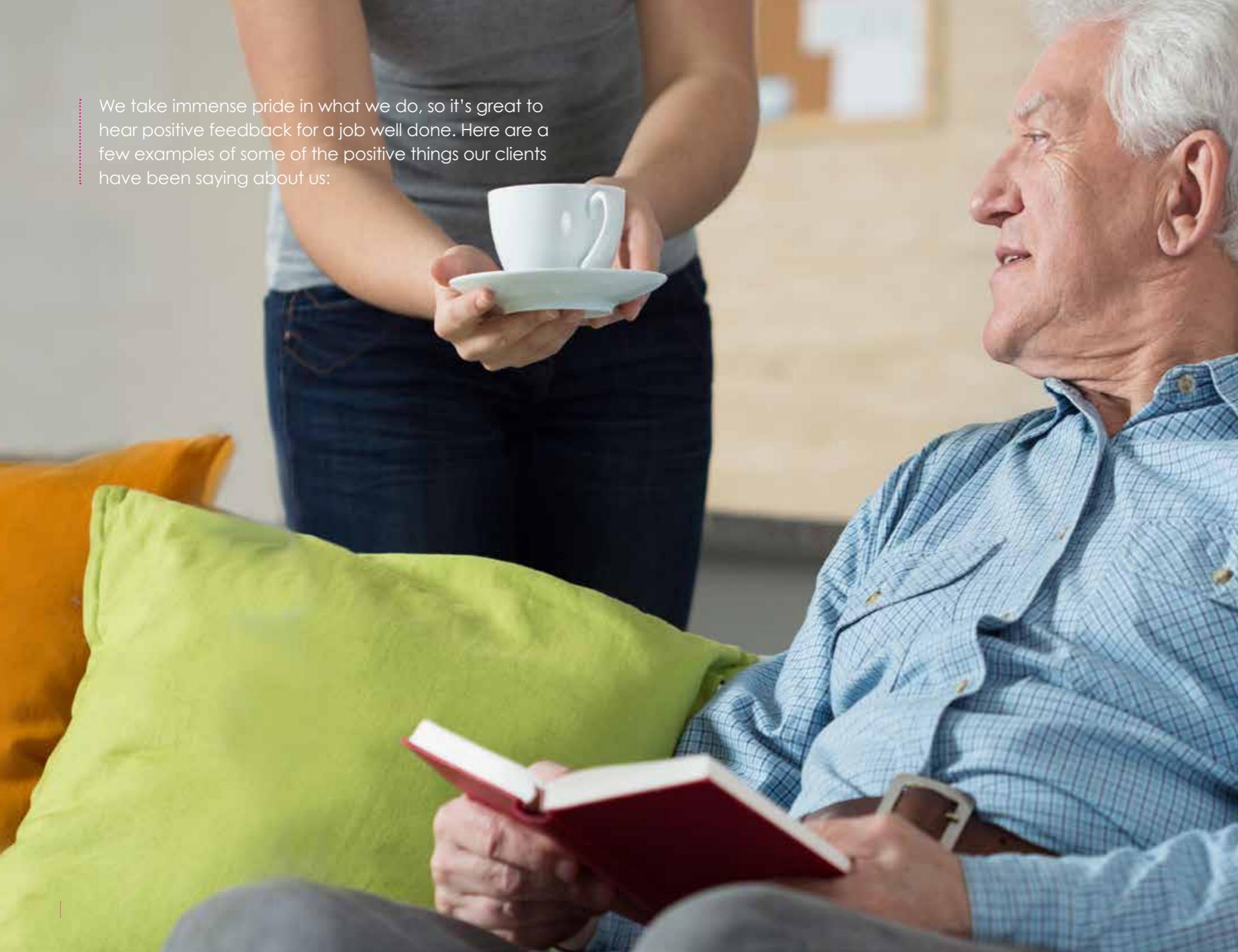
breakfast, Mrs Jones likes to relax in her arm chair and reads the newspaper. While I'm off upstairs to tidy Mrs Jones' Room, setting the bed and tidying the bed side cabinet.

After finishing the cleaning, I put the TV on for Mrs Jones and ask her if she needs anything doing, for example making appointments or undertaking the weekly shopping. Then we plan what she would like for lunch.

I make sure Mrs Jones dinner request is prepared and served at 6pm just in time to watch the news. At 9pm I help Mrs Jones upstairs, help her get undressed, washed and into bed, before going back downstairs and making sure the house is secure. I am always on hand if Mrs Jones needs anything else throughout the night.

Each evening before bed, I make a quick note of how things have gone that day and what has happened, so everyone is aware of how the day has gone for the both of us, and then it's off to bed for the night."

We take immense pride in what we do, so it's great to hear positive feedback for a job well done. Here are a few examples of some of the positive things our clients have been saying about us:



What our clients are saying about The Care Agency

"The Care Agency has been providing services for us for many years and we are grateful for its high standards in all respects. This has included not only the introduction of kind and competent carers (in particular the lovely Lesley who has been with us since 2006), but also the reassurance of an excellent office back-up, there for us 24/7, and whose equally lovely staff has never failed to provide the support required. "

Nigel Le Frendis

"This is just to say how incredibly impressed we were by all the carers who looked after my mother and to pass on our heartfelt thanks to you and everyone involved with her care. The carers were all fantastically kind and selfless people, who despite experiencing, on occasion, a total lack of any gratitude or recognition of their efforts, were completely tireless in insuring our Mother's final few months were as pleasurable as possible."

Mrs C's daughter

"Nazley had endless energy, not only was Miss R looked after extremely well, but the home was kept immaculate. Thank you for all your good work at The Care Agency. Finding various carers and being at the end of the phone whenever necessary, it is much appreciated. "

Mrs R

You simply put an agreement in place between you and your Companion outlining pay arrangements

How our Companions work

All our Companions are self-employed and as such, they are accountable for their own tax and national insurance. This also means you are their employer for the length of your booking. Don't worry, we will show your Companion how to provide an invoice to you at an agreed time and show them where to go for advice on National Insurance and Tax.

You simply put an agreement in place between you and your Companion outlining pay arrangements. More guidance on this will be provided as part of the guidelines we provide along with details of where you can get further information to help you through the process.

A registration Fee to the agency is required at the start of your application.





Refer a Friend Scheme

Fancy being rewarded for spreading the word about The Care Agency?

Well for every friend you refer to us that receives services from The Care Agency, you can earn yourself a gift card worth £100. Better still, there is no limit on how many friends you can refer. So, if you know someone, simply let our team know by emailing info@thecareagency.co.uk or calling our team on **0333 121 2301**.

If you would like more information on where you can spend your voucher, please visit the website:

www.highstreetvouchers.com/gift/where-to-spend-love2shop-vouchers

Please note Terms and Conditions apply and are available by emailing info@thecareagency.co.uk or calling our team on **0333 121 2301**.



Share your experience

Compliments

We love to hear positive stories about how our Companions are supporting our clients, and there is nothing we enjoy more than sharing those stories with the Companions themselves and thanking them for a job well done, so please get in touch.

Feel free to write a review on our Facebook page or contact us on the details below.

Complaints

At The Care Agency we take customer satisfaction very seriously. We hope all your experiences with us will be positive, but if not, then we want to hear about it as soon as possible so we can make sure you are happy.

To do this, please contact us via:

Email info@thecareagency.co.uk

Telephone 0333 121 2301

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