



FITZROVIA

PERSONAL HOMECARE

HOME IS WHERE IT MATTERS

“My father has a new lease on life as his carer has worked miracles in helping him recover from the loss of Mum. Thank you for all your help.”

JANE, FITZROVIA HOMECARE CLIENT

WELCOME TO FITZROVIA HOMECARE

With decades of experience in care, our team are aware of how vital it is for you to remain in the familiar and reassuring surroundings of your own home.

As one enters their twilight years their reason for needing a carer can be varied, but what remains constant is your home and the comfort that it often provides. To enable you to stay at home, we specialise in introducing kind, compassionate and experienced professional carers to support positive well-being and improved quality of life.

MORE QUESTIONS?

We're always more than happy to help. Call us on **01932 508 850** or visit our website at fitzroviahomecare.co.uk

HELPING YOU MAKE THE RIGHT CHOICE

We will guide you every step of the way whilst you make the life enhancing decision to have the support of an experienced carer. From your initial enquiry, we will walk you through our comprehensive matching process and understand everything that makes you, you. Focusing on hobbies, interests and your specific care requirements. This will allow us to make the perfect match with your ideal carer, first time.

Whether it is for one hour per week or for round the clock live-in care, we aim to ensure that our esteemed clients are offered an exclusive, discreet and efficient service by hand-picking experienced carers who will treat you with dignity in the home that you love.

You will then be supported throughout your time with us by a member of our office team. They will work closely with you and your family to ensure you always receive the support you need.



OUR CARERS

At Fitzrovia, we are fastidious when it comes to hand picking our carers.

They are mostly either former health professionals or carers with extensive prior experience in a regulated care setting, whether that be with another agency or in a residential care home. We personally interview each one, take three professional references, ensure they have a current DBS and confirm they have the right to work in the UK.

As the carer we will match you with are all self-employed, they carry out any necessary training, however, we still validate their certificates to ensure their skills and knowledge are up to date.

Most importantly, we ensure that Fitzrovia carers have kind, compassionate, flexible personalities making them the perfect carers for you.

MORE QUESTIONS?

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“Mum was so pleased when we told her the carer would be able to look after her and her beloved dog, Bunty. Both of them are very happy. Thank you.”

MARK, FITZROVIA HOMECARE CLIENT

THE INTRODUCTION

Our goal is to ensure that we introduce an experienced self-employed carer who will not only support you with your care needs, but who will also have the necessary personality to slot in seamlessly with your established routines and lifestyle. The carers often become an integral part of the family because of the bonds that are formed.

That's why it is so important that we follow an in-depth registration process; to ensure we have everything we need to make the perfect match.

After your initial enquiry with us where we will ask about your situation, requirements and preferences, a member of our team will advise on the support available and what we can offer in your area. We can generally offer live-in care across the UK and visiting care throughout London and parts of North Surrey.

If you would then like to be introduced to one of our carers, you must first complete our brief registration pack. This allows us to ensure we have all the information needed to start finding the perfect carer.

We will then choose the most compatible carer we have on our books. Choosing from a pool of several hundred, we are confident we will have someone suitable for you. Once we have found your carer and made an initial introduction, you and your family can discuss your care needs directly with the professional carer.

FEES

To cover the initial consultation and registration, we charge a one-off lifetime registration fee. Once you begin care, the carer will typically then charge you directly, weekly, for their care service. There will also be an ongoing agency fee payable to us, which covers future introductions, respite care, our 24 hour support line and review services during and between periods of care provision.

“Dad’s recovering so quickly with all the delicious food Kim has been preparing for him.”

DIANA, FITZROVIA HOMECARE CLIENT

CARE SERVICES

LIVE-IN CARE

Living in the property full-time, a live-in carer enables you to have the support you need during the day and reassurance at night, making all the difference if you live alone or your partner or relative is unwell. It also means that your family

and friends have the peace of mind that you are being well cared for in your own home. Whether you require a carer for a short or long period of time, we can introduce a carer who will be as flexible as you need.

COMPANIONSHIP

Round the clock assistance for those needing a basic level of care, including:

- ♦ Household and personal shopping
- ♦ Light housekeeping and laundry
- ♦ Cooking healthy and nutritious meals
- ♦ Driving you to visit family and friends, to appointments, on outings etc.
- ♦ Help with your administrative duties
- ♦ Participating and sharing in any hobbies or interests you may have

ADVANCED CARE

Clients with more specific needs may require advanced care which includes::

- ♦ Assistance with routines
- ♦ Washing, showering and bathing
- ♦ Dressing and undressing
- ♦ Continence care
- ♦ Assistance at meal times
- ♦ Prompting to take medications
- ♦ Support managing challenging behaviours

VISITING CARE

If you feel you are not yet ready for a live-in carer, or have lower care needs, we can introduce carers who will visit you in your home as often or as little as you like. They can help with the same tasks as our live-in carers from as little as 1 hour to 12 hours per day, fitting in around your routine.

SHORT-TERM RESPITE CARE

We can also offer short-term care to cover the absence of a primary care giver, or family, and provide them with a well earned break.

TRAVELLING CARE

Our home care services aren't just limited to your own home. We often help our clients find carers who can support them at events such as weddings, family visits or international travel.

NIGHT CARE

If you live alone and require reassurance at night, you can have a carer to support you during the night time in your home.

Waking nights

A carer will be at your property during the night, awake and alert to make sure you are asleep, resting or at least safe and comfortable.

Sleeping nights

Sleeping nights care is where a carer is asleep during the night at the client's home and ready to be awoken to support the client. This is usually provided by your live-in carer.

WE ARE HERE FOR YOU

We hope that through reading our brochure, we have helped you understand our services and offered an insight into the level of care you might hope to receive. When you are ready to talk to one of our friendly team, simply get in touch using the contact details below. We'll be here to help you find the perfect carer for you or your loved one.

We look forward to hearing from you.

Call us on [01932 508 850](tel:01932508850), send us an email to info@fitzroviahomecare.co.uk to enquire.

OFFICE HOURS

Our office is open Monday to Friday 9am–5.30pm





Fitzrovia Homecare

Suite 5G Gatwick House, Peeks Brook Lane, Horley, Surrey, RH6 9ST.

01932 508 850

info@fitzroviahomecare.co.uk

fitzroviahomecare.co.uk

Fitzrovia Homecare is a trading name of Fitzrovia Personal Homecare Ltd (co. No 09595772), registered in England and Wales with registered offices at Image Court, 328-334 Molesey Road, Walton-on-Thames, KT12 3LT,