

# Domiciliary Care

Excellent quality care and support  
in your home

Comprehensive  
care for all of  
life's journey

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At SureCare, we provide vital personal care and support services. This allows you to rely on dedicated support in the comfort of your own home, eliminating the worry of moving into a residential care setting.

From older people looking for care and companionship to those needing help living with disabilities, our teams of care workers can deliver a service that's tailored to you and your specific requirements.





Committed to providing exceptional care services for those in need, at all stages of life's journey.

## Quality personal care and support

The most important thing to us is ensuring that you remain in control over all aspects of your care service.

People require personal care and support for a variety of situations, ranging from older people needing a hand in their daily routines to those living with more complex health conditions.

SureCare offers a flexible service that focuses on individual needs on a case-by-case basis. We work with you and your loved ones to create a bespoke care package that's tailored to meet your specific requirements.

SureCare is fully regulated by the Care Quality Commission and all of our care staff are subjected to a rigorous recruitment process and enhanced DBS clearance as standard. By doing this, we make sure that you or your loved ones only receive quality, professional care to the very highest of standards.

# Comprehensive care for all stages of life's journey

Domiciliary care offers a wide range of services to promote independence to individuals living in their own home, reducing the need to move into a residential care home.

SureCare will create a bespoke care package, to meet with your individual needs or those of a loved one.

Our domiciliary care service is entirely flexible allowing you to use us for as much or as little as you need. From regular visits helping around the home to round-the-clock 24-hour care for people with complex health conditions.

SureCare will get to know you, your routines and living situations to devise the perfect care and support plan. We match you with the ideal care worker/s to not only deliver a professional service, but also to promote dignity, privacy and continuity of care.

Providing  
care for  
life's journey



# Why choose SureCare?

As a national organisation with over two decades of experience in the care sector, we know the importance of providing an exceptional level of service. SureCare is one of the UK's leading providers of person-centred care and support.

Ever since we began, we have been focused and determined to be reliable, responsive and to deliver a high quality service. We strive to guarantee the consistent and ongoing support of people in our care promoting choice, dignity and well-being.

Our clients and their families will remain at the heart of everything we do.

Every domiciliary care package from SureCare will be tailored to meet your specific needs and can also be used in conjunction with some of our other support services.

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## SureCare's range of additional services

It's not just personal care and support at home we can provide. At SureCare, we're able to deliver a wide range of other services that can be used in conjunction with your domiciliary care package. Whatever your needs, we can provide as much or as little support as you require.



Care workers  
who genuinely  
care, in more  
ways than one



### Home Services

With Home Services, we go the extra mile for any additional tasks you may need help with. From small household cleaning tasks to changing light bulbs or maintaining your garden, we have team members ready and able to support you.

### Live-in Care

In cases where regular home care visits may not be adequate enough to fulfil all of an individual's care needs, SureCare's live-in care provides a more dedicated service. We can provide a care worker to live in your home with you, providing not only personal care and support but also companionship to combat feelings of loneliness and isolation.

### 24 Hour Care

If our live-in care service isn't meeting your care needs, we can also offer a dedicated care team to provide 24-hour care for people who require round-the-clock care.

### Respite and Holiday Care

Our care workers are highly flexible and capable of stepping in to provide temporary cover. Whether your regular carer is away on holiday or recovering from illness, SureCare can help to continue delivering care for as long as necessary.

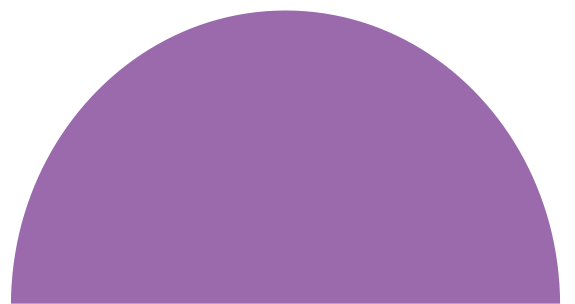
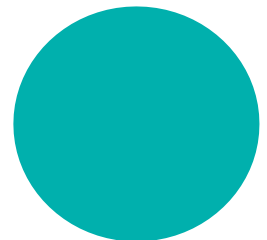
# About SureCare – Providing quality care for over 20 years

Before we begin caring for you or your loved ones, we think it's only right that you get to know all you can about who we are and why we're the right choice for you.

Since 1994, SureCare has been leading the way for person-centred care and support services.

We introduced domiciliary care to our service range in 1996, allowing people to benefit from professional, trusted and regulated care provision in the comfort of their own homes.

While personal care at home remains a fundamental part of SureCare's services, our business has developed considerably over the years. We have now broadened our range to provide clients with an array of additional services suitable for all stages of life's journey.





# Frequently Asked Questions

To help you get to know a bit more about SureCare and what to expect from our services, we've responded to some of the most common questions or concerns that are raised to us.

## How much do SureCare's services cost?

Since no two care packages are identical, it really depends on the level of support you receive from us. We can advise you of the various funding methods available to best accommodate your specific needs. For further information, please contact us to discuss your requirements in the first instance.

## What happens next?

We will arrange free of charge for a senior member of staff to meet you and/or your family in the comfort of your own home to conduct a full care needs assessment to identify the level of service required. Once your needs have been assessed we would then, together, be able to develop your bespoke care and support plan.

## Is SureCare registered with a professional body?

Every SureCare branch is registered with the Care Quality Commission to provide regulated personal care services.

## Can you provide additional support for...?

If you have a particular request or requirement, feel free to raise it with us when we start discussing your new care and support package.

## How long will my support last?

Your care package is fully tailored to meet your needs for as long as you need the support. Whether you want us to provide regular care indefinitely or you just need a bit of help during a period of recovery, our care workers are highly flexible and can deliver temporary care taking your needs into account.



Contact us  
to discuss your requirements



Call Us  
01438 587268



Email Us  
[enquiries@surecarenorthherts.co.uk](mailto:enquiries@surecarenorthherts.co.uk)



Website  
[www.surecare.co.uk/home-care](http://www.surecare.co.uk/home-care)

For further information contact your local  
SureCare branch to discuss your requirements.

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