

Personalised, award-winning care

in your own home

radfieldhomecare.co.uk

Radfield
Home Care

Our Values

We're family

We're on your side

We're proud to care

TOP 20 AWARD 2018 - 2026 homecare.co.uk

Inspected and rated Good CareQuality Commission

fsb Celebrating Small Business Awards

Havering 2017/18 Business Awards Winner

HCA HOMECARE AWARDS Gold Winner 2026 Most Outstanding National Home Care Group

A warm welcome from everyone



We are an award winning home care specialist providing outstanding care to older people at home.

With our experience and understanding, we are here to make starting your home care service as easy as possible.

If you have any questions about starting care or planning for the future, we would love to hear from you and are happy to help with any advice and guidance you may need.

We are always on hand to offer support and to discuss your specific needs, and we are very happy to come and meet you to see how we can help."

Lisa Cable

Director | Havering & Romford

Exceptional care by exceptional people.

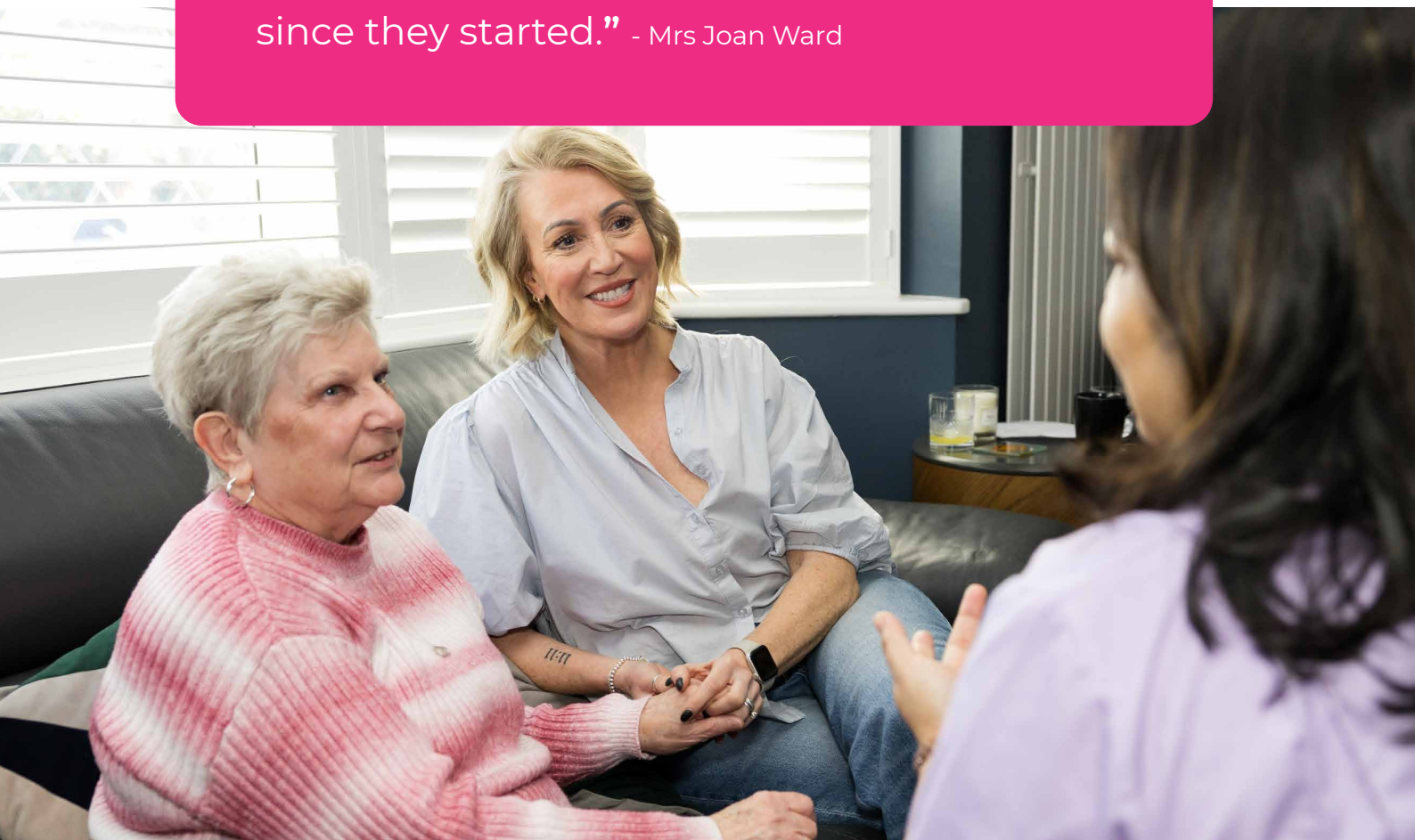
Lead the life you want, at home

At Radfield, our home care services empower people to lead the lives they want in the comfort and familiarity of their own homes.

More and more people are choosing Radfield Home Care so that they can maintain their independence and be connected to what matters in their lives.

For many people, this leads to greatly enhanced well-being and quality of life.

"We have been treated with **kindness, respect, dignity and their knowledge and understanding of dementia is very good.** They bring to us a beaming light, each one different. We have been extremely happy since they started." - Mrs Joan Ward



Our services

Everyone we help has a unique identity, routine and requirements that we support with bespoke care plans.

You will receive a custom service that is created with you and adapts to your changing lifestyle. We will always be here to give you exactly the support you need when you need it.

Knowing that you have Radfield here for you or your loved ones creates great peace of mind. This reassurance means that you can stay in good health for longer as you don't have to worry about managing by yourself.

Even something as simple as a trip to the shops can become a pleasure again in the company of a Care Professional who has become a trusted companion.



Visiting care



Live in care



Day care



Connected care



Visiting care

What is visiting care?

Visiting care involves a Care Professional visiting you in your home, providing bespoke care informed by a personal care plan built with you around your routine and requirements.

Living in your home

In familiar comfort while remaining part of your community.

Security

Knowing you have the support you need and that someone is there for you whenever you need them.

Companionship

Your Care Professional can take you out and about to see friends, attend activities or go to the shops.

Independence

Staying in your own home allows you to retain control over your life without losing your independence or dignity.

Flexibility

Home care is adapted to your needs and can be changed at short notice.

One-to-one care

With home care, your Care Professional is there only for you.

Confident

A few hours a week can give a great lift in confidence and support you to maintain your independence for longer.

Making your own choices

If you want to eat beans on hot buttered toast at 9pm at night, your Care Professional can make this for you, how you like it.

We can help you with

We regularly hear about the positive effects that our clients experience once they start to receive care. Only a few hours a week can give a great lift in confidence and support you to maintain your independence for longer.



Personal care

While it might become necessary, entrusting personal care to others is not always easy.

Domestic assistance

It doesn't take much for a to-do list to become a when-will-I-be-able-to-do-it list.





Nutrition & hydration

The right diet and hydration are a great foundation for good health.

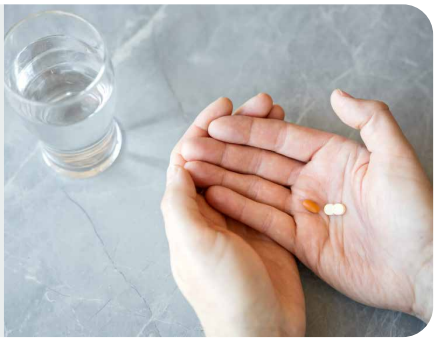


Getting home from hospital

It's good to get home and it's important to feel settled and secure.

Medication assistance

With the right support, medication can be managed effectively.





Overnight care

Getting some rest is easier to do, knowing there's someone there for you.

Respite care

To be a great carer for others you need to make time to care for yourself.



Companionship & outings

Getting out and about can be great for physical, mental and emotional wellbeing.



Have questions about visiting care?

Call us for a chat 01708 609 364



Live in care

What is live in care?

At Radfield Home Care, we offer private live in care services that support you and your loved ones to Be Connected to what matters most in the place that matters most; home.

For over 40 years, we have been providing high-quality care services to individuals across England. We are proud to now utilise our care expertise as an experienced regulated care provider to deliver consistent live in care.

Our live in care service is not age dependent and is designed to meet the needs of those who require more intensive support. It offers flexibility, security and emotional reassurance for both clients and their families. We can even create a tailored care plan for couples.

What's included in live in care?

- Continuity of care
- Companionship
- Bespoke care plan
- Housekeeping
- Personal support
- Shopping
- Medication assistance
- Social activities

Benefits of live in care

At Radfield Home Care, our live in care service is designed to provide a comprehensive solution for those in need of a more consistent and cost effective alternative to a care home service.

- **Personalised attention and care**
- **Comfort, familiarity, and flexibility**
- **Safety and support**
- **Independence and dignity at home**
- **Cost-effective**

Have questions about live in care?

Call us for a chat 01708 609 364



Day care

What is day care?

At Radfield Home Care, our day care centre is designed to provide a safe, comfortable, and stimulating environment for older people to socialise and relax.

We understand that each individual is unique and has different needs, so our services are tailored to meet the unique needs of each person with trained Care Professionals on site.

Our legacy of providing high-quality domiciliary care spans over 40 years. Each of our teams are experts in providing exceptional private care, and now this care care is available in a safe, shared and social space.

What's included in day care?

- Qualified Care Professionals
- Regulated care plan management
- A warm shared space
- Individual activities
- Two-course lunch
- Personalised care plan

Benefits of day care

Attending a Radfield day care centre provides a range of benefits for you and your loved one.

- **Activities, hobbies and new skills**
- **A space to interact and socialise**
- **Quality care from a regulated provider**
- **Safety, security and routine**
- **Respite for family members**

Our friendly team are here to talk about day care

Call us for a chat 01708 609 364



Connected care

What is connected care?

Connected care is a range of solutions designed to keep you safe whilst encouraging independence at home and out & about.

Our suite of products can be used independently or can complement care and support you receive from us, with the reassurance that someone will always be there for you.

> **"I've been a customer for several years and I love the service. Your team is always helpful and friendly, which makes all the difference."**

Why use assistive technology?

Care is often about peace of mind and protection, we're always looking for new ways to provide just that through Radfield Connected Care, our range of assistive technology services.

Having someone there in their home with them to provide support in a range of ways is often a very reassuring experience for older people. From companionship and personal care to nutrition and medication, it's a relationship that brings many benefits. Unless live in care is arranged, there are times when older people will find themselves on their own. That can be a cause for concern for them and their families. Let's face it, we all know what it means to worry from time to time!

Our connected care solutions*



OKEachDay

Feel safer at home



Go GPS

Peace of mind on the go

We'd love to talk with you about a connected care

Call us for a chat 01708 609 364



Fall Detector

Peace of mind at home

*Product line subject to change. For latest products, please visit:

radfieldhomecare.co.uk/services/connected-care


Radfield
Home Care

"I highly recommend Radfield Home Care to everyone. **Very pleasant and family atmosphere, the team is very helpful** and the management takes care of everyone individually."

Wioleta K | Radfield Home Care customer

Communication with your family

Involvement from family and loved ones, allows us to provide the best possible care.

With our real-time care management system, family members can stay connected, access care schedules, review plans, and communicate with our team. We believe that by nurturing strong relationships and fostering open communication, our care is second to none.

Technology solutions

Our care team use a real-time care management system which means that any problems with your care are flagged up immediately in our office and any necessary action can be taken to ensure that your care is of the highest standard at all times. **There is no need for any equipment to be fitted in your home for this to work.**

Family access

With the care management system, you can choose to allow your family to see your schedule of care visits, view your care plan, view notes after your care visits and communicate with our team. This means that your family can be fully involved with supporting you no matter how far away they may be.

Support and information

Radfield Care Managers are always on hand to offer advice and support to family members, from information about care visits and medication, to future planning of care or as a reassuring emotional support.

Our approach to care; Be There

Our founders, Hannah and Alex, grew up in the Residential Care Home that their parents ran.

They distilled their decades of experience down into what we call Be There. Be There defines the Radfield approach to care and is made of three promises we make to you.

BE YOURSELF

We promise to do whatever we can to make sure that you can be you and feel like yourself.

BE CONNECTED

We promise to help and encourage you to find the right ways to be connected with relationships that are important to you.

BE INSPIRED

We promise to empower you with choices that enable you to be inspired and live the life you want to.



Our Care Professionals

Radfield Home Care takes great pride in being able to offer our clients an exceptional service. In order to achieve this we have a rigorous recruitment process that allows us to hand-pick exceptional Care Professionals.

We only work with people who uphold our values, and can demonstrate how they care with warmth, dignity and respect, encompassing our Radfield family culture.

Our ‘Caring for Carers’ pledge demonstrates our commitment to our Care Professionals by creating a friendly and welcoming culture, providing ongoing support and empowerment, proudly celebrating achievements, and rewarding with fair and competitive rates of pay.

Starting your home care service

From the moment we start talking to you about your care, you will see that everything is about you and what you want.

We work with you to create a service that is absolutely right for you.

Understanding your needs

Before we start any care, we will come and visit you in your home. This is so we can fully understand what you want from our service and also so you can meet us. There is no charge for this visit and no obligation to proceed.

Constantly improving

Once care begins, your carers will follow the care plan that we have created together. Changes and adjustments to your care plan will be made with you so that your care needs are always being met in the best possible way.

Responsive to feedback

We pride ourselves on working very quickly to respond to any changes that are needed or action that needs taking. Our focus is that you are feeling well looked after and that your needs are being met.

Trust and assurance

Radfield Home Care provides peace of mind with the following certification, accreditation and industry awards.

Top 20 Award 2018-6

The Top 20 Home Care Award highlights the most recommended Home Care Provider in the local region. The awards are based on our Homecare.co.uk review score, taken from reviews given by those receiving home care, as well as their family and friends, where trust, dignity, and compassion are paramount.

CQC Inspected and rated Good

Our CQC report highlighted that everyone at Radfield Home Care including staff, clients, families and health care professionals spoke positively about the care they have experienced from Radfield and commented that the service was extremely responsive to client needs.

FSB Family Business of the Year 2018

The ‘Family Business of the Year 2018’ award is a wonderful accolade to hold and reflects the Radfield Home Care core values. The annual awards, run by the Federation of Small Businesses (FSB), celebrate and recognise a sector that makes up 99.9 per cent of all private businesses in the UK.

Havering Business Award 2017/18

This award acknowledges a new business that has achieved significant success within its first two years of trading. It was an honor to receive this award at the The Havering Business Awards.

Outstanding National Home Care Group 2026

After a year of innovations, new websites, revamped franchise training, recruitment workshops, and business booster sessions, we have been recognised for producing expert results.



radfieldhomecare.co.uk

Havering & Romford

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