



Personalised, award winning
care in your own home



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.

Glyn Clark

Glyn Clark
Owner & Director

Many people now choose to remain at home as they become older and need some assistance.

With the help of a home care service, it is possible to stay in your own home for as long as you want, no matter what level of care you need.

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 in March 2018.

Mrs Joan Ward,

Our Service

Each of our clients is unique, you will receive a service that is created with you and which adapts to your changing needs. 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 the worry of having to manage by yourself.

If things become more difficult, we will adapt to support you... Even something as simple as a trip to the shops can become a pleasure again in the company of a carer who has become a trusted companion.

The benefits of home care

Living in your home

in familiar comfort while remaining part of your community.

Flexibility

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

One-to-One care

with home care, your carer is there only for you.

Making your own choices

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

Independence and dignity

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

Companionship

your carer can take you out and about to see friends, attend activities or go to the shops.

Security

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



CONFIDENCE

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

CONSISTENT

We have consistent reports of the positive effects that our clients experience once they start to receive care.

We can help you with:

Supporting independent living

at home by helping with shopping, housework, laundry and meal preparation.

Companionship

and help getting out and about from your home.

Comprehensive personal care

for conditions such as multiple sclerosis, arthritis and Parkinson's disease.

Specialist care and support

for dementia and Alzheimer's disease.

Rehabilitation

after a fall or a stroke.

Escorted visits

to go to the library, to the shops, doctors surgery or hospital.

Medication Support

to help with administering, reordering and liaising with your GP & pharmacy.

Respite care

to give family carers time away.

Getting home from hospital

even when you need care to be started quickly.

24-hour care

night and day with care visits for as long as you require.

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.

How we take care of you

Independence and control

Central to our service is an enabling approach to care.

This means that we support and encourage you to do as much for yourself and make as many decisions yourself as possible.

We want you to retain your independence and feel in control.

Dignity and respect

You are always treated with the utmost respect by our carers. Our carers are warm and friendly but are also trained to recognise where the acceptable level of informality lies, so that you are never made to feel uncomfortable in your own home and always retain your dignity.

Emotional support

At Radfield, we understand that it can be isolating living alone or away from family, so we always act in your best interests.

We are on your side if you need support to deal with health care professionals or any other aspects of your life.



Communication with your family

Technology solutions

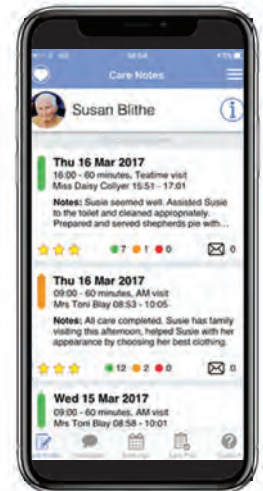
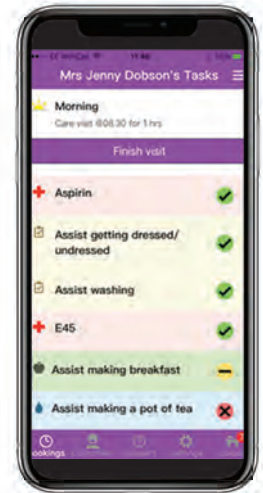
Our Care Team use a real-time care management system which means that any problems with your care are flagged up immediately in our office and any necessary action can be taken to ensure that your care is of the highest standard at all times. **There is no need for any equipment to be fitted in your 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 legal responsibilities of care, medication, to future planning of care or as a reassuring emotional support.



I have been extremely pleased with the services Radfield has provided for both my mother and father. The carers are very reliable and show great compassion and care. All the carers are friendly and professional. When we have needed help, the office have accommodated our requests promptly and without fuss. Highly recommend.

Mr Chris Knight

Our family values

Our founders, Hannah and Alex, grew up in the Residential Care Home that their parents ran. They understand better than anyone what good care looks like.



We are a family

We care about all of our people and believe passionately that by treating our carers as a trusted family we can empower them to treat our clients with the same warmth and respect.



We are proud to care

We are proud to stand out for the right reasons, to help each and every one of our people reach their potential, and that we are always pushing for the very best.



We are on your side

We believe in looking after people and empowering them to live their own unique lives to the fullest. We understand, listen, and act as caring advocates, in order to uphold your wishes and to ensure your well-being.



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Our Carers

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 carers.

We only work with carers 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 carers 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 & Assurance

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



Radfield Home Care is delighted to have been awarded the homecare.co.uk Top 20 Home Care Award 2021, highlighting the most recommended Home Care Provider in its region of the UK.

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.



This award highlights Homecare.co.uk's most recommended Home Care Provider Groups in the UK in 2020.

The awards are based upon over 14,000 published reviews between May 2018 to April 2020, from those who rely on home care as well as their friends and family.

This is a fantastic accolade to hold and is a reflection of all the wonderful reviews that have been made from our service users or their families and friends on Homecare.co.uk from across all of our offices.



This award highlights Homecare.co.uk's most recommended Home Care Provider Groups in the UK in 2019.

The awards are based on nearly 10,000 reviews from those who rely on home care as well as their friends and family. This is a fantastic accolade to hold and is a reflection of all the wonderful reviews that have been made from our service users or their families and friends on Homecare.co.uk



CQC (Care Quality Commission) is the independent regulator of health and social care in England. It makes sure that health and social care services provide people with high-quality safe care and encourages care services to continually improve.



The Living Wage Foundation recognises and celebrates the leadership shown by Living Wage Employers across the UK.

Radfield Home Care is proud and committed to being a Living Wage Employer paying the independently calculated Living Wage rates to all its care staff.



Radfield
Home Care[®]
Exceptional Care by Exceptional People

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