



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.

*Matthew Nutting Jonathan Nutting*

**Matthew Nutting & Jonathan Nutting**  
Directors



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.



“

What a “team”. I cannot fault the care, staff and support that has been given to my brother-in-law. 1st class, completely exemplary. All of the team are considerate, conscientious; they do an incredibly difficult job currently but have at all times kept him at the centre of their focus.

”

**S.Bramley**

## 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 Care Professional who has become a trusted companion.

Care Quality Commission (CQC) 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.

Inspected and rated

**Good**



# 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 Care Professional 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 Care Professional 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 Care Professional 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.



## Confident

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

# **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.

Our Care Professionals 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

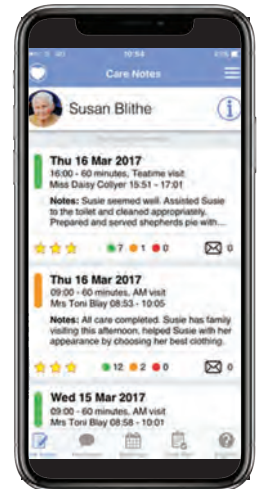
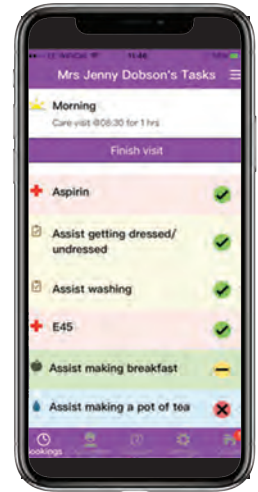
Our care team use a real-time care management system which means that any problems with your care are flagged up immediately in our office and any necessary action can be taken to ensure that your care is of the highest standard at all times. **There is no need for any equipment to be fitted in your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



We are driven, every day, to make ageing a more enjoyable and rewarding experience for all involved.

We want to enable people to live their best life for longer.

Radfield care has always been based on a belief that the more we are able to be fully present in our own lives, the better we live.



# 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 & Assurance

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



This award highlights Homecare.co.uk's most recommended Home Care Provider Groups in the UK from 2018-2021. 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.



We are members of the Home Care Association which represents all registered home care providers in the United Kingdom.

We work with them to raise the standards of home care and ensure that we always work to the latest guidance and best practice, so our clients always receive the best possible care.

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

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