



We are covering  
New Milton, Lymington, Christchurch,  
Ringwood, Hythe, Totton, Holbury, Waterside  
and surrounding areas

**Serendip Home Care was established in 2018** and originated in Milford on Sea. At first, Serendip was created to support individuals in their home while waiting for placement to our sister company Hillyfield Rest Home. With growing needs of the community Serendip soon became its own independent service which quickly flourished.

**Serendip has relocated its Head Office to Ashley in New Milton** to become more visible and accessible to the community in a prime location.

Serendip provides various services tailored to the individual needs to create person centred packages of care. To access our full range of services go to our website at [www.serendiphomework.co.uk](http://www.serendiphomework.co.uk)

Family run service with over 30 years experience in care sector. Local connection to residential care home for respite care at discounted rates. Tailor made care packages. Affordable care cost, no hidden charges. Friendly, experienced and supportive team. We believe in delivering a person-centred service that is filtered from management to carers and reinforced through training, supervisions and appraisals. We are caring and compassionate and we take time to understand yours and your loved ones needs.

**SMALL ENOUGH  
TO CARE,  
LARGE ENOUGH  
TO DELIVER  
EXCELLENCE**

## MAIN SERVICES

- Personal care support
- Meal preparation
- Domestic help – Cleaning, organising, laundry...
- Medication management and support
- Companionship
- Shopping
- Welfare checks
- Take a Break – sitting service
- Dog walking
- Going out – transport, appointments, coffee or lunch out
- Support with arranging appointments

## SERVICES TAILORED TO ADDITIONAL NEEDS

- Dementia Care
- Complex Care
- Sensory Support
- Physical Disability
- Palliative and End of Life Care
- Diabetic Support
- Continence Care
- Respite Care



## CLIENT REVIEWS

What our clients are saying...



Personally, Serendip Care has been excellent. I feel qualified to make this statement because I survived the 'care' I received from others who identified themselves 'care' agencies. The carers that come to me are all, and without exception, genuinely interested in delivering the high quality of care I require. To be quite honest, this quality can not be taught and can only be described as an inherent quality! It is an intrinsic part of their makeup. It's in their DNA. In my opinion and it has to be said, this standard has only been achieved and maintained because management is selective. They hand pick their team. Then lead them. It goes without saying, this standard of excellence is only achieved because management is, in it's itself, excellent. Finally, for me, as a service user, 'my' carers demonstrate a genuine interest. It's not only because it's their job, but because it's their calling. A dedication. I dread the day when through necessity, we part company.



Paul W



I have had the pleasure of working alongside Serendip Home Care on several occasions. Serendip Home Care are truly a person-centred care provider. They treat their service users with a high degree of compassion and empathy and are flexible to their needs. This often means they go above and beyond to ensure the person is safe, comfortable and in control of their care. Their care also extends past the contact with the individual themselves to the family, where they listen and act on the emotional needs of the family with patience and kindness. They are reliable in their sharing of concerns with the family and with family's permission, they are effective communicators to the services needed to provide further support. They have shown that they can adapt to the changing needs and support the whole staff team to feel confident and skilled in their work. This brings the individual and their family comfort and enhanced wellbeing.



Ellie G