

Unique  
Senior Care®

*People, above all else.®*



## Hourly Care

Outstanding care in your own home



Choosing care for yourself or someone you love is never easy, and we know that personally. When we started Unique Senior Care over 15 years ago, we wanted to build something that felt different: care that treats people as people, not clients or numbers. That belief still guides everything we do today.

We are proud to be an independent, family-owned company providing home care across Coventry, Solihull, Warwickshire and the surrounding areas. Our focus is simple: kind, capable Caregivers who take the time to really know the people they support.

Every person in our care should feel safe, comfortable and respected, just as we would want for our own families.



**Phil Wright-Howarth and Phil Maundrill,**  
Co-Founders and Directors of Unique Senior Care

## What hourly care is and who it is for?



Hourly care is flexible support at home for anyone who could use a little extra help to stay independent.

It might mean having someone pop in for companionship and conversation, or more practical support such as personal care, meals, or errands.

Some people choose hourly care for regular ongoing help. Others may only need it for a short time after illness or a hospital stay.

Each visit lasts at least one hour, allowing time for genuine connection and unhurried care.

This type of support can make all the difference to everyday life, providing reassurance for families and helping people live well at home for longer.

## Why families choose hourly care with us

- ✓ Stay in the comfort of your own home
- ✓ Flexible visits to fit your life
- ✓ Kind, consistent Caregivers who you know and trust
- ✓ Fully managed, regulated care
- ✓ Peace of mind for families

### Seeing it for yourself

We believe it helps to see real people and real experiences, not just read about care.

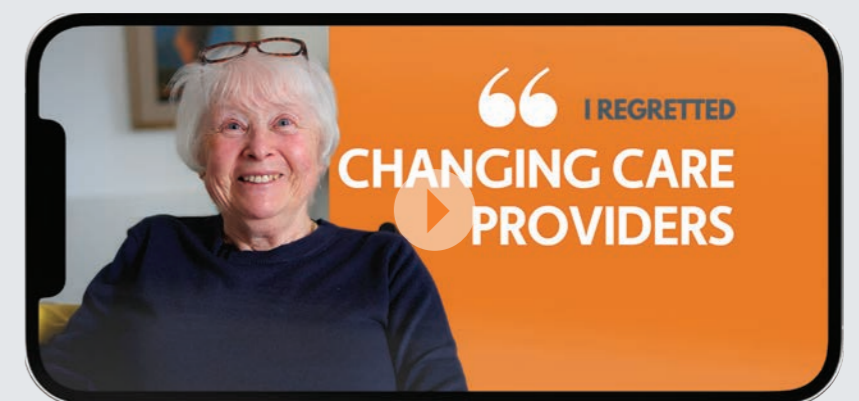
Throughout this guide, you will find small square codes you can scan with your phone to watch short videos or visit helpful pages on our website.

They are there if you would like to explore a little more, but everything you need is right here too.

Scan the QR Code



Watch Carol's story



Hear Carol's experience with different hourly care providers



““ They come on time, you don't have different people, you get to know the people, they get to know you and it all works out very, very well. ””

## How we can help at home



### Companionship

Good company and friendly conversation can make each day brighter. Whether it is sharing a cup of tea, enjoying hobbies, or heading out to local activities, our Caregivers bring warmth, reassurance and connection. They also offer gentle encouragement to stay active and socially engaged, helping each day feel meaningful.



### Home Help

We offer practical help to keep your home safe and comfortable, from preparing meals and light housekeeping to errands and laundry. Our Caregivers can also help organise appointments or light household admin, easing daily pressures and keeping things running smoothly.



### Personal Care

Kind, respectful help with everyday routines such as washing, dressing and moving around your home. We can also assist with skincare, medication prompts and gentle mobility support to promote comfort and confidence each day.



### Respite Care

Short-term care that gives family members time to rest and recharge while ensuring their loved one continues to receive consistent, compassionate support. Respite care can be planned or arranged quickly when extra help is needed.



### End of Life Care

When someone reaches the final stage of life, our Caregivers bring calm, comfort and reassurance. We help people stay at home, surrounded by familiar things and the people they love, focusing on dignity, peace and gentle support for families.



### Specialist condition care

Personalised support for people living with long-term conditions such as dementia, Parkinson's, stroke, MS and more. Every care plan is built around the person, their needs, routines and preferences, helping them live well and stay independent at home.

# What makes Unique Senior Care, well...Unique?

## Fully managed care

You get a fully managed service, not an agency. Every Caregiver is employed directly, trained and supported so you can feel confident about who is coming into your home.

## Award-winning training

Your Caregivers are trained to the highest standards. Our Princess Royal Training Awards recognise our rigorous approach to training and development.

## Reliable visit times

You will know who is coming and when. We keep visit times consistent and make sure you are never left waiting or rushed.

## Flexible visits that fit your life

Whether you need a little help now and then or regular support each day, we will build a plan around you.

## Never rushed

We make sure visits are long enough to meet your needs. All our visits are a minimum of one hour, so there is time for conversation, not just check-lists.

## Top-rated by families

You are in safe hands. Families have rated us a Top 20 Homecare Provider on Homecare.co.uk every year for the last five years.

## Rated for quality

Two of our branches are rated Outstanding by the Care Quality Commission (CQC) and the third is rated Good in every area. All meet the highest standards of care.

## Dementia specialists

Your Caregiver is fully trained to support someone living with dementia, calmly, patiently and with dignity.



“ We have just started using Unique Senior Care to support both my parents.

I am genuinely impressed with the care provided by the team. The team are very professional and compassionate.



D.C, Daughter of Client

“ If I can leave that person and if they have got a smile and they are feeling better than when I went in, I have done my job ”

Caregiver



## The people behind your care

Our Caregivers are what make our service special. Each one is carefully chosen for their warmth, reliability and compassion.

### Selective recruitment

Out of every 85 people who apply to work with us, only one is selected to join our team.

### Consistent teams

You will get to know a small, familiar team who understand your needs and routines.

### Continuity of care

This consistency helps our Caregivers notice small changes quickly and respond with care and reassurance.

### Comprehensive training

Every Caregiver completes at least 30 hours of face-to-face training before supporting clients. This builds skills and confidence from day one.

### Ongoing support

Caregivers are guided by experienced Managers and Supervisors throughout their journey with us.

*Let us show you*



Hear from Sally

Hear from Sally, who has been caring with us for 10 years



## The care we provide

We offer a wide range of home care options to suit different needs and lifestyles, from a few hours a week to round-the-clock support.

### Hourly care

Regular visits for companionship, home help or personal care. Each visit lasts at least an hour, giving time for genuine connection and unhurried support.

### Live-in care

24-hour support from a dedicated Caregiver who lives in your home, offering help with daily routines, meals, and companionship while providing the reassurance of round-the-clock presence.

### Respite care

Short-term care to give family members a well-deserved break or to cover planned absences, ensuring your loved one continues to receive consistent support.

### Post-hospital and recovery care

Practical help and gentle encouragement after illness, injury or hospital stays, helping people regain confidence and independence at home.

### Specialist condition care

Tailored care for people living with dementia, Parkinson's, stroke, MS and other long-term conditions, designed around each person's needs, preferences and abilities.

### End of life care

Sensitive, compassionate support focused on comfort, dignity and peace for people and their families during the final stages of life.

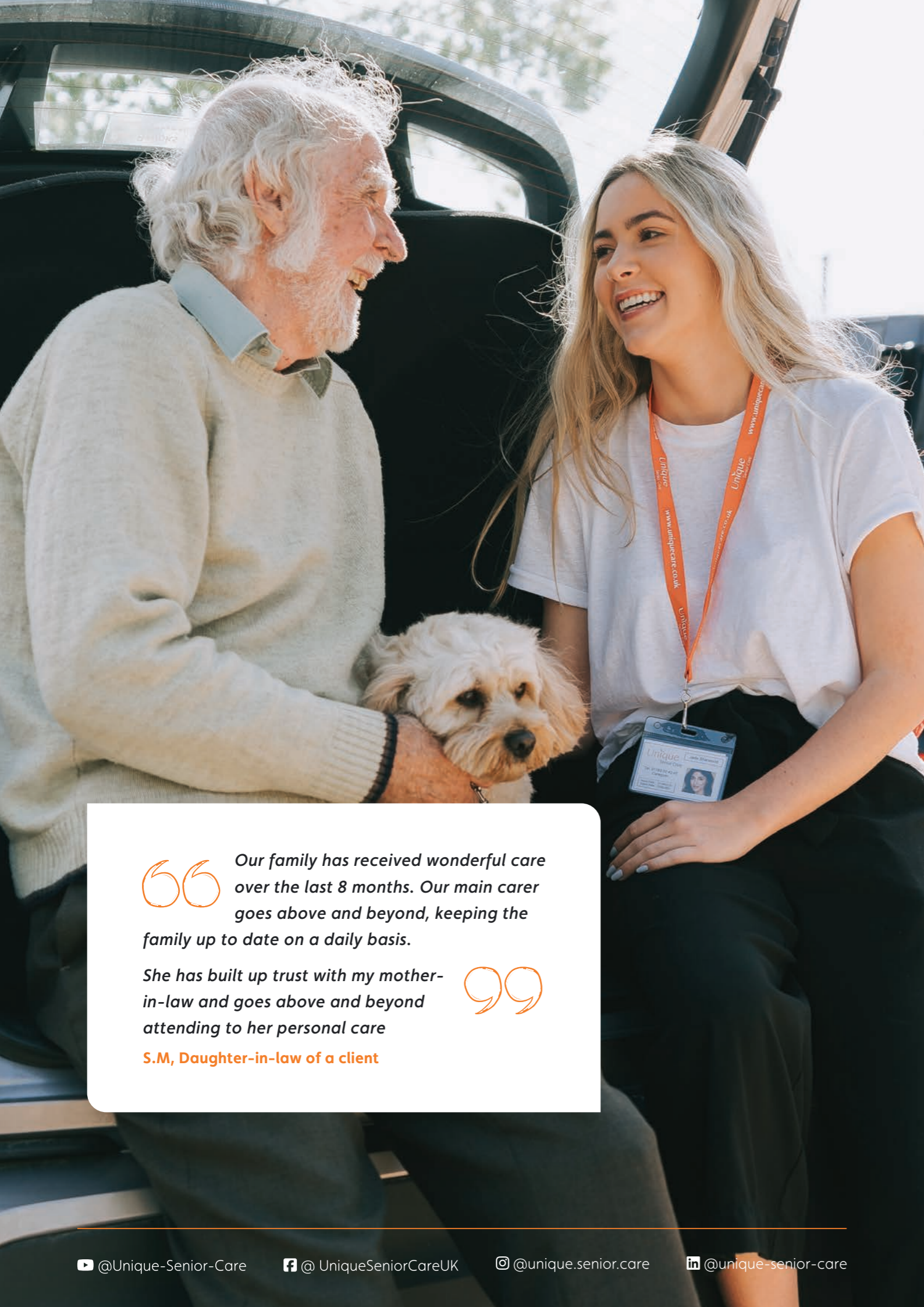
*Let us show you*

Hear Philip's experience planning care after his dementia diagnosis



Watch Philip's story





## Our Memory Cafés

We are proud to run three welcoming Memory Cafés that offer support, friendship and understanding for people living with dementia and their families.

They are relaxed spaces where everyone can share experiences, enjoy a cup of tea, and take part in gentle activities designed to spark memories and connection.

Our cafés are £3 per session to attend and open to anyone affected by dementia, including carers and relatives. They take place monthly across our communities.

Each café is hosted by our experienced team, who are on hand for a friendly chat and practical advice. Many families tell us it is a highlight of their week and a great way to feel part of a supportive community.



*Come and visit us!*



*Our family has received wonderful care over the last 8 months. Our main carer goes above and beyond, keeping the family up to date on a daily basis.*

*She has built up trust with my mother-in-law and goes above and beyond attending to her personal care*



**S.M, Daughter-in-law of a client**



Cubbington Village Hall,  
Broadway, Cubbington,  
Leamington Spa,  
CV32 7JR

**Every Tuesday,  
10.00 am - 12.00pm**



Dorridge Methodist,  
Church 103 Mill Lane,  
Bentley Heath,  
Solihull, B93 8NY

**Every Tuesday,  
10.30 am - 12.30pm**



Solihull Indoor Bowls Club,  
Brick Kiln Lane  
(off Widney Lane),  
Solihull, B91 3LE

**Every Thursday,  
10.30 am - 12.30pm**

## Questions families often ask



### Will I have the same Caregiver each time?

Yes, we believe good care is built on trust. You will have a small, consistent team who really get to know you and your routines, so visits feel relaxed and familiar.

### Are your Caregivers trained and checked?

All our Caregivers are fully employed, carefully selected, and DBS checked. Each completes at least 30 hours of face-to-face training before supporting anyone at home, covering everything from moving and handling to dementia awareness and personal care.

### Can I change my care plan?

Of course. Care needs often change, and we will adapt your plan as you do. Your Care Manager will review your support regularly and stay in touch to make sure everything feels right.

### How quickly can care start?

Once you have had your home assessment, we can usually begin care within a few days, or sooner if it is urgent. We will do everything possible to make sure you are supported when you need it most.

### What areas do you cover?

We provide home care across Coventry, Solihull, Warwickshire and the surrounding areas. If you are unsure whether we cover your area, just give us a call and we will be happy to help.

### Do you provide dementia care?

Yes. Many of our Caregivers are specially trained to support people living with dementia. They understand how to provide calm, patient support and help people feel safe and settled at home.

*Find out more*



FAQ's



# Next steps

## 1 Get in touch

It all starts with a simple conversation. You can call us, request a call back or send an enquiry online. Our friendly team will listen to your situation, answer your questions and explain how care at home works.



Book a call

*Contact us*

## 2 Home assessment

If you would like to move forward, we will arrange a free home visit with your local Care Manager. They will take time to understand your routines, preferences and what kind of support would make the biggest difference.



Learn more

*Watch to find out more*

## 3 Creating your personalised care plan

Together, we will design a plan that fits around your life, from a few hours a week to full daily support. Everything is tailored around your goals and what matters most to you.

## 4 Meet your Caregiver

We will carefully match you with a small, consistent team of Caregivers who suit your personality and needs. You will always know who is coming and when.

## 5 Care begins and regular reviews

Your care starts on the date agreed, with ongoing support from your Care Manager.

We will stay in touch, check how things are going, and adapt your plan as your needs change.



# Awards and recognition

Our standards are shaped by more than words; they are recognised by the organisations that set the benchmark for quality care in the UK.



PRINCESS ROYAL  
TRAINING AWARD  
2021 • 2024 • 2025

We are proud to have won this national award three times. It celebrates the outstanding face-to-face training every Caregiver receives before supporting clients and recognises our ongoing commitment to learning and the difference this makes to the quality of care at home.



Families have rated Unique Senior Care among the UK's Top 20 Homecare Providers on Homecare.co.uk for five years running. It is a reflection of the trust and confidence people place in our team.



Two of our branches are rated Outstanding by the Care Quality Commission and our third is rated Good in every area. These ratings reflect our focus on safety, quality, consistency and kindness.



We are proud to have been shortlisted at the 2025 and 2026 HealthInvestor Awards, which recognise excellence, leadership and quality across health and social care in the UK.

# Not ready for care yet?



## Care Advice Hub

For practical tips and expert guidance about arranging and managing care at home, visit our Care Advice Hub. You will find clear, helpful articles written by our team on everything from understanding funding to supporting someone living with dementia.

## YouTube Channel

See care in action on our YouTube channel, with real stories, training insights and short videos from our Caregivers and clients. It is a simple way to get to know how we work and the people behind our care.



## About the cost of care

We know that cost is an important part of choosing care. We are also open about the fact that we are not the cheapest provider out there.

That is because we invest more in the things that matter most. Experienced Caregivers, small care management caseloads, proper training, strong oversight and real continuity. All the things that keep people safe, supported and genuinely cared for at home.



Throughout our website, we explain clearly what goes into the cost of our care, how funding can work, and what support may be available. You will see a code here if you would like to explore that in more detail.

We believe families deserve to understand exactly what they are paying for and why.



## We are here when you are ready

Supporting over 3,000 families over the past 15 years.

Whatever stage you are at in planning care, we are here to listen and help you find what is right for your family. There is never any pressure, just a friendly chat about your situation and the support available.

 Call us  
**0800 6783690**

 Email  
**enquiries@uniquecare.co.uk**

 Website  
**uniquecare.co.uk**



Visit our website



*Find out more*

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