



**Service with Compassion
and Dedication**

We genuinely care...

Sunshine Care is a family owned business with over 30 years of experience, based in Plymouth Devon, managed by SRN qualified Nurse, Mrs Susie Constantine along with her husband Mr Paul Constantine.

We are a fast growing Agency in this specialised field. We have grown to become a trusted provider in the South West by keeping our clients at the heart of everything we do.

We introduce full time Live-in Care Home Companions to our clients, carrying out their wishes in the comforts of their own homes.

Our clients range from 18 to over 100 years of age. Some may simply require a companion where as others may have severe physical or mental disabilities.

We provide personalised Care and companionship, for people generally over 18, Physically Disabled, and those with Learning Difficulties; both in a private and supported living environment.

In all situations we would ensure that the Home Companion is extremely experienced and receive additional training if required, linking in with your local GP surgery for

When everyday activities become more challenging,

well planned supportive care at home is almost always possible, and usually preferable, to residential care.

It makes sense to support you in your own choices - and the overwhelming majority of people would rather remain as independent as possible in their own homes. It is usually possible for anyone to remain at home, as long as they have the right kind of support.

Most people prefer the comfort of their own familiar surroundings to the disruption of moving into residential care.

Live in Care

Good old-fashioned service

We are devoted to providing the highest quality care to you, while enabling you to remain in your own home, allowing you to be close to family, friends and surroundings which are familiar to you.

When everyday life becomes difficult

Life can be challenging in many ways. Sometimes, asking for help may be difficult, but getting the right physical and emotional support can make all the difference to you and give peace of mind to your family.

You will never walk alone

Our Home Companions are ideal for people who may require assistance with daily tasks or companionship. The presence of a Home Companion will have many positive effects on quality of life and will remarkably decrease isolation, and promote confidence to live.

Better choice than a Care Home

Live-in care is a cost-effective alternative to residential care. It enables people to continue to live in their own home, in familiar surroundings, supported by a 24 hour suitably matched Home Companion.





We go an extra mile to keep you happy

There is always more that can be done to create extraordinary, trusted service, perfectly tailored to your needs.

Companionship

We genuinely believe that giving you companionship, everyday conversation, someone to accompany you on a walk or outing or just play favourite board games, will help to dramatically improve quality of your life.

Over the years we have listened to our clients and their families to develop a service, which recognises all needs in depth. Our Home Companions support and encourage you or your loved one in:

- Hobbies
- Interests & Goals
- Develop your independent living skills
- Encourage your personal growth
- Help you to live well with a life limiting illness



Housekeeping

Our Home Companion can assist you with daily household chores if needed.

- Sweeping and mopping floors
- Vacuum carpets and rugs
- Dusting and polishing
- Organizing drawers and closets
- Watering plants
- Disinfect toilet and shower
- Laundry and folding clothes

Having a tidy and neat home environment and a clean pleasant appearance will help you to maintain your self-esteem.

Personal Care

We understand that personal care may be very intimate. Our Home Companion will always take your choices into consideration and will maintain your personal hygiene and appearance to the level you are accustomed to.

- Bathing and washing
- Dressing and undressing
- Skin & Hair care
- Mouth and dentures care
- Shaving and grooming
- Assistance with makeup and nails
- Continence care - toileting

Organising the Household

- Ensuring safety & security in the house
- Assistance with paying various bills
- Assistance with receiving and sending post
- Answering the door or telephone
- Working with you to organise social events



Meal preparation & Nutrition

There are many benefits of healthy eating. Home Companions will prepare healthy balanced meals and will try to promote healthy living, but will always respect your loved one's wishes.

- Preparing traditional British dishes or most loved international meals
- Light snacks & treats during the day
- Grocery shopping
- Special diets if required
- Encourage family & friends to visit for mealtimes

Personal health & Medical assistant

Your Home Companion will ensure that you will never miss your medical appointment and you will be supported to attend them. Your Companion will ensure you have your medication as prescribed.

- Arranging and support medical appointments
- Assist with taking of prescribed medications
- Communicating with other healthcare professionals
- Assistance with using mobility aids
- Producing & keeping daily records



Trustworthy care service

A warm relationship

We do not have a large call centre, therefore we are able to assign you a personal advisor, so you will always know the voice on the end of the phone.

Keeping family happy too

Communication is very important to us. During the assignment, we keep in regular contact with your Home Companion, you and your family. We encourage you to be actively involved in the selection of your Home Companion.

You are always in control

We carry out regular monitoring checks, regular supervisions, and will respond to any change in needs and additional requirements positively, quickly and effectively when necessary.





We only select people who demonstrate that they are passionate about caring.

You will be in safe hands

We can guarantee that you will never be left without care

Our Home Companions

Naturally, we would not be able to operate our home care service without our top-quality care support workers. They are hand picked to provide the best possible care and we support their work with appropriate management and training throughout their time with us.

Our aim is to promote and respect choice & comfort to promote independence.

Trained by accredited trainers

All our staff undergo enhanced police checks and are fully trained by our accredited care trainers. Their training is regularly updated, and the home companions we select for you will be matched carefully to your needs.

We always send more than one companion, so there is a friendly face when the usual companion is on holiday or otherwise unavailable.

Carrying the responsibilities for you

We directly employ our Home Companions, therefore we can guarantee you high quality, hassle free continuous care.

Benefits

- We are recruiting the very best Home Companions for you
- All our carers must successfully complete our 4 day training
- Accredited trainers supervise all our trainings
- Our carers are required to undertake NVQ in Care within 6 months of joining our organisation
- All our Home Companions must undergo enhanced police checks
- We will manage whole payroll, NI, taxations and holiday pay
- We will organise holiday or sick cover
- On regular basis, we are reviewing and updating skills & training of Home Companion's
- We will undertake weekly supervisions
- We have 24hr advice centre for our Home Companions
- Appropriate insurance and cover

You don't have to

- Find the best Home Companion for your loved one
- Rely only on your new carer's resume or recommendations.
- Preparing wages and holiday pay
- Finding cover when carer is poorly or going to maternity leave or cover when carer is going on holiday or requires time off



*The assistance of a
Home Companion can be a
weight off your mind.*

Our exclusive Best Match service

We believe that a carefully matched Home Companion to your loved one will bring harmony to life and care. The skills and personal characteristics must match the needs of your loved one at all times.

Over the years we have learned and improved our matching process. To guarantee you the best care experience possible, we strive to provide to our clients Best Matched Home Companion based on interests, hobbies or passions that two people have.

How it works?

Once we gather all information about you, we will carefully prepare a list of available Home Companions. During the process we are taking into consideration following factors:

- Experience and care skills
- Personality & Passions
- Life time accomplishments
- Previous occupations
- Hobbies and interests
- Ability to connect with people

Continuity of care

We understand that no one likes changes, and We believe that continuity of care dramatically improves the quality of care. We aim to establish a very small group of carers with similar characteristics, hobbies and interests, usually no more than two, who are providing care to your loved one. This carer could stay with you for more than 8 weeks.



Home Companion with the right skills to support you

Our support is tailored to meet your individual needs, requirements, goals and aspirations. We will listen to you and help you to think about what you want, now and in the future.

We work with you, your family and friends, professionals and other services to make this happen. We will help you to get the changes you want in your life putting you at the centre of planning for your life.

Thanks to our excellent training programme and highly skilled Home Companions, we are able to support almost any person.

Companionship care

Where the carer lives at the person's home

Care and Support

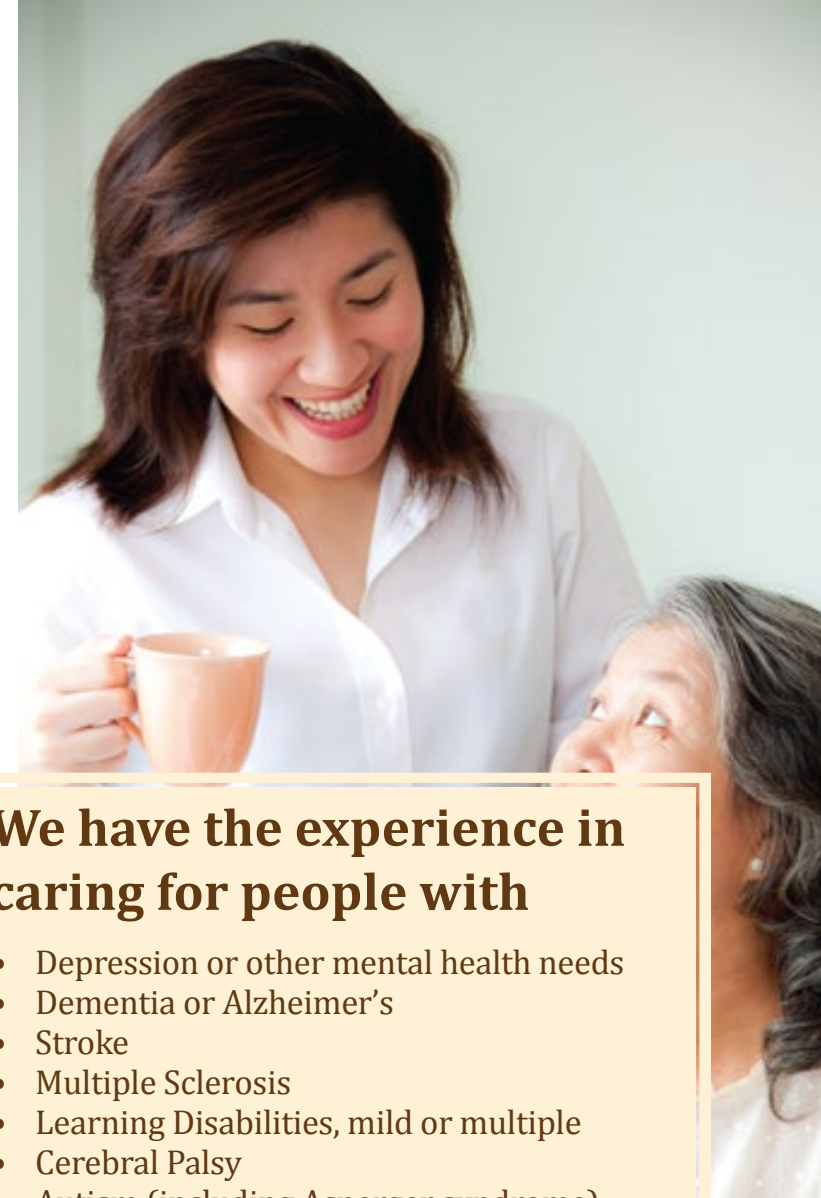
The skills of the care worker(s) assigned will vary according to the needs identified and the personal support plan drawn up

Respite care

Where the carer fills in for another carer or family member while they take a break - either one-off or regularly

Convalescent care

Where the carer lives in while the person is recovering from an illness or operation at home



We have the experience in caring for people with

- Depression or other mental health needs
- Dementia or Alzheimer's
- Stroke
- Multiple Sclerosis
- Learning Disabilities, mild or multiple
- Cerebral Palsy
- Autism (including Asperger syndrome)
- Sensory and communication impairments
- Acquired Brain Injuries
- Complex behavioral and health needs
- PEG feeding
- Palliative care
- Stoma and catheter care



Funding our bespoke Care service

We offer extraordinary value for money. If you wish, we will sign post you to financial advisors who are accredited with the Society of Later Life Advisers (SOLLA).

We work closely with financial advisors who specialise in planning the finance of long-term care. They can suggest funding options and potential tax benefits. They have the expertise to manage complex funding requirements.

Attendance allowance

To make our service affordable to you, our advisor can help you with filling in the application form and guide you through the process. This benefit is paid to people over 65 who require frequent care and supervision because of illness or disability. It is usually paid weekly and could cover you approximately 10% of care cost. The higher rate is set to £79.15 per week.

Local authority & services

You may be eligible to benefits from local authority, and we would like to advise you to contact them, as they may offer you assistance with your care funding.

NHS continuing healthcare

If you have “primary health need” and have a complex medical condition, you may be able to get funding from NHS. Your GP should be able to give you more information or you can directly contact NHS.

Customer Care

Making more possible...

You as a customer are placed at the centre of everything that we do.

We are very confident in the quality and reliability of our bespoke care service. Our dedicated customer team will respond immediately and in a very effective way that will quickly resolve any queries or concerns that you may have.

How it works?

Once our Home Companion is placed with you, regular contact with you or your family will take place to ensure that everything is going well. Review meetings will be held to ensure that your needs and expectations are still being met, or in case of changed circumstances, the care plan may need updating.

Our service is flexible and if ever you wish to make a change, all you need to do is contact your care co-ordinator

If our team is unable to give you sufficient response immediately, because of the nature of problem, we will initiate thorough investigation and try to offer best resolution as soon as possible. During this process we will carefully listen to:

- You
- Family and your loved ones
- Our Home Companions
- To other health care professionals if needed



Taking your next steps...

If you feel that we have provided you with enough information about our bespoke service, which is affordable and been actually looking for, you can proceed to the next step. We believe that finding out what to do next can be very stressful.

To make it even easier for you we have divided this process into a few simple steps.





What people say about us

Knowing my mum is receiving 24 hour care and support from such a kind patient and completely trained person, helps me have peace of mind while I am away. Nothing is too much trouble for mu mothers home companion. Thank you.

Jacqueline B. from Devon

I have a life limiting illness and my home companion helps me live my life to the full. My last days are made bearable with love, support and friendship I receive from them.

D. Willis from Plymouth

It has been months since my father passed away and it has always been on my mind that I should write with my sincere gratitude to your team for the professionalism and care that they showed towards my dad during his last month.

My father being the gentleman and good soul that he was, would have been upset with me for not having written sooner!

It takes a while to process grief, but one thing that hasn't changed is just how wonderful it was to have the support of your team throughout, allowing us to share quality time with my dad in the knowledge that he was comfortable and treated with dignity by professionals. My sincere thanks.

Laura C. Cornwall



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