



An Introduction to Radfield Home Care

Welcome to Radfield Home Care



We are one of the country's leading specialists in providing the highest standard of care to people at home.

We have over 35 years experience in caring across three generations of our family. This combined with our values based approach means that we look after you or your loved ones in the way you would want for your own family.

Radfield carers are trained rigorously in all areas of practical care but where we excel is our approach of warmth, dignity & respect that encompasses the Radfield family culture.

Our Service

Each of our clients is unique and has individual needs. Our service always responds directly to your specific needs and to each person as an individual.

Our service will change and develop alongside you and will always be there to give you exactly the support you need when you need it.

Knowing that you have Radfield there for you or your loved ones creates great peace of mind. We will always be there to look after you even if your family are not nearby.

The reassurance that comes with having Radfield care for you often means that you can stay in good health for longer as you don't have the stress and worry of having to manage by yourself.

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





What makes us different?



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 work in a pro-active manner and always look to prevent problems before they arise. We will always advocate for you and seek the best outcomes when working with your healthcare professionals.

We use the latest technology solutions so that your well-being can be ensured by our team and your family members can be involved from anywhere in the world.

You are always in control of your care. Our clients' wishes are paramount and we provide the care that you wish to receive.

Our Caring for Carers pledge, means that Radfield stands out in our approach to ensuring our carers are well looked after, so that in turn they take care of clients in the best way possible.

Carers spend the full amount of time with you. Their travelling time is not taken out of your care visit. This means that you receive the full amount of care that you need.

Radfield is the first UK health care business to have achieved B Corp certification status. This is like a Fair Trade mark for business and means that you can be assured that we respect our staff, our clients and the environment.

Our Radfield Family Values

In order to distil what makes Radfield special, we created three core values. These values apply to everything that we do, from supporting our Staff to providing the best care possible to our Clients:

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 full. We understand, listen, and act as caring advocates, in order to uphold your wishes and to ensure your well-being.





Many people now choose to remain at home as they become older and start to 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.

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 will 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 having your independence or dignity taken away.

Companionship – your carer can become a companion to you and 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

"I personally cannot speak highly enough about the quality of care your staff provide on a daily basis during their home care visits. They show professionalism and sensitivity at all times. The management within the office is outstanding, and I have been helped and supported on a number of occasions when Valerie has needed extra care at very short notice.

I will never forget all that you have done for us."

Islay A, Worcester





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.

There is a way that we work with all of our clients to make sure that the service we offer is absolutely the best for you.

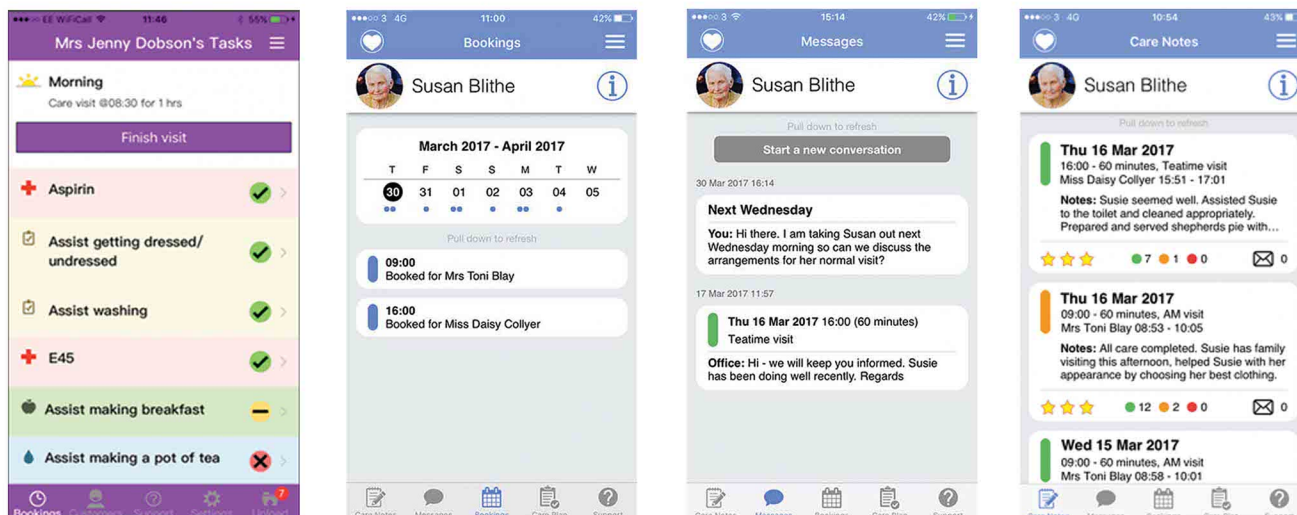
Understanding your needs – Before we start any care, we will come and visit you in your home. This is so we can fully understand what you want from our service and also so you can meet us. There is no charge for this visit and no obligation to proceed.

Constantly Improved- Once care begins, your carers will follow the initial care plan that we have created together. Small 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.

Communication with your family

Technology solutions - Our Care Team use the openPASS System. This is 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 openPASS 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, to medication, future planning of care or as a reassuring emotional support.

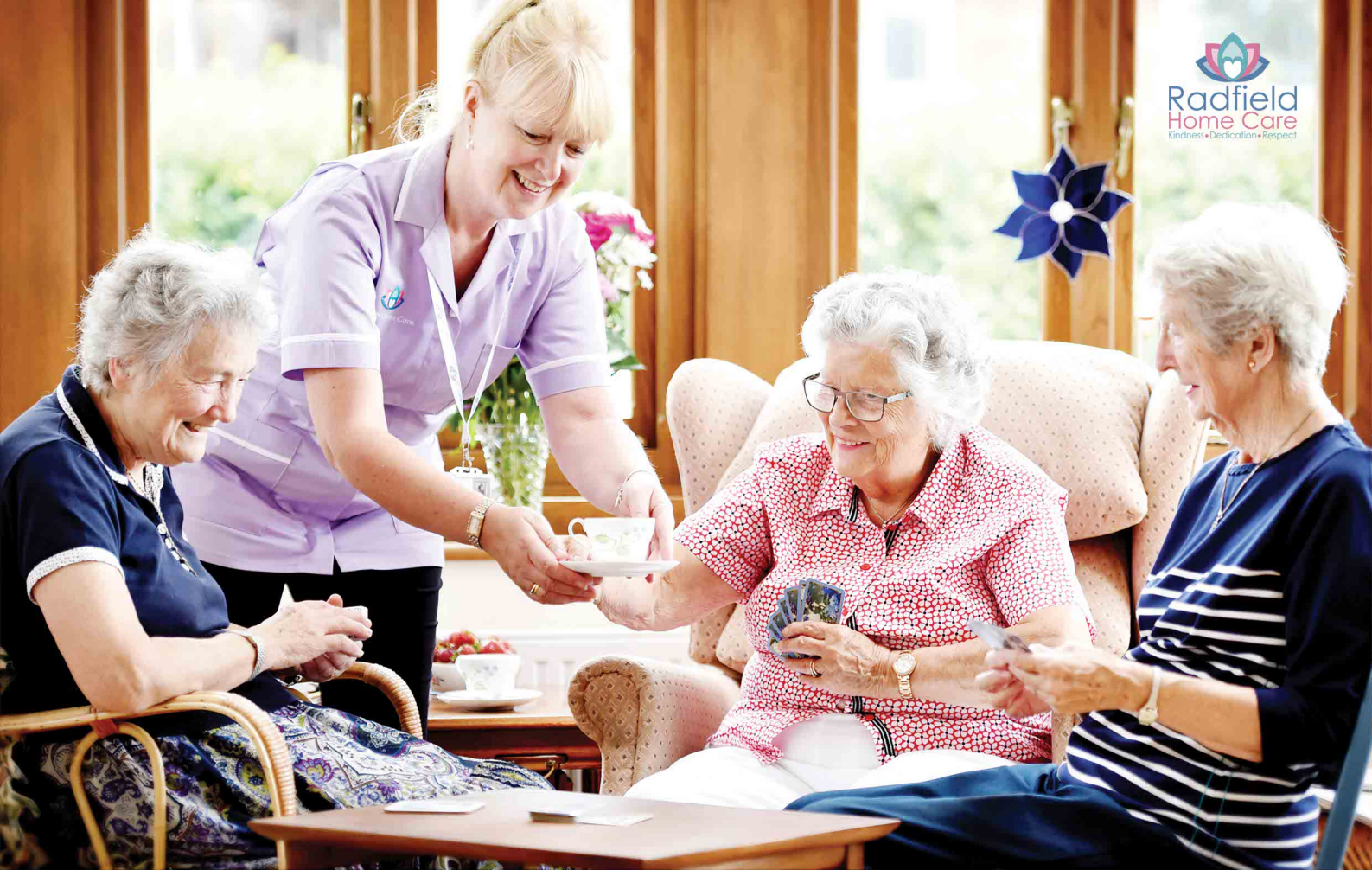
“Thank you.

You've made my family's life so much easier knowing that mum is well cared for even though we live a long way away.

Thank you for keeping in touch it really makes me reassured that she is in such good hands.”

WB





We can help you with:

Getting home from hospital even when you may need care to be started very quickly.

Respite care for family members if you need to go away or build in time for yourself.

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

Companionship and help getting out and about from your house.

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. For example, to the library, to the shops, doctors surgery or hospital.

Attending clients whilst in hospital. For example, social visiting, help with feeding.

24-hour care with as many care visits as you require.

We have consistent reports of 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.



"We are extremely pleased with the service that we have received. Radfield are the Rolls Royce of the care industry!"

*Mr and Mrs B
Shrewsbury*

How we take care of you

Independence and control


Central to the Radfield values 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 for 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.



"I would like to thank all those involved in arranging such a special day for my dad.

All of you, from those organising it in the office, to the carers who were here, to everyone who kept it a secret

- a massive thank you!"

*Mr Jonathan C
Shrewsbury*



Radfield Carers



Radfield Home Care takes great pride in being able to offer our clients the highest standard of service. In order to achieve this we have a rigorous recruitment process that allows us to hand-pick only the very best staff.

We only work with carers who uphold our values, and can demonstrate how they care with the warmth, dignity and respect that encompasses the Radfield family culture.

All of our staff have Police checks and multiple reference checks and undergo a thorough training programme, including:

- A supervision period working alongside and being assessed by our senior care staff.
- Health & safety, Fire safety, Moving & Handling, Medication, First Aid & Infection Control.
- A Practical assessment of knowledge & skills to National Skills for Care Standards.
- Additional specialist training as required depending on prior experience and Interests.



In 2016, we became the first UK healthcare company to be awarded a B Corp certification.

Becoming a Certified B Corp means that all aspects of the company have been scrutinised and that the company has been accredited with an ethical business stamp of approval.

B Corp is to business, what Fair Trade is to coffee.



Radfield are registered with the Care Quality Commission

The Care Quality Commission (CQC) is the governing body that regulates care services in England.

A CQC Registered home care agency must meet all regulations and have insurance in place to offer you more protection and greater level of service than hiring a selfemployed independent carer or an on-line carer matching service.

A CQC registered home care agency provides you with a qualified Care Manager who is approved and registered by CQC to oversee the care that you receive.

This is especially important for when care involves medication management, moving and handling people, catheter care, specialist conditions and dementia care.



"I started using Radfield nearly 2 years ago after I had taken a tumble at home. The carers are brilliant - they carefully and sympathetically listen to what you have to say. All in all, I have found their care is extremely good & would highly recommend Radfield's services.

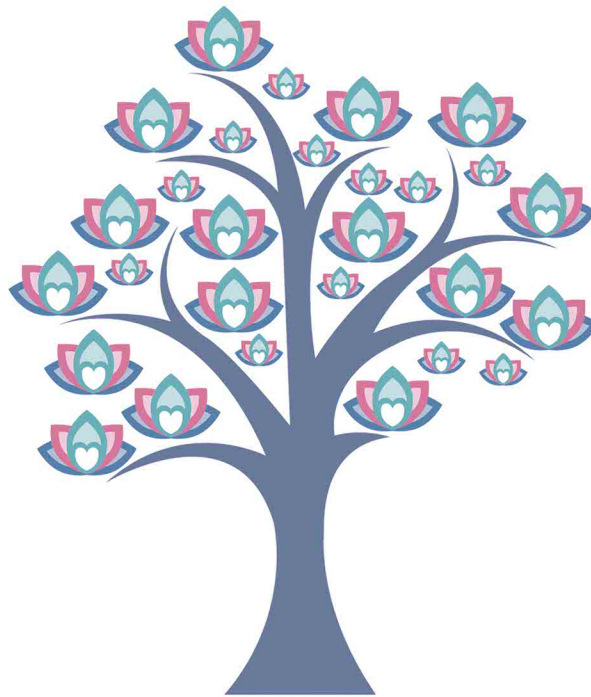
If you have a decision to make, use Radfield. They will not disappoint."

Christine Moyes
Worcester

At Radfield, with our experience and understanding, we are here to make the process of starting your home care service as easy as possible.

If you have any questions about starting a care service or planning for the future, please contact your local office who will be very happy to help you with any advice and guidance you may need.

Our care managers are always on hand to offer support and to discuss your specific needs and they are always very happy to come and meet you to see how we may be able to help.



You can find the contact details for your nearest office on our website here:

www.radfieldhomecare.co.uk/contact-us





Radfield
Home Care
Kindness • Dedication • Respect

www.radfieldhomecare.co.uk