



London Care™

Passion for Independence, Respect for Choice



**Supporting respect,
dignity and independence
for every service user**

“I have been given careworkers who really care and prove their value both to society in general and to the many people who benefit from their regular visits.”



Welcome to London Care

Independence, choice and control are important to all of us.

So when you or someone close to you needs extra help to lead a full and satisfying life, you want the people who support you to see you as an individual, with unique wishes and needs.

You want to be treated with dignity and respect. And you want to know that supporting you to enjoy the best possible quality of life is paramount in the care you receive.

That is what you will find at London Care.

The London Care story

We have been providing personal care and support services to people in their own homes since 1995. Operating from fifteen offices in London, the South East, East Anglia and the West Midlands, we deliver approximately 40,000 hours of care every week to thousands of people. Our service users include:

- adults with physical disabilities, learning disabilities or mental health needs
- people recovering from an accident, illness, operation or a hospital stay
- people aged over 65
- people with dementia
- people with chronic and terminal illnesses
- children with disabilities and disabled parents

Some receive funding through local authorities, NHS trusts and other organisations, others come to us as private clients.

Our business has steadily grown over the last fifteen years, which reflects our success in providing care services of the highest quality, our attention to detail, the professionalism of our staff and our ability to provide flexible, personalised support to everyone we work with.

The calibre of our team is essential to the quality of the service we provide. We directly employ around 1,600 home care staff, all of whom have undergone Criminal Records Bureau (CRB) and reference checks. Every employee is fully trained, supervised and monitored, and appraised regularly, and we do not use agency staff.

The fact that many of our senior staff have worked their way up through London Care, sharing their knowledge and expertise in all aspects of home-based care throughout the organisation, demonstrates the emphasis we place on developing and retaining quality personnel.



Our approach, your choice

At London Care, we provide as much or as little support as you need to live independently in your own home and to stay in touch with the people, places and events in your local community that are important to you.

The level of care we deliver will always be decided by discussing all the options with you and the people closest to you, if you feel that their involvement would be of benefit to you. Your choices, wishes and needs are our priority and you will always stay in control of the support we give you.

For some people, just a little extra help can make all the difference to carrying out everyday home-based tasks, such as washing, dressing, making a meal or cleaning.

We also facilitate activities outside the home, accompanying people who want to go shopping, take part in leisure activities or visit family and friends, and with our support, a number of people with disabilities work full or part-time.

We can also provide more complex support, including managing medication and challenging behaviour and supporting with personal finances. Our team is experienced in dealing with the unique challenges of dementia care and palliative care, including the pressures that long-term, chronic and terminal conditions can place on family and friends, as well as the person we are caring for.

The personal touch, not tick boxes

At London Care, we provide you with care that fits in with your lifestyle, not the other way round.

We understand that people's lives are not a list of tasks to be completed automatically in a specific time. Nor can those lives be turned into ticks in boxes on a care plan or made better by sticking rigidly to the services set out in a plan.

We'll work with you to design a care solution tailored to you and your budget, helping you to make the key decisions about the support we offer, so that you stay in control.

Our flexible approach means we can adapt the support provided as your needs change, so you always receive the care that best suits you and your circumstances. There may be times when we cannot meet all your needs, so we work closely with other people and organisations to ensure you receive the additional support you require.

Our targets focus on enabling people to lead fulfilled, independent lives, through support delivered by care professionals making the most of opportunities to enhance their well-being.

However your care is funded – privately or through a local authority or the NHS – it is an investment in improving someone's quality of life, not just buying a service.

“We cannot say how much we appreciated all the care, as well as the friendship and support, given by your staff, enabling our mum to remain in her own home.”



“I must comment on the much appreciated thought and attention given to my welfare by the office management and staff.”

Quality care

Since London Care was formed in 1995, we have become a leading provider of home care services on behalf of local authorities, NHS trusts, smaller organisations, and private individuals.

We are regulated by the Care Quality Commission (CQC), and copies of the commission's latest inspection reports for our offices can be downloaded at www.cqc.org.uk.

We are committed to meeting our statutory obligations as a social care provider and are keen to embrace the aims of the government's 2006 Health and Social Care White Paper, particularly in achieving outcome-based services for service users.

Training for the future

At London Care, we know that the care we deliver is only as good as the people who provide it. The quality of our services is underlined by the way we have steadily grown as an organisation and continue to develop.

That's why we value our staff and are committed to their ongoing training and development, to make sure they are experienced,

knowledgeable and comfortable in meeting the varying needs of our service users in professional, sensitive way.

Ongoing training for all our careworkers, through annual refresher training as well as specialist training as and where needed, is a cornerstone of our professional careworker development programme and a key part of our commitment to ensure that you receive exactly the support you need.

Ongoing supervision and appraisal of our team ensures that we continue to provide the best possible standards of care.



London Care

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