



THERE'S  
NOWHERE  
BETTER THAN  
HOME

## FREQUENT Q & A

### WHERE ARE YOU BASED?

We provide services all across England and Scotland. Operations are dealt with centrally at our head office in London, and our second office is located in Edinburgh. We have localised teams based throughout the country, Overseen by Regional Care Managers, and local Care managers.

### WHAT ARE YOUR COSTS?

Costs are based on the level of care required by the client and although an estimate can be given following an initial conversation with a Client Services Advisor, the cost can only be confirmed once a care assessment has been completed by a Care Manager.

### HOW QUICKLY CAN YOU GET CARE IN PLACE?

This is dependent on the outcome of the care assessment and the availability of suitably experienced carers, however we can usually implement within a week of pre-assessment forms being completed and returned.

### WHERE DO YOUR CARERS COME FROM & HOW ARE THEY VETTED?

A redefined and rigorous carer recruitment process ensures we only hire the industry's best. Candidates are screened against our unique values framework and sit a pioneering Situational Judgement Test, ahead of a final interview. If they are successful in the application and interview process, the applicant will then need to complete a 5-day in-house training course and pass every module of the training. We will also obtain professional and character references, as well as complete DBS checks for all potential carers.

### WHAT TRAINING AND QUALIFICATIONS DO OUR CARERS HAVE?

All our carers are highly trained to support those who are elderly and frail or living with specialist conditions, like dementia, Parkinson's or Multiple Sclerosis, or for those who require stroke care, cancer care or palliative end-of-life care. Whether you require personal care or complex care at home, you can be assured of a high-quality service from expert carers supported by clinical specialists.