

Care in your  
own home



Providing you with  
the quality care  
you deserve

[a1homecareltd.co.uk](http://a1homecareltd.co.uk)

## The importance of staying in your own home

Our homes are our safe place where we feel comfortable and secure, it is the place where we have created memories with loved ones and friends and is an expression of us as a person.

Having care at home can help you stay in the place you love whether it is helping you with meals, cleaning, bathing or just companionship.



## About A1 homecare

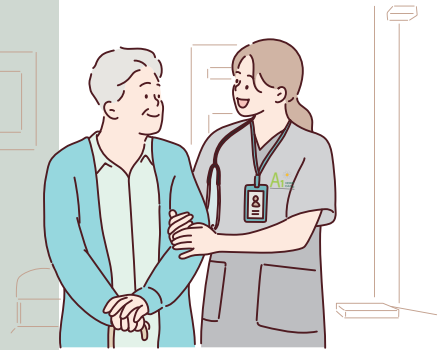
### Why we started, our goals and our mission

I started A1 after my father became unwell and needed the assistance of a carer, unfortunately our experience of care was not a good one and often left my father in a vulnerable position.

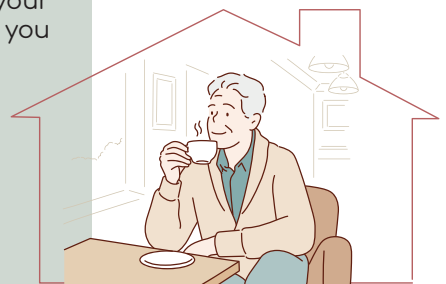
It made me think that there must be other families struggling with the worry of poor care and support for their loved ones, So A1 Home Care was born, and my mission is and always has been not only to provide the highest quality of care but to ensure that the care is right for the individual as it isn't a one size fits all situation.

I wanted A1 to really make a difference to people's lives and make them feel happy and enjoy their life. I strongly believe that your care plan should be focused on you as an individual including your likes, wishes and goals.

*Patrick*



**A1 HOME CARE**  
can help you to  
live and remain  
independent in  
the comfort of  
your own home.



## Services we provide

### Personal care

We can help you with all sorts of personal care from assisting you to shower or have a bath or hair wash or help you to have a shave. We can also help you with brushing your teeth, helping you dress and getting ready for the day.

### Continence care

We can assist you with using the toilet and provide catheter care.

### Medication

We are able to prompt you to take your medication or administer your medication for you.

### Housework

We can help to keep your home tidy and just as you like it, we can also do the washing for you or assist you to do tasks in your home.

### Companionship

Joining you in your favourite hobbies, reading a book, doing crosswords or a cup of tea and a chat!



### Community access

We are able to take you out to social events or days out to garden centres or other places of interest. We can also take you to hospital, doctors and other appointments and support you during the visit if you would like us to.



### Shopping

We can take you to do your shopping or do your shopping for you.





## Our team

Our care staff are trained to the highest standard and above, meeting all regulatory requirements as well as extra courses for specific conditions and requirements.

All staff are subject to a DBS (police check), and required to provide 2 references before employment starts. New staff shadow our experience staff when starting out so that they do things "The A1 way" ensuring the best outcomes for you.

All our staff wear company uniforms and Identification badges, and staff are equipped with full PPE (Gloves and aprons).

Our friendly office team all have a background in health and care, therefore we have an excellent understanding of what good care should be, being a small independent company you really feel like part of the A1 family.

Our office team also provide an out of hours on-call service for anything urgent.

Our Registered Manager Nicky has worked in the health and care sector for over 35 years and has a wealth of experience, she is also a Dementia interpreter and our Dignity Champion.



We are incredibly proud to have been voted as "Highly Commended Team of the Year" in the Prospers Awards with Essex County council

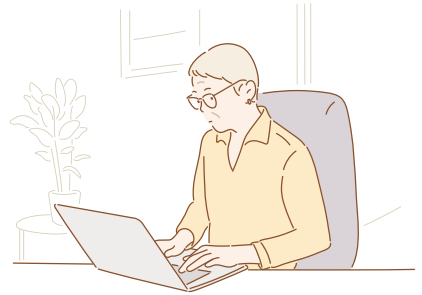
## How do I arrange care for myself or a family member?

You can contact us by calling or emailing our office, contact details are on the rear of this booklet.

We will then call you or reply by email to discuss how we can help.

### The next steps will be:

1. To arrange to visit you in your home to complete a free no obligation assessment and discuss your needs at a time that is convenient to you. We are more than happy for you to invite family to attend too.
2. We complete a full assessment of your needs to create a care plan that's all about you! we also like to find out about your history, who you are as a person including likes and dislikes and how you like things to be done in your home.
3. Once you are happy with your personal care plan, our co-ordinating team will find the best match for you from our care team considering your preferences and needs. Then we are all ready to start the service!



## Who are you able to provide care for?

Alongside our private funding clients, we also provide services for Essex County Council (Adult social care) the NHS, Continuing Health Care and Farleigh hospice. We are also able to provide care for people using Penderel's trust for their payments.



## FAQS



### HOW DO I PAY FOR MY CARE AS A PRIVATE CLIENT?

We send an itemised monthly invoice at the end of each calendar month. We accept payment by cheque, direct debit or bank transfer.

### WHAT HAPPENS IF MY CARE NEEDS CHANGE?

We understand that things change, and we are able to amend your care plan for you, all our care plans are computerised so changing things is quick and easy. We also review your care package with you on a regular basis.

### WILL I GET THE SAME CARER ALL THE TIME?

This will depend on how many visits you have over a week. We prefer to send a small team of care staff which allows us to cover your regular carer's holidays. We will however try to keep the number of staff to an absolute minimum if this is your preference

### CAN YOUR CARER GIVE ME MY MEDICATION?

Yes, we are able to assist with your medication we can either administer or prompt you to take it. To keep you safe we put together a Medication administration chart.



### HOW CAN I BE SURE ABOUT MY PERSONAL SAFETY AND TRUST THE PERSON COMING INTO MY HOME?

All our staff go through a rigorous vetting process before starting work with us, our care staff will be wearing a uniform, and all carry an identification badges with their name and picture on.

# This is what our clients have said about the care they receive from A1 Home Care



An excellent service. My brother is treated with care and compassion by the carers and looks forward to their visits. They take the time to talk to him and are good listeners. He always tells me how much he enjoys their company and remembers all their names. DB



Would definitely recommend A1 Home Care. The staff and carers have been good to mum and give us the peace of mind that someone is there in the mornings to get mum set for the day. Office staff always there when anything crops up. SK



I highly recommend this care service. The carers are exceptionally kind, patient, and respectful, treating my Nanny with the utmost dignity despite her dementia. They're incredibly attentive, even learning to play cards and watching the same movie with her repeatedly to bring her joy. Their proactive approach to her comfort is truly reassuring; they're meticulous in personal care and regularly ask if there's anything more they can do. Recently, on her 100th birthday, the company director personally visited with flowers, adding a thoughtful, personal touch. Every year, they send her a birthday and Christmas card, showing they genuinely care. The staff followed her care plan precisely but adapt to her unique needs, making her feel valued and our family at ease. This service brings both professionalism and heart-an invaluable combination. RP



A1 are extremely helpful to me and I can't recommend them highly enough, nothing is too much for the carers and they will do anything to help. I have been with them for a number of years now and can't recommend them enough.



T: 01245 354774  
E: [enquiries@a1homecareltd.co.uk](mailto:enquiries@a1homecareltd.co.uk)  
W: [www.a1homecareltd.co.uk](http://www.a1homecareltd.co.uk)



or scan the QR code,  
this will take you directly  
to our website



16-18 Robjohns House, Navigation Road  
Chelmsford, Essex CM2 6ND

Please do not hesitate to contact us if you need further information or have any questions.