



**CHASE CARE**



# Outstanding, Sensitive Domiciliary Care

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[chasehomecare.co.uk](https://chasehomecare.co.uk)



## About us

Chase Home Care is a person-focused, compassionate domiciliary care company offering professional services nationwide, whether for private clients or those referred through social services. We are committed to delivering sensitive, discreet, and cost-effective healthcare through empathetic carers and skilled, dedicated support workers and assistants. At Chase Home Care, we proudly support and welcome individuals from diverse backgrounds, ensuring their cultural and care needs are fully respected and met. We encourage anyone interested in our services, whether seeking companionship or more complex personal care, to get in touch for further information.

### **Our Empathetic Care Team**

Our dedicated care team is here to support you every step of the way, from your initial enquiry to the delivery of your personalised care.

Whether you need advice, help organising your care, or tailored care package options, we adapt our services to suit your specific needs and preferences.

### **Personalised and Inclusive Support**

We ensure our staff can meet your language preferences and are well matched to your specific circumstances. Your independence is important to us, and we work to make sure our services are accessible and appropriate. We also encourage your loved ones to be involved in your care without compromising its quality.



# CHASE CARE

## Holiday Care

Everyone deserves a break, and needing regular care should not stop you from enjoying a holiday. Our holiday care service lets you take your care with you anywhere in the UK, so you can travel with confidence.

We provide trained carers or support workers to accompany you, either alone or with family and friends. Whether you need help with daily living, personal care, or simply companionship, we tailor our support to your individual needs. With our professional care by your side, you and your loved ones can relax and make the most of your time away.

## Hospital to Home

After a hospital stay, many people want to return home quickly to recover in a familiar and comfortable environment.

If your care needs have increased, you might worry about having to move into a residential home. Our Hospital to Home service supports you in returning home and settling back into your own surroundings with confidence.

### Respite Care

As with our other care services, respite care can support clients with a wide range of conditions, including Alzheimer's, Multiple Sclerosis, Strokes, Cancer, and more.

### Live-in Care

With our live-in care service, a Carer or Support Worker can move into your home with you to support you in living freely and independently.

### Personal Care

Our discreet personal care service is designed to support you with day-to-day living, allowing you to remain independent in your own home.



## Our Belief

At Chase Home Care, we are committed to creating a supportive environment where every individual can reach their full potential. With patience and understanding, we work to overcome emotional and behavioural challenges and achieve the best possible outcomes. Our core beliefs guide everything we do:

- Upholding the civil and human rights of those in our care.
- Collaborating with you to find focused solutions to challenges.
- Working without prejudice and celebrating individual differences and character.
- Delivering detailed, regularly reviewed care plans tailored to your needs.
- Promoting independence through appropriate support and carefully monitored, reasonable risk-taking.
- Providing a consistent 24-hour service for you, your family, and Social Services.
- Maintaining a robust recruitment process to attract and retain top-quality professionals.
- Encouraging ongoing training and development to enhance our team's skills.
- Fostering mutual respect between service users and staff, always upholding personal dignity.





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# Night Care Services

## Night Care

We all know a good night's sleep is essential to everyday health and for the more vulnerable among us, an unsettled night can lead to distress and greater care requirements throughout the day.

Research has proven that a person's night-time experiences have a dramatic effect on their daily care requirements. A poor night's sleep impacts a person's ability to undertake daily tasks and can leave them more unsteady on their feet, resulting in increased levels of confusion.

In addition, ongoing poor sleep patterns can lead to isolation throughout the day due to catching up on sleep. This can result in a person being unable to interact when family and friends visit, or in them struggling to engage at a level that they usually would, increasing anxiety about nighttime hours.

With this in mind, care and support throughout the night in the form of a night care service can be as important as providing care throughout the day.

## A Night Care Service that Adapts to You

We understand that your night care requirements may change as your condition improves or deteriorates. As a result, we offer a flexible night care service that can be regularly reviewed and adapted at any time to suit your needs.

Our Night Care service is quite common following a stay in the hospital, a change in surroundings or personal circumstances. Initially, you may not know exactly what level of night care support you require during the night. In these cases, we will look to review your night care needs over the first few days of your return home and work closely with you and your family to ensure the safest and most appropriate level of care is provided.



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# Palliative Care



**Our palliative care service is here to support you and your loved ones with dignity, comfort and understanding.**

## Palliative Care at Home

Palliative care can be a difficult and emotional time for both individuals and their families. Our Palliative Care at Home service provides comfort, dignity and support to adults with life-threatening illnesses who wish to remain in the comfort of their own home. Available at all stages of illness, this service is designed to improve quality of life while respecting your personal needs, values and choices.

We know that talking about your condition can be sensitive, and we are here to support you and your loved ones with understanding and care, including during times of bereavement. Every care plan is fully personalised and delivered by a small, consistent team of carers who take the time to understand you. This ensures you feel safe, respected and never alone.



## Minimum Visit Times

To guarantee you receive the best quality of care, we believe a visit from our staff should never feel rushed. Dependent upon your location, minimum visit times range from 1 to 4 hours to ensure your safety within your home. This is especially important for the elderly or those with physical disabilities.

We are committed to building a relationship founded on genuine trust. Our team offer not only industry-leading personal care but also a committed and trustworthy relationship. With customisable visit lengths modified to suit your requirements, we ensure you get the most from your care plan. From daily visits to live-in care, we help you with domestic chores, community trips or checking you have everything you need.



## **Carers You Can Trust Our Carers**

We select the best and most highly skilled carers in advance so they're ready to provide the care you need, right when you need it. They are all thoroughly screened and background checked.

### **Trained & Experienced**

All our care staff members are trained and qualified to do the jobs we ask of them. Moreover, they have experience in a wide variety of specialist care areas including dementia and many others.

### **Quality and Transparency**

Our mission is to help older people to stay well, so they can live in their own homes for as long as they choose. We promise to employ the best care professionals at all times to provide a superior quality of care you can rely on.

### **Caring Individuals**

We carefully screen and interview every Chase Home Care carer to establish their reasons for choosing care as a career. We therefore select and employ only the carers that are truly caring and compassionate.





## FAQs

**Q. Is Chase Home Care registered with the appropriate governing bodies and professional associations?**

**A.** Yes – we are registered with the Care Quality Commission (CQC). This ensures you only receive the highest quality of care and staff. All our certificates cover our domestic services countrywide.

**Q. Will someone visit my home before I start receiving my service?**

**A.** Yes – at Chase Home Care, we conduct a thorough Care Assessment to ensure that the package of care we provide is bespoke and accommodates to your needs. Our evaluations take around an hour and include an overview of requirements and a general risk assessment of the area in which you will receive your care.

This evaluation enables us to understand individual requirements better and designate staff with the required skills to suit your personality and preferences. We hold lawful accountability to guarantee a frequently assessed care plan for every household in which we offer a care service.

**Q. Will I always receive care from the same carer?**

**A.** At Chase Home Care, we want to provide personal and consistent care. In the event of holidays or absences, we provide more than one carer to you and your family to guarantee a level of professionalism and consistency.

**Q. How will my care be managed?**

**A.** All our specialised care packages are managed by our Registered Manager, who ensures your care is reviewed and managed regularly and effectively. We ensure we can be contacted easily should you have any concerns.

**Q. What makes Chase Home Care stand out?**

**A.** Our experience has provided us with an in-depth insight and understanding of what our service users require. Our diverse catalogue of contacts guarantees flexible, compassionate, and experienced assistants.

We know how crucial experience is in this sector, and we only employ staff with certified skills and qualifications. We want you to feel confident and safe when using our service and our staff are highly trained in performing their duties. Furthermore, we provide an appealing package that remains reasonable without compromising on care quality.



## Contact us



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