

HOME CARE SERVICES



**ENRICHING LIVES &
SUPPORTING INDEPENDENCE**



ABOUT US

Alcedo Care are experts in the homecare field, providing quality live-in care and visiting care at home, everything from companionship to dementia care to complex medical care at home. With branches across the North of England and Wales, we take pride in the support we offer to local communities, and have huge respect for our carers and the work they do to enrich and support our clients' lives.

Alcedo Care is a family-run business aiming to deliver the highest possible standard of care and first-class customer service to our clients, providing the same high quality care we would give to our own family.

At Alcedo Care, we empower clients of all ages to live enriched lives, enjoying the independence they deserve. Whether you need a 30-minute care visit, respite care or full-time live-in care, we will work with you and your family to establish the right level of support to meet your needs and ambitions.

Fully regulated by the Care Quality Commission (CQC) and the Care Inspectorate Wales (CIW), we are committed to ensuring that our service is safe, effective, caring, responsive and well-led. We offer a fully managed service that can start in as little as 24 hours, with a care package that is unique to you.

 **People are at the heart of Alcedo Care and everything we do, and that is what makes the care that we deliver so very special.** 



Andy Boardman, Director & Co-Founder



CQC & CIW REGISTERED

CQC (Care Quality Commission) is an independent regulator of health and social care in England which regulates care service standards and quality across the country. The regulatory body has 5 fundamental standards which each care provider needs to comply with – safe, effective, caring, responsive and well-led.

Similar to CQC, CIW (Care Inspectorate for social care and childcare in Wales) that regulates the standard and quality of care that people receive from care providers across Wales.

For us to be registered with CQC and CIW means that we are regulated by these regulatory bodies to meet specific requirements and compliances to provide the best quality of care to our clients. Moreover, being a registered homecare provider gives our clients' families the peace of mind that their loved ones are in good hands.

Our office staff and the team of carers go through a rigorous recruitment process where every applicant is appropriately screened and checked. We provide the right training and qualifications to ensure our clients receive the best quality of care and feel comfortable and safe.



Alcedo Care are consistently voted by our clients as one of the UK's Top 20 home care providers, which reflects our commitment to employing only the very best people who can deliver the highest standards of care and compassion for our clients.



THE SERVICES WE PROVIDE

Elderly Care

An affordable alternative to a care home and a service that can relieve the stress and worry for relatives. We can care for and support elderly clients with a unique care plan that will help them continue to live the lifestyle they wish.

Would highly recommend Alcedo, finally my mum is getting the perfect care and understanding of her Dementia and all her needs.



Margaret T (Daughter of Client)

Personal Care

We offer care and support to adults of any age who need assistance to continue living safely and comfortably at home. Our personal care teams provide friendly and professional help with daily tasks such as washing, dressing, bathing, or assisting with meals and medication. Our highly trained carers deliver personal care with sensitivity, dignity and respect considering your needs and requirements. Moreover, having a personal carer will improve your quality of life and contribute to your well-being.





Companionship

Sometimes you just need a friendly face to share a cup of tea with! We can be there just for companionship, helping to provide healthy interactions and activities that promote physical and cognitive health and well-being, helping to maintain social skills and encouraging reminiscing, for example by reading or helping to collate a memory book.

Supported Living

Our supported living service helps individuals with a variety of learning disabilities and complex needs live an independent life in their own homes. We can be on hand to help your loved ones catch their bus or organise supported holidays and days out.

Alcedo looked after my husband during the last months of his life. They provided excellent care and companionship to him and great support to me. I would have no hesitation in recommending Alcedo Care.



Denise W (Wife of Client)

Learning Support

We offer help and support to clients of all ages with specific needs, including autistic spectrum conditions, mental health needs, challenging behaviour, profound and multiple learning disabilities and associated complex health needs.

Dementia Care

We provide customer-specific dementia care options that can help our clients and their relatives better manage day-to-day life and plan for the road ahead. Our carers receive specialist training to provide the highest standard of care.

OUR SERVICES



Respite Care

We can help and support you with the care of your loved one while you take care of your well-being by taking a break. We will work closely with you and your dependent to build a personalised care plan that will give you the peace of mind you need to have a few days respite; be that on holiday or at home.

End-of-Life Care

We offer a comprehensive palliative care service that can be put in place quickly and is always tailored to each client's needs, considering their symptoms, psychological well-being, social requirements or spiritual needs. When providing end-of-life care we can be there to support both the client and their family, whichever they choose. It's often a special bond formed between client and carer and many families have expressed gratitude at the support offered during end-of-life care and following the sad passing of their loved ones.

 **The care my husband received was exceptional. He was treated with kindness, gentleness and with the utmost respect so that the last weeks of his life were made as comfortable as possible. My grateful thanks to all concerned.** 



LB (Wife of Client)

Complex Care

We offer specialised nurse-led support from our team of healthcare professionals to our clients who have complex care medical needs, to enable them to be in the comfort of their own homes, with their loved ones around them.

Brain Injury Care

Our person-centred care plans provide help and support to our clients who have acquired or traumatic brain injuries. We work together with families to meet diverse needs and requirements, aspirations and goals to help you lay the foundations for the journey towards independent living and empowering you and your family.

 **Each shift brings different challenges for the staff and each member of the team meets those challenges and deals with each episode appropriately.** 



Barry L-C (Partner of Client)

Live-In Care

Sometimes 1 or 2 hours a day isn't enough, and you would feel safer with around-the-clock care. We provide 24/7 live-in care services to those looking for an alternative to residential care. With our bespoke care plans tailored specifically to your needs and requirements, you can continue living in the comfort of your own home, surrounded by the things you love and enjoying activities you love.



Overnight Care

We provide waking care to help and support your loved ones during the night, giving you peace of mind while taking much-needed rest. Our carers can assist with dressing, bathroom visits, medications during the night or complex activities such as changing the stoma bag, wound management and dressing, ventilation monitoring, etc.

Care for Children & Young People with Additional Needs

Our team of professionals can support you and your extended family by stepping in with the care of children and/or young adults who have learning disabilities, physical disabilities and/or complex care needs.

 **My relatives and I have always highly rated the service provided by Alcedo Care. The Carers are all patient, compassionate and very caring. They are always attentive to the needs of the person they are visiting. They respect the individuals, their situation and their wishes at all times.** 



Yvonne A (Client)



HOW TO GET STARTED

Contact our Home Care team and let us know your requirements, specific needs, capabilities and where you live. We will schedule a no-obligation home visit with a member of our Home Care team.

All visits to your home will be conducted at a time which is convenient for you and your family. This will be an opportunity for us to assess your capabilities and begin putting together a personalised care package which will best meet your needs.

Everybody's care needs are different and with the home visit complete you will have the opportunity to develop a care plan best focused around the care that you want, with the help, advice, and guidance of our trained team.

Once a care plan is agreed upon, regular reviews will be arranged to ensure that your needs continue to be met and to address any changes in your requirements or preferences.

Should you require the support of our Complex Care team, our Registered Nurses will be responsible for the safe delivery of your complex care and will make regular visits to your home.



WHY CHOOSE US?



FAST MOBILISATION NETWORK

Because of our extensive branch network, in-house training team and over 1000 staff we have the resource to mobilise packages of care quickly.



CONSTANTLY INNOVATING

We use the latest care software, including digital care plans, electronic medication records and family access portal, and are constantly innovating to support the care we provide.



FAMILY OWNED, WITH REAL FAMILY VALUES

We are family owned and run, with family values at the heart of everything we do for both our clients and our staff.



HIGHEST RATED HOME CARE PROVIDER

We are one of the highest rated large home care groups in the UK, with multiple awards and recognition under our belt. Our clients repeatedly voted for us to achieve homecare.co.uk top 20 home care provider status.



EXPERT TEAMS

As well as dedicated care assistants, we have a team of registered nurses who lead our complex care division - our team are not only well qualified but also incredibly compassionate and caring.

The team of carers are amazing and support me with my daily activities and goes above and beyond. It's great having nurses on hand to support the team with my condition. Myself and my wife are always treated with dignity and respect. All issues are resolved promptly and professionally.



Chris B (Client)

MEET THE DIRECTORS



We are proud Directors of Alcedo Care.

Alcedo Care is a family owned care provider first and foremost and as such we have an unerring responsibility to deliver the highest standards of care to each and every client as we would to our own nearest and dearest.

We strive to maintain and deliver our standards each and every time by ensuring we have the best quality of carers, that they are well trained, well paid and feel valued.

Our commitment is to offer the highest standard of care, and to understand and engage with every one of our clients so that we understand who they are, their backgrounds, their passions and their aspirations.

Our mission is to not only look after our clients' health but also to promote their feeling of well-being - we help to achieve this by encouraging and facilitating social inclusion and by helping to set reablement and personal goals.



Andy & Jo Boardman

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CONTACT US



Scan this to find
and contact your
local branch