



# AWARD-WINNING HOME CARE SERVICES



CARE, **SUPPORT** & NURSING **AT HOME**

# About us



**Alcedo Care** is a family-owned, award-winning home care provider with over 1200 experienced care professionals, providing personalised support for individuals of all ages and conditions, from complex medical needs to companionship and respite care in the comfort of their own homes.

Our services are supported by dedicated nurse-led teams, ensuring high-quality and safe care delivery to all our clients. We are proud to say that our complex care services won the Home Care Award in 2024 for **"Best for Specialist Care Expertise"** as well as achieving royal recognition from the Princess Royal Training Award for our complex in-house training.

At **Alcedo Care**, we empower clients of all ages to have the best possible quality of life, while 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.



All our services are **fully regulated by the Care Quality Commission (CQC)** and the **Care Inspectorate Wales (CIW)** and we are committed to ensuring that our services are 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. Moreover, being a regulated home care provider gives our clients' families the peace of mind that their loved ones are in good hands.

Our aim at **Alcedo Care** is to deliver the highest possible standard of care and first-class customer service, and we are proud to have been recognised as one of the **UK's Top 20 Home Care Groups on [homecare.co.uk](https://homecare.co.uk) every year from 2020 to 2024**, based entirely on client reviews.

With well-established branches across the **North of England and Wales**, we take pride in the support we offer to our local communities and have huge respect for our carers and the work they do to **enrich and support our clients' lives**.



# Our Services



## Compassionate Care at Every Stage of Life

At Alcedo Care, we understand that everyone's care needs are unique. That's why we offer a comprehensive range of personalised home care services for people of all ages and with all kinds of conditions. From a few hours of support a week to full-time live-in care, we're here to help you live a fulfilling and independent life in the comfort of your own home.

### Care for all ages:

- **Traditional Domiciliary Care:** Assistance with daily tasks such as personal care, meal preparation, medication reminders and companionship. These services are ideal for your loved ones who need extra help in their daily activities to continue living their lives to the fullest.
- **24-Hour Regulated Live-In Care:** Continuous one-to-one personalised support and companionship in your own home, providing peace of mind for you and your family. The live-in care service is an alternative to moving into a care or nursing home with care plans tailored to your unique needs.
- **Nurse-led Complex Care:**  
Clinical & mental health care from our nurse-led teams for individuals with:
  - Spinal Cord Injuries
  - Brain Injuries
  - Airway management and tracheostomy care
  - Physical Disabilities (e.g., Cerebral Palsy, muscular dystrophy)
  - Other complex health conditions such as epilepsy, multiple sclerosis, etc.
  - Mental health support

Our Complex care is designed for individuals of all ages who seek to live safely and independently at home. Our carers and nurses enhance the quality of life of our clients with various health conditions by providing one-to-one care that is often unattainable in multi-occupancy homes.

- **Respite Care:** Short-term care to provide family carers with a break, to aid rehabilitation or a return from a hospital stay. Respite care can be arranged for as short or long a term as you need it. It might just be an afternoon or evening, for one night or for several days or weeks.
- **Dementia Care:** Compassionate and understanding support for individuals living with dementia, focusing on maintaining cognitive function and emotional well-being. From early stage to late stage, we will be there for you.
- **End-of-Life & Palliative Care:** Sensitive and dignified care during the final stages of life, focusing on comfort and quality of life. 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.
- **Autism & Learning Disabilities:** Specialist support tailored to individual needs, promoting independence and development. We offer support with social interaction, access to the community and personal care.



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# What our clients say about us



*"My grandma receives care from Alcedo Care. She is now living a fulfilling life with a great team of carers. They are all reliable and go out of their way for my grandma. I am so grateful for the carers who do an exceptional job."*

**– James Mitchell**

*"Alcedo Care [South Lakes] has recently taken over my adult son's complex care package. After years of poor and mediocre care we have, at last, found a care company that puts their clients before their profit, a company that provides excellent and appropriate training, who looks after, and respects their staff and basically, they do a really good job with kindness and compassion. Thank you."*

**– Martin Clark**

*"My son's main carer has developed a strong bond with him and is always professional, caring and patient when doing his job. My son's carer is attentive and reactive to seizures and understands his moods. He is always on time and fits well into my son's routine and the every day of our household. He always goes above and beyond. A great carer means we can be sure that my son is happy and healthy."*

**- A. B (mother of client)**

*"Absolutely brilliant company and helped give me a lot more independence after becoming disabled. My family life has improved greatly by their wonderful carers and I feel like they are part of the family themselves. My two young babies adore them and I don't know what we would do without them ourselves."*

**– S.B (client)**

*"I do not live in the UK and I rely on the detailed, twice-daily reports filled out by the Alcedo team to monitor the wellness of my father. The carers, and our primary contact, are so thoughtful and kind to my father (who can be tricky) and they make sure that my sister and I are aware of everything that he does or needs. After he fell in September, I spent some time here to keep an eye on his healing and so was lucky enough to watch the team at work: the care is amazing and he has formed a really strong bond with many of the carers. I would be more than happy to recommend Alcedo Southport to anyone: they really do actually 'care' about their clients."*

**– Catherine J (daughter of client)**

**You can listen and watch our full clients' stories and learn how our compassionate care services can make a difference in your life or the life of a loved one, on our website here** →



# 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 free, 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 needs and begin putting together a personalised care package which will best suit you.

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 1200 staff we have the resources to mobilise care for you 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](https://www.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.



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Alcedo House, 14 Slaidburn Crescent  
Marshside, Southport  
PR9 9YF



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