



## From a little help around the house to 24/7 live in care

Our Carers are here to help with everything from help around the house to more specialist care for those affected by dementia, other neurological or physical conditions and end of life care at home.

**Call our friendly team on 0191 215 5555**  
**[www.rightathome.co.uk/tyneside](http://www.rightathome.co.uk/tyneside)**



### **Your Say**

Our team, including the owner, are always available for you to call or email 24/7.



### **Our Word**

Unlike any other care provider, we offer a no quibble money back guarantee.



### **Your Choice**

You choose the level of support you need, your Carers and the timing of your visits.



### **Your Home**

We help people live in the comfort and familiarity of their own home with their own pets.



### **Your Carers**

We will always send you the same Carers who are fully trained to meet your needs.



### **Our Services**

We cover everything from physical assistance to dementia and neurological conditions.



## What Makes Us Different?

Having been established over a decade ago, we now support over 120 vulnerable people and have a team of 65+ carers.

As one of our recent recommendations says;  
***"FINALLY A CARE COMPANY THAT CARES!!"***

First and foremost we are about supporting the Clients that have placed their trust in us. We aim to exceed their expectations; going the extra mile is the norm and only the best will do.

I am involved in the business on a day to day basis and Clients are afforded 24/7 access, if required, via my personal mobile number.

We make delivering your individual needs and choices our number one objective and stand behind this promise with a unique, no quibble money back guarantee. We are here to help and offer a free, no obligation assessment, working with you to design a Care Plan that is unique to you and that will be delivered by Carers of your choice at a time of your choosing.

*David Baxter*

David Baxter - Owner

# How can we help?



## CARE AND COMPANIONSHIP

Designed for you - including help like housekeeping, meal preparation, transport, errands or outings.



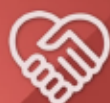
## PHYSICAL ASSISTANCE

Practical and physical support, including washing, dressing, personal care and medication.



## LIVE-IN CARE

Offering 24 hour care and support keeping your loved ones in their own home for as long as possible.



## HOSPITAL TO HOME

Return to your usual lifestyle sooner and ease recovery after an operation or prolonged stay in hospital.



## CLINICAL CARE

Our personalised clinical care services utilise our expertise and our clinically trained team.



## DEMENTIA CARE

Tailored home care with a chosen care team, stable routines and a familiar home environment.





## Our Carers

We select only the highest quality Carers who have a genuine empathy for the people they provide care and support for. We have an extremely committed and loyal team, many of who have been with us in excess of 5 years. Each Carer undergoes extensive background checks. This includes a comprehensive criminal records check and references from previous employment, to guarantee the Carer in your, or your loved ones' home, is trustworthy and reliable.

Each of our new and existing Carers complete an externally assessed and accredited training programme, which continues throughout their career with Right at Home Tyneside. All Carers new to the profession have to complete a City and Guilds accredited Care Certificate. All staff take annual refresher training and we offer Carers the opportunity to gain nationally recognised vocational qualifications to help deliver health and social care to the required standard.

Right at Home Tyneside always carefully matches Clients with Carers who have similar interests and we will personally introduce our valued Carers to you, and your families, before they commence delivering care and support. We ensure the same Carer team visits you each time.

We also undertake frequent unannounced spot checks to ensure the care you, or your loved one, is receiving is consistently of the very highest quality. Additionally, we commission quality assurance surveys across our client base to help in continuously improving what we do.

# People we've helped

These recommendations are written by actual Right at Home Tyneside Clients. They show the exceptional level of care that we provide to families, just like yours, across the North East.



## Doris

*"Right at Home is providing excellent care for my sister. All of her carers are extremely kind, considerate, friendly and very caring. She thinks the world of them all."*



## Maureen

*"I find all the staff to be well turned out, cheerful, very willing and caring, sometimes in difficult circumstances."*



## Peggy

*"Each and every carer adds their own little special touch with each and every visit. All carers are very caring and add a bit of delight to my grandma's day."*



## Paul

*"Fantastic service from staff and all we have met. We tell everyone about the fantastic caring service."*

Our business is built around the amazing work our Carers do every day. We make sure they have everything they need to continue to make such a massive difference to the lives of our valued Clients. From regular training, mentoring and one to one coaching to our top rates of pay, your Carer will always feel valued with us.





## Want to know more?

We can make a *no obligation* visit in the comfort of your own home, at a time that suits you and your family, to discuss how we can help. Whilst with you we will produce a personal care plan which matches your needs and review this regularly. Once your care starts our support team will keep in touch with you to ensure everything continues to run smoothly.

[www.rightathome.co.uk/tyneside](http://www.rightathome.co.uk/tyneside)

## Contact us today

**0191 215 5555**

or

**07841 915 069**



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