

Bespoke Quality Care
with Right at Home
Twickenham
& Richmond

making a difference every day



**Tailored, person-centred
care to keep you safe
and well in your home**



Introducing Right at Home

At Right at Home, we understand the emotional and practical challenges you may face when seeking care for loved ones. That's why we're committed to providing the kind of care we would want for our own family members.

We believe that the best care takes place in the comfort of one's own home—a place full of cherished memories and a sense of belonging. Whether it's your parent, partner, or even yourself, we're here to ensure you receive compassionate, high-quality care in familiar surroundings.

Enhancing Lives— Supporting Families

Our approach is centred on building meaningful relationships with both our Clients and their families. We offer a preferred minimum of one-hour visits, ensuring our care professionals have the time to deliver unrushed, attentive support.

By travelling in our own time, not yours, we focus entirely on your needs or those of your loved ones. This approach enables us to observe any changes in their health or well-being and keep family members informed. All our care is regulated by the Care Quality Commission (CQC), giving you the peace of mind that you or your family member is in safe hands.



When Is Homecare Right for You?

Care and Support at Home

Homecare is suitable for anyone who needs help with daily tasks or specialist support due to age, illness, or disability. Whether it's regular companionship, managing a condition like dementia, or short-term help after a hospital stay, our care is always tailored to individual needs.

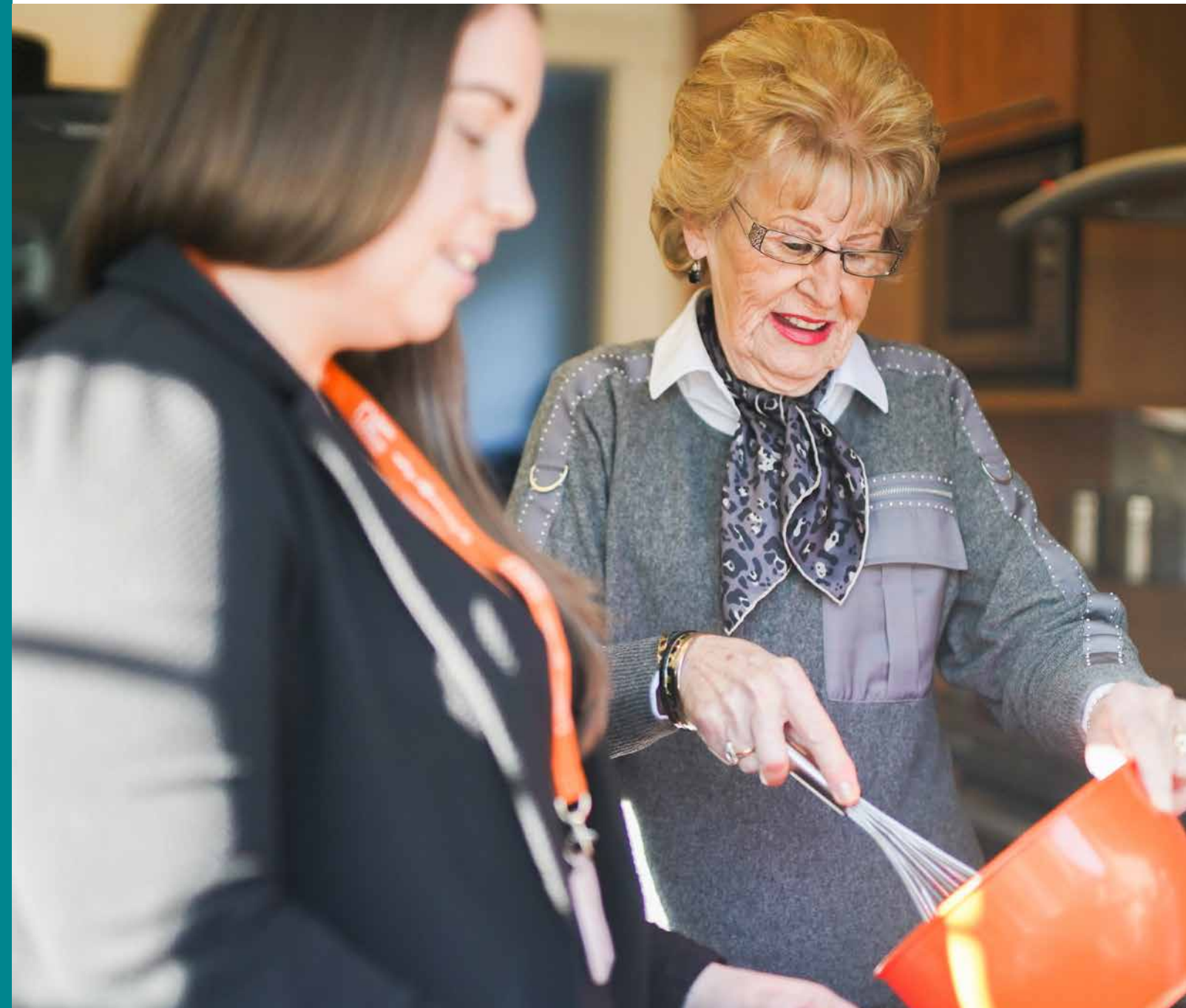
By personalising our care plans, we can ensure the right balance of care and independence. We're not here to take over—you stay in control of your own decisions and maintain a sense of self-reliance.

When Is the Right Time to Introduce Care?

Starting Your Care Journey

Deciding to seek care for a loved one is a significant step for any family. Many families begin considering care when a relative starts relying on them for everyday tasks like cooking, cleaning, or running errands.

Starting the conversation early can ensure your family member receives the right level of support before their needs become more complex. Our experienced team can guide you through this process with understanding and sensitivity.



Can I Choose Care for Myself?

Absolutely. At Right at Home, we empower individuals to take an active role in planning their own care.

Whether you need assistance with daily tasks, support after a hospital stay, or live-in care, we'll work with you to tailor a care plan that suits your preferences and lifestyle. Choosing care for yourself ensures you maintain independence

and control while receiving compassionate, high-quality support in the comfort of your own home.

If you have noticed that you could benefit from assistance to enjoy your favourite things and live life how you want to, we're more than happy to have a chat about your needs and requirements.

What Type of Care Do We Offer?

We provide a wide range of homecare services, all designed to improve the quality of life for our Clients and their families.

In terms of assistance, this can mean light-touch care such as companionship, or support with daily tasks such as dressing, grocery shopping, or housekeeping. Equally, we are also equipped to help Clients with more complex care needs.

It could be that you only need a care professional for a few hours a week for respite care, or you may be considering live-in care because you want consistent support on hand. Whatever your unique situation may be, we are ready to design a care plan that incorporates everything you require.

Arranging care may seem overwhelming at first, but we will help you navigate the care journey and get the level and type of assistance that fits your individual circumstances.

Our services include:

- Companionship
- Specialist Dementia Care
- Personal Care
- Help with Errands
- Meal Preparation
- Light Housekeeping
- Medication Reminder
- Holiday Cover
- Respite Care
- Support for Couples
- Post-operative Rehabilitation





Why Choose Right at Home?

Customised Care Plans

We create care plans designed around your or your loved one's unique needs, preferences, and routines. Families are fully involved in the planning process to ensure we meet everyone's expectations.

Reliable, Professional Care Professionals

Our team of care professionals have received comprehensive training, and we match them to Clients based on skills, experience, and personality. You'll always know who is visiting you or your family member, ensuring continuity, trust, and the chance to make a meaningful connection.

Focus on Family Communication

We work closely with families, providing regular updates and adapting care plans as needs evolve. This ensures you stay informed and reassured, even if you live far away.



“ My father had wanted to remain at home and he also had an elderly dog, so this too was an aspect that needed consideration.

We felt safe with the arrangement and knew if we required a higher level of care, the service could be increased when required – **all-round exceptional care.** ”

—Daughter of Client

Supporting Your Family Every Step of the Way

Your Peace of Mind

We're here to reassure families that their loved ones are receiving exceptional care. Our detailed reporting and open communication mean you're always in the loop.



You or Your Loved One's Independence

Home care enables family members to stay connected to their communities and maintain their daily routines, whether it's enjoying a favourite hobby or spending time with grandchildren.

Your Family's Safety Net

Our care professionals monitor health changes closely, providing prompt action when needed and keeping families informed of any concerns.

With Right at Home, you can trust that you or your family member is cared for with respect, compassion, and professionalism.



“When my dad was hospitalised, we had to make quick decisions about care. That's when we found Right at Home. From day one, they put us at ease with their calm, professional approach—constantly reviewing the care plan, keeping us involved, and even suggesting less care when it wasn't needed.

We'd experienced Alzheimer's care before with my wife's mother and worried Mum and Dad might need permanent care. Dad had been struggling to look after Mum, especially with managing medication. Right at Home stepped in, filled those gaps, and helped them remain safely in the home they love. Now, my parents are happy, safe, and thriving together—an outcome we never thought possible.

Neil F | Son of Clients

”



Our Family-Feel Team

Passionate Care Professionals Who Make a Difference

Our care professionals are the heart of Right at Home. For them, providing care isn't just a job—it's a vocation driven by compassion, respect, and a genuine desire to make a positive impact in the lives of others.

High standards: Every care professional undergoes rigorous background checks and completes extensive training, ensuring they have the skills and empathy needed to provide exceptional care.

Ongoing support: Regular refresher training and quality checks help us maintain excellence in every aspect of care.

Building Trust and Connection

We believe in developing strong, meaningful relationships between our care professionals and Clients.

That's why we:

- Carefully match Clients with care professionals who share similar interests and values, ensuring compatibility.
- We prioritise consistency when it comes to care, so you will always know who will be visiting and where possible, we will introduce your care professional before the first visit.



Comfort and Confidence

Our care professionals go beyond tasks—they provide companionship, understanding, and a sense of reassurance to Clients and their families alike.

At Right at Home, we don't just provide care; we create connections that bring comfort and confidence to families. Let us help you or your loved one live with independence and dignity in the comfort of your own home.

If you'd like more information or need help starting the conversation about care, contact us today.



Quality Support from Our Office Team

Care doesn't stop at our team of care professionals, our friendly office staff are also there to provide you with the support and reassurance you need.

At Right at Home, our Care Operations Managers and Registered Managers share a deep commitment to helping people live comfortably and safely in their own homes. They bring extensive health and social care expertise, ensuring every Client experiences the highest quality of support, tailored to their unique needs.

Meet Clare

Clare's journey is one example of this commitment. She began her career as an NHS nurse before joining Right at Home seven years ago. Having seen first-hand how Clients flourish in familiar surroundings, she championed enabling people to remain at home to enhance their overall wellbeing and independence:

"It's amazing to see how much people thrive when they're in familiar surroundings, eating the food they love and encouraged to stay active. Home really is the best place for them to be."

As a Care Operations Manager and Registered Manager, Clare established a strong, caring team and introduced Clinical Care training so care professionals can provide even more specialised, personalised support.

Now, Clare's outstanding contributions have been further recognised with a new position as Care Director. In this role, Clare works closely with the Board, lending her expertise to help both Clients and care professionals thrive:

"I am delighted to step into this role, focusing on keeping our Clients safely at home, where they feel most comfortable. It's an honour to guide and support our teams to deliver the same level of care that has always inspired me—helping others live independently and with dignity for as long as possible."



“ I trust Right at Home to treat my mum with dignity and compassion. Their thoughtful, professional staff bring **peace of mind** to our family. ”
—Son of Client



“ The care Right at Home has given has been **fantastic**. The staff are highly knowledgeable, professional and incredibly caring. They take time to get to know their Clients and offer **amazing support and invaluable advice**. ”

—Daughter of Client

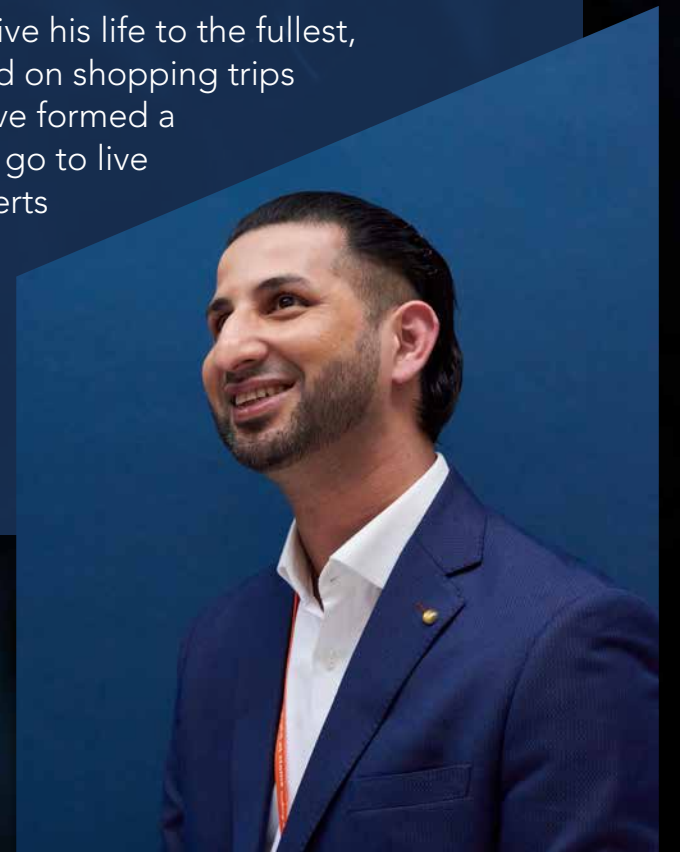
GOING THE EXTRA MILE FOR OUR CLIENTS

Before Naveed became a care professional, he had worked numerous service jobs. However, he was looking for more flexibility so he could spend time with his wife and daughter. He was recommended a career in care, which is something he already had some experience in after supporting his grandfather when he was young.

Now, Naveed provides exceptional care for a Client living with cerebral palsy. As well as helping with things like personal care, Naveed also helps his Client pursue his passions and hobbies—both at home and within the local community.

One way Naveed has done this is by assisting his Client with his DJ equipment when he performs. The Client sometimes even refers to Naveed as his “tech guy” thanks to all the reliable support he has provided.

Naveed truly helps his Client live his life to the fullest, supporting him at the gym and on shopping trips to the high street. The two have formed a genuine connection and even go to live events together, such as concerts and wrestling.



Next Steps

Assessment and Planning

Before care begins, we'll visit you or your loved one at home to learn about any needs and preferences. We'll also speak with family members to understand your concerns and expectations.

Matching with a Care Professional

We carefully select a care professional who complements you or your family member's personality and needs. You'll have the opportunity to meet them before care starts, helping to build trust from the outset.

Ongoing Support

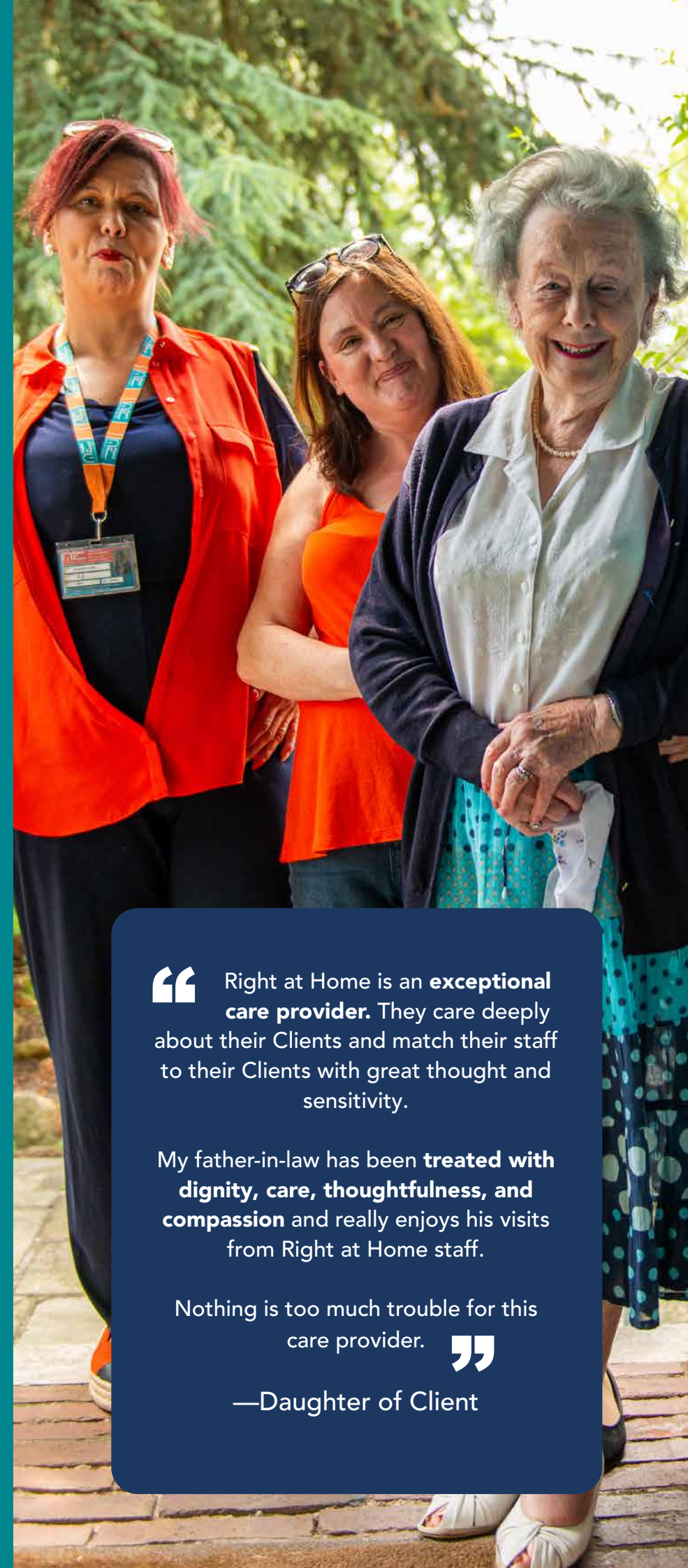
We regularly review care plans to ensure they remain effective. Our team is available to answer any questions, and we're committed to responding quickly to any changes.

Funding Your Homecare

We know that arranging care can feel daunting, especially when considering costs. Our team is here to guide you through every step, from initial consultations to understanding available funding options.

- We provide approximate quotes upfront, followed by a detailed homecare assessment to confirm the level of care needed.
- Adults aged 18 or over may qualify for financial support for homecare services through local authorities or other funding sources.

If you have questions about funding or need help exploring your options, our team is happy to assist.



“ Right at Home is an **exceptional care provider**. They care deeply about their Clients and match their staff to their Clients with great thought and sensitivity.

My father-in-law has been **treated with dignity, care, thoughtfulness, and compassion** and really enjoys his visits from Right at Home staff.

Nothing is too much trouble for this care provider. ”

—Daughter of Client

Contact Us Today

0203 376 3535

www.rightathome.co.uk/twickenham-and-richmond

