

Right at Home

Mitcham Streatham & Dulwich



About Us

At Right at Home, we work together as one team with one goal – to provide the very best care we can for each client, every day.

Our role is to support and care for some of the most vulnerable adults in our community, helping them to live independently in their own homes for as long as possible.



Our client based in Streatham, sharing her house with our live-in carer and her beloved cat



Meet the Owners

Tracey Scott - Managing Director

Tracey grew up in Tooting and has an early claim to fame as “head girl” at Ensham Girls School! From there she went to University and subsequently qualified as a solicitor. After a successful 20-year legal career (mainly in the not-for-profit- sector) she founded Right at Home Mitcham Streatham and Dulwich in June 2016. She is a trustee of Age UK Merton. Her parents came to the UK in the early 1960s from Barbados. You can see them in the picture here with one of their 4 great grandchildren, Margot.

Michael Scott – Operations Director

Like Tracey, Michael used to be a solicitor and enjoyed a 30- year career in the City, working as a lawyer. He now runs the “back office” at Right at Home Mitcham Streatham and Dulwich. He also volunteers at the local Furzedown Project in Moyser Road, driving the bus for members once a week. The picture on left here shows him with his Dad, Geoff, who grew up in South London during the Blitz and went to school at St Josephs Beulah Hill.

Meet our Manager

Maggie Lopez – Registered Manager

Maggie joined Right at Home in April 2018. She has long experience working in the care sector which for her is a vocation. Her previous role was at Mencap where she spent over 10 years managing carers at their sheltered living facilities. You can see her in the picture with flowers celebrating her recent work anniversary with Right at Home. Maggie came to the UK from Poland.

She runs the carer team and leads our care service. She sets the standards, leading by example, with the shared commitment to consistent excellence in everything we do.



Our Approach

While we assist with routine tasks, it is the personal touch that truly matters. Our carers take time to connect, fostering a sense of value and reassurance. We strive for a “gold standard” of care, going beyond expectations. We help clients explore new interests, revive old hobbies, and discover local services and activities. We believe age alone should never create assumptions as to what is possible.

Homecare can be challenging, but the positive outcomes and heartfelt feedback we receive make it all worthwhile. We invite you to read some recent client reviews to understand the impact of our compassionate care.



The Carer Team

We carefully select all our carers. It is essential they share our shared values of kindness, integrity, and patience. Before starting, they each undergo enhanced vetting and comprehensive training so we can be assured they will deliver the best care. Once working the carers have 24-hour support from experienced managers who are always there when needed. In 2023 the Right at Home National Training Programme won the Princess Royal Training Award.

All Right at Home carers speak good English, live locally, and are dedicated to doing their best for our clients.



Our Services



Personal Care
& Medication



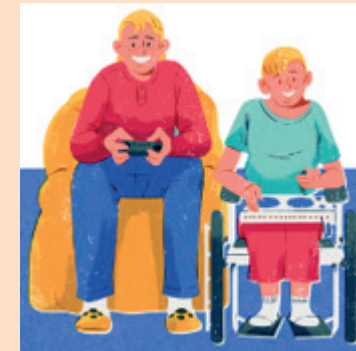
Companionship
& Outings



Meals &
Light Housework



Errands
& Shopping



Live-in Care



Respite Care



Dementia Care



End-of-life Care

Quality Control

Good carers are hard to find. We get many applications but are very careful who we chose. We work hard to recruit and then retain the best carers. We believe, if we treat the staff fairly, with dignity and respect, they will do their best for our clients. We make sure they have enough time as needed, to support each client and travel between addresses. All our visits are a minimum of one hour.

We use a digital system to run the service and ensure carers are monitored in real-time. Clients and their next-of-kin can log-in and read visit notes etc.

We are part of a UK wide franchise which provides invaluable specialist advice, as well a large network of offices who co-operate together sharing new ideas and best practice.

Personal care is a regulated under the Care Act 2014. Our services are subject to extensive regulations and regular inspection by the Care Quality Commission – in fact, we are bound by the exact same regulations and regulatory system as applicable to hospitals and GP surgeries.



THIS IS TO CERTIFY THAT

**Right at Home (Mitcham, Streatham
& Dulwich)**

HAS BEEN RECOGNISED AS A

**Top 20 Rated
Home Care Provider in
London**

 **homecare.co.uk**

Award Winning Care

Based on independently verified client reviews, Right at Home Mitcham Streatham and Dulwich was awarded the Top 20 Rated Home Care Provider in London, where competition is especially fierce.

Clients review our service awarding up to 5 Stars for: Overall Experience, Staff, Care/Support, Management, Treated with Dignity and Value for Money. Right at Home Mitcham Streatham and Dulwich has currently has over 40, 5 Star Reviews from happy clients.

In addition, we were also recently awarded the WorkBuzz 5 Star Employer Award for exceptional staff engagement, following an independent survey of our team and their feedback on all aspects of working for Right at Home. The award is only made to those employers who provide “above and beyond” employee engagement compared to typical similar employers.

Our Charges



Hourly Care

£36.65

Mon - Fri
8am - 7pm



Hourly Care

£38.85

Evenings &
Weekends



Night Cover

£237.60 per night

Dependent on
needs & hours



Live-in Care

£253.57 per day

Bank Holidays, Xmas and Easter charged at 1.5x above rates.

Care services are not subject to VAT.

And Finally



Working in homecare is a vocation. For those born with the desire to care for others, it is a job that fills them - day in day out - with pride and joy in the knowledge that they have met the needs and raised the spirits of their client. Social care is commonly (and wrongly) classified in the media as “low-skilled low-paid work”. A truer view was expressed recently on Radio 4’s Thought for the Day. The guest speaker, the Rev Isabelle Hamley said:

“Our society places maximum value on productivity, output and profit. The value and wealth that comes from CARE is intangible and often hidden. Through caring for each other we learn to be human together. We can discover unexpected treasures of joy. Character and kindness are what matter most”.

Call Us Today!

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