



Are you tickled pink  
with your care service?

**(we will support you whenever you need us most)**

S E R E N I T Y 

PERSONALISED CARE SOLUTIONS FOR PEOPLE IN NEED



Let us help you to design a care service that will help you stay independent and in your own home

# Trust.

(Integrity. Strength. Expectation)

When you suddenly find that you need someone to care for you it can be difficult to make a choice.

We understand that trust is vital in helping you to make this choice, so we will design our service so that it is personal to you giving you the flexibility you need to remain as independent as possible.

Our business continues to grow because more and more people are trusting us to deliver a care service that fulfils their need.

We take great care to listen to your needs and to give you as much choice as possible when designing your care service so that we achieve the best outcomes for you.

“

## Bob

Bob, who is 81 years old, suffered from a stroke, having had good health most of his life.

He was offered six weeks of reablement through the local Council care service. Near the end of the six weeks his care needs were assessed by the hospital social worker and he was given the option of choosing a home care agency.

*“I telephoned three agencies and the staff at Serenity Homecare picked up the telephone first. They immediately responded to my call and the manager came to see me in my home and spent time with me to listen and understand my needs.*

*I cannot fault their service and look forward to seeing my carer each day.”*



I was not expecting a care service quite like this. I am 81 years old and suffered a stroke recently. After a period of reablement I chose Serenity Homecare. They were the first to pick up the telephone and their care and support service is exemplary. I trust them!

**BOB**

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A quality service, just what you would expect

We will offer you exceptional levels of care and support

# Quality of Service.

(Excellent, Reliable, Accomplished)



We aim to get your care service right first time.

We will continually monitor your service and make sure that it is continuous and bespoke to your needs.

All our staff have active development programmes which help them to keep up to date with care issues.

Our dedicated care team will help you with your care needs and when things change they will ensure that your service changes too.

We take great care to assess, record and monitor your needs so that you have peace of mind and confidence that we will be there for you.

## Alma

Alma has recently had a hip, knee replacement and needed care after coming out of hospital following surgery.

*"A friend of mine had used the agency before when she needed care after a car accident.*

*I found it difficult to look after myself and needed some care and support.*

*The management team were very considerate and planned my service in accordance with my instructions.*

*I am very impressed with the staff, their professionalism and the attention that they give me when they visit."*



I heard about this company from a friend who had used them before. The manager and her assistant manager came to see me in my home. They took their time to understand the services that I needed and started a few days later. My family and I have been very impressed.

ALMA





## Real Value for Money

Our services are value driven and our prices are competitive

# Value for Money.

(Reliable, Flexible, Quality)

By providing an exceptional quality and value driven service we are becoming one of the most successful care services available to you.

We offer so much choice; you will always be able to choose a care package that is suitable for you at the right price.

We can always find a flexible way to make the most out of your budget.

When we are designing your care service you will be given details of the price for each personalised option that you choose.

We offer a range of other services too, some of which are provided free of charge in your own home.

For example, we can arrange for an eye test, diabetic retinopathy test and dispense your spectacles in your own home.

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Ivy

Ivy has had a hip replacement and needed care after coming out of hospital following surgery. She was previously cared for through a Council led service and was offered a Direct Payment.

*“The agency that I used through the Council was very good, but when I went into hospital, that service stopped.*

*When I was ready to go home the social worker offered me a Direct Payment. I enquired about the care service at Serenity Homecare. The manager came to see me in my home and explained how the service would work, the cost and the various options I could choose when I wanted to.*

*I am really happy that I choose this company, they are looking after me fine”*



The social work team gave me some options about my care service when I had to leave hospital. They told me about Direct Payments and I decided to use this company to care for my needs. They took time to help me to decide what I would like to do and gave me a carer who has been looking after me very well.

IVY

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A care service that is accessible

Our aim is to make it easier for you to tell us what you want to do when you want to do it



# Convenience.

(Local, Timely, Efficient)

Our commitment to you is to provide a care service that is convenient to you. Delivered at times you need, by carers you know and trust.

We aim to make our service local to you using carers local to you.

By using carers local to you we can improve our commitment to personalising your service.

This means that if you do need to change your call times we can do this at your convenience.

For example, you may want your carer to accompany you to the hospital if you receive an appointment at short notice. We can arrange that for you.

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## Codey

Codey has recently been appointed as an assistant manager.

*“Since starting with the company I have been made very welcome by all the staff.*

*Before I started, the manager asked me about my availability for work and the times that I would like to work.*

*The company has been flexible with me which has meant that I have a good work life balance.*

*I really enjoy working with people and helping to provide them with a personalised service. It can be a challenge sometimes when we have to change call times at short notice, but the people we care for are really appreciative when we can make changes when they need us to.”*



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All of our staff have a caring nature and a flexible approach to their work. You will find that we try really hard to be responsive to your needs and when your needs change we will be there for you.

**SERENITY**

SERENITY 



Have your needs outgrown the service you currently receive?

We can make it easier for you to switch to our service so that you receive the support that you need

# Support.

(Convenient, Reliable, Quality)

We grow when you grow. Our dedicated care teams are always on hand to offer you our unique support to help you remain as independent as possible.

We want to build a partnership with you that you can be proud of and which stands the test of time.

From the time you request us to provide support for you, to the time we prepare your person centred plan, to the time we prepare our risk assessments and your independence improvement plan, our dedicated team of carers, managers and partners will keep everything running smoothly.

Whatever support service you require, we will be there to provide it for you, from helping you to get out of bed and ready for a new day to tucking you in at night.

“

**Katrina**

*“I always wanted to be a carer since I was at school. It was important for me to choose a company that would support me in my career goals and provide me with training and a professional qualification.*

*I received a lot of support when I first started work. All of the training that I needed to be a good carer was provided and I received support from my manager.*

*This helped me to provide support to the people that I care for. I have a clear understanding of their needs and the outcomes they expect from us.*

*Being part of the team is really great.”*



Our independence improvement plan assesses how well you can undertake various tasks, with each task graded from 1 to 5. If your independence improves by two points, 5 to 3 for example, we can request a service review and introduce new options.

**SERENITY**

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Our care service values diversity and treats everyone fairly and with respect

Our services are as diverse as you are

# DiVeRsitY.

(Equality, Values, Respect)

Whatever your background, we can provide you with a care service that is as diverse as you wish it to be.

Our range of services and the care options you choose will be sensitive to your needs in a multicultural way.

We aim to have a diverse workforce providing a diverse range of services to a diverse community that we seek to serve.

We will respect your religious and cultural values and ensure that our care service properly reflects your choices as an individual.

This will include for example, the food that we prepare for you to the way in which we greet you at each visit.



## Grace

*"I started caring for Serenity Homecare clients recently. The company's philosophy is quite different to my expectations.*

*Serenity Homecare offer a personalised service with lots of options for the person to choose from.*

*More importantly for me I found that Serenity Homecare has Equality and Diversity as a core value at the heart of its operations.*

*I really enjoy my work and there are plenty of opportunities for me to develop myself as an individual....I am looking forward to that."*



We have an Equality and Diversity policy that ensures everyone is treated fairly.

**SERENITY**





We can help you choose the right care options for you

Your care choices are as easy as choosing a colour



# Choice.

(Convenient, Reliable, Quality)

## > **HALF HOUR SERVICE\***

### Morning Tasks between 6am – 11am

> Welcome and Plan for the day

#### **Assisting with:**

- > Getting out of bed
- > Toileting
- > Showering
- > Getting dressed
- > Making a drink and breakfast
- > Tidy up
- > Chat
- > Diary Recording and plan (for next visit)

## > **SITTING SERVICE**

### Day Service 9am – 5pm

> Welcome and Plan for the day

#### **Assisting with:**

- > Prepare breakfast
- > Washing up
- > Making the bed
- > Vacuuming
- > Chat
- > Accompany to shops
- > Go for a walk
- > Accompany to appointments
- > Prepare lunch
- > Watch TV/Film
- > Make tea/coffee
- > Prepare afternoon meal
- > Toileting
- > Reading
- > Paying bills
- > Laundry
- > Ironing
- > Prepare clothes for next day
- > Diary Recording and Plan (for next day)

\* Morning, Lunch, Tea and Evening calls undertaken

## > **ONE HOUR SERVICE\***

### Evening Tasks between 7pm – 10pm

> Welcome and Plan for the evening

#### **Assisting with:**

- > Making a snack
- > Tidy up
- > Preparing the bed
- > Getting undressed
- > Showering
- > Dress in night clothes
- > Get into bed
- > Applying any ointments
- > Prompting medication
- > Closing windows and curtains
- > Choose clothes for next day
- > Diary Recording and Plan (for next day)

## > **SPECIALIST**

### Free Services

- > Eye test
- > Diabetic retinopathy
- > Spectacles dispensing
- > GP annual health check
- > Health and safety risk assessment
- > Annual Independence review

### **Access to independent products**

- > Home insurance
- > Motor insurance
- > Mobility aids
- > Security aids
- > Legal services

## > **CHARGEABLE SERVICES**

- > Gardening
- > House cleaning
- > Home repairs
- > Dietary advice
- > Care budget management

T: **0121 250 3611** F: 0121 633 8954  
SMS: 0757 286 2509 E: **reception@serenityhomecare.co.uk**

Twitter: @Serenity\_HC Facebook.com/serenityhomecarelimited  
Find Serenity on YouTube.com and LinkedIn.com

Registered Office: 829 Stratford Road Springfield Birmingham B11 4DA  
Corporate Centre: Serenity Homecare Ltd, Quayside Tower, 252 - 260 Broad Street, Aston, Birmingham, B1 2HF  
Registered in England Company Number 7242636

**BIRMINGHAM - LEICESTER - WALSALL - SANDWELL**

**S E R E N I T Y**  PERSONALISED CARE SOLUTIONS FOR PEOPLE IN NEED