

## We listen

By really listening to the needs and desires of our Service Users we're able to respond positively, helping them to grow in confidence and gain greater control of their lives.

From our experience we've found that given the right conditions, people with disabilities can extend their boundaries, overcome many of their difficulties and lead more enriched lives. Always There Homecare provides the means for them to achieve this.

## We Respond

All successful relationships should be dynamic and therefore facilitate positive change. That's why we work hard to match the needs and personality of our Service Users with the most suitable Care/Support Workers. And believe us, it works. Developing a bond of trust and understanding creates a positive environment where lasting change and improvement can occur.

## We Care

Always There Homecare provides comprehensive support 24 hours a day, seven days a week, for 365 days of the year. From a 24 hour live in service to support with shopping, cooking and bathing, we help develop an individually orientated support service that suits the needs of the Service User.

We provide fully trained Care/Support Workers across England and Wales to support the lives of a broad range of adults (18+), including:

Older people, including those with dementia;

People with physical disabilities;

People with learning disabilities;

People with mental health issues;

People with sensory loss including dual impairment.

“Supporting people is about so much more than satisfying their most basic needs, it's about responding to people as individuals,”

## It's all about people

People are the life blood of Always There Homecare. We devote extensive resources, time and energy to ensuring that we attract the very best individuals to become part of our committed teams. Our Care/Support Workers represent us and mirror the standards that underpin our success, so it's imperative they are confident, competent and motivated.

Following a rigorous selection process, each individual undergoes a comprehensive training period before they experience first-hand the demanding and rewarding role of a Care/Support Worker. We pride ourselves on providing an in-depth and comprehensive training programme. Our dedicated in-house Trainers adhere to 'Skills for Care' standards and provide a strong and committed management structure that powers the effective delivery of the highest quality support.

We value our staff and as such actively support their long-term career development through a process of ongoing NVQ training programmes. Always There Homecare applies fair, equitable and consistent employment policies that support the interests and equality of all people.

## Excellence as standard

Always There Homecare is a preferred supplier to County Councils in England and Wales. Working with respected bodies in both the public and private sectors, we recognise that professional competence should be measurable and transparent.

We are a member of the United Kingdom Homecare Association and registered with the Commission of Social Care Inspection in England and the Care Standards Inspectorate for Wales. We've also achieved the Investors in People Award and conform to the ISO 9001 standard.

Of course, recognised standards and regulations are important; however we feel that standards are primarily benchmarks from where we start. As people are the life blood of Always There Homecare, so too are they the life blood of our communities. This philosophy is the cornerstone that drives our organisation forward in pursuit of excellence.

## Tomorrow's vision today

Always There Homecare understands the importance of providing a person centred approach. Supporting people is about so much more than satisfying their most basic needs, it's about responding to people as individuals.

As a high caliber provider we want to make sure that the advantages of a person centered approach is available to everyone. With this in mind we work hard to provide an added value service that does not incur additional costs.

## Choice

The power to choose what is right gives valuable opportunity for growth and creates a beneficial environment for positive change.

## Independence

Empowering people and providing appropriate support targeted in a meaningful way ensures that people can grow in confidence, giving them the freedom to express their independence.

## Well-being

We all deserve to experience well-being in our lives whatever our circumstances. Greater choice and increased independence create the conditions that make this achievable.





“We believe that everyone deserves the opportunity to live fulfilling lives”

**What makes us tick?**

Always There Homecare is a company dedicated to providing the highest levels of care and support to a diverse and constantly evolving community.

We believe that everyone deserves the opportunity to live fulfilling lives, on their own terms.

Because we understand that everyone is different, our priority is to provide the most appropriate package of support tailored to the individual's unique situation.

Founded in 1995, our growth has been built on both quality and reliability. We passionately believe that good service shouldn't come at a premium; our success is the result of delivering value to both the purchaser and the service user. At Always There other companies' targets are our starting point.

Working in both the public and private sectors we are committed to delivering consistently good results. With strong and focused management teams we ensure that from the bottom up, our working practices clearly demonstrate the highest levels of professionalism, vision and dedication.



**Always There Homecare Limited**

**CREWE - HEAD OFFICE**  
Eureka House  
196 Edleston Road  
Crewe  
CW2 7EP  
Tel: 01270 252825  
Fax: 01270 583134

**FLINTSHIRE**  
Unit 10  
Deeside Enterprise Centre  
Rowleys Drive  
Shotton  
Flintshire  
CH5 1PP  
Tel: 01244 822123  
Fax: 01244 834394

**ELLESMERE PORT**  
T25  
Riveracre Business Centre  
Mill Lane  
Great Sutton  
Ellesmere Port  
CH66 3TH  
Tel: 0151 347 9880  
Fax: 0151 339 8312

**WREXHAM**  
Office 3  
Redwither Business Centre  
Redwither Business Park  
Wrexham  
LL3 9XR  
Tel: 01978 660382  
Fax: 01978 660361

[www.alwaystherehomecare.co.uk](http://www.alwaystherehomecare.co.uk)  
[info@alwaystherehomecare.co.uk](mailto:info@alwaystherehomecare.co.uk)



Registered with the Commission for Social Care Inspection and Care Standards Inspectorate for Wales

**Always There Homecare**  
...because we're all different



Empowering choice, creating well-being