



EATON
HOMECARE



Smile
is the beauty
of the soul

eatonhomecare.co.uk
01223 857 235



Your home
your life

There's no place like your own home, full of your personal memories, special possessions and where everything is familiar. We know, and research proves, that people live longer and happier lives at home. At a time when many things may be changing, being in your own home can make a huge difference.

your care

You can choose as much or as little care as you deem necessary and be in full control of your care package. Our carefully matched care workers also respect and take time to engage in your interests, learning and remembering how you like things to be done.

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Why homecare?

Freedom and self-sufficiency are a very important part of maintaining mental and physical health. As we get older, we recognise that by putting the right support in place, we help clients extend their time at home.

After all, home is where everything feels normal and you can keep to your usual routines and lifestyle.

Why Eaton?

It's the little things that make us individual, and it's the little things that make a big difference in our approach to homecare. Whatever your care needs, we will work with you to understand 'your way', whilst ensuring you are safe, independent and happy in your home. We also keep loved ones updated on your health and wellbeing.

Care needs can be complex and each client has personal needs, which is why we have created our 6-step guide. In the initial stages, this may help to explain the process we will follow with you to build a bespoke care package around your specific requirements and lifestyle.

Funding

Our nurse-led team will complete a Full Care Needs Assessment to create an agreed, fully costed plan of care.

If you are concerned about financing your care, we can help you to understand what support may be available.

Pricing

Our transparent pricing ensures that you remain in control of your budget. You will receive a monthly statement of your fees, invoiced monthly in arrears.

Where appropriate, remember our visits can be for as little as 30 minutes.

Visiting care starts from **£22.50** per hour.

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A photograph of an elderly woman with short, straight white hair, smiling warmly at the camera. She is wearing a light pink, vertically striped button-down shirt. She is holding a plain white ceramic mug with both hands in front of her. The background is a blurred outdoor setting with a wooden fence and some greenery.

Homecare

built around your life.



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Training & Development

All our care workers are highly experienced, and our in-house training academy provides continuous training and development.

Our improvement programme ensures:

- Our standards remain very high and we only want the very best for you or your loved one.
- All our team are experienced, quality staff with proven social care careers.
- Recruitment is values-based to match standards and personalities to you and your environment.

Quality Assurance

Eaton has an efficient Quality Assurance programme with regular assessments as required by the client.

As a regulated service registered with the Care Quality Commission (CQC), Eaton ensure that the correct systems and standards are in place to safeguard client safety and wellbeing at all times.

Eaton use a combination of in-home assessments and regular monitoring of our real-time App to capture carer visitor notes. These are continually assessed by the operations team together with:

- A minimum of two reviews per year, either in person or by phone to suit the client. We encourage family or friends to be involved where possible, as we discuss the care plan and our carer performance.
- An annual quality assurance questionnaire which will be sent to the client, but we embrace feedback throughout our relationship.
- Inspections from the Care Quality Commission.

Care staff have made a huge difference to my mother since receiving care from Eaton over the last year. The manager and the office team from the outset have ensured that we are kept informed of my mother's wellbeing.

The care that has been provided by the care workers has helped my mother regain her confidence again. Nothing is too much trouble and the care staff are so interested in my mum when they visit. We often need to make changes to the visits and the Eaton team are always really helpful. I would highly recommend this service.

ANNA H, CAMBRIDGE

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Choosing the right provider. At Eaton we:

- Respect your home and its memories
- Understand your requirements
- Work together with you to help you be happy, safe and independent
- Maintain the continuous recruitment and training of experienced care workers
- Find well matched care workers
- Provide so much more than the care basics, in a totally individual way

We'll schedule a telephone consultation at a convenient time for you, to help us:

- Understand your care needs
- Discuss costs for the support
- Establish if we have suitable care workers available to support you in your area

We'll arrange to visit you and your family at home to:

- Answer any questions about Eaton
- Conduct a care and medication needs assessment
- Develop a personalised care plan
- Identify any safety risks in your home to ensure the health and wellbeing of both you and your care workers

We'll match your interests and needs to the most suited care team, and introduce them to you in the comfort of your home. They will:

- Spend quality time with you and your family
- Make sure you are feeling comfortable with everything before the contract is signed

Your care team and you begin a great relationship.

- Your care team will begin visiting you regularly
- You can share with them and your customer liaison team exactly how you'd like things to be done

Your happiness and safety are our primary concern. We regularly check-in to make sure everything is as it should be with:

- You
- Your care plan
- Your care workers
- Your nominated family members

We are with you
every step

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Our story revolves around our family, caring for families just like yours, for over five decades.

My mother enjoyed a 25 year nursing career, then my parents opened their first care home in 1989. I have also been fortunate to spend over 10 years in the industry too.

All of this experience has been focused into providing a highly personal care programme, maximising your time and enjoyment in your own home.

At Eaton, we provide a tailor-made range of homecare services, all centred around you, your life, and your needs.

From companionship services and visiting support, right through to 24 hour live-in support, we will create the ideal care package for you.

If you have any questions at all, please speak to one of our team who will be only too happy to help.



MATT SUMNER, MANAGING DIRECTOR



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