



WESTLAKE CARERS

**CARE THAT
COMES TO YOU**

A GUIDE TO DOMICILIARY CARE

**Let us provide you with
high-quality care!**

**We collaborate with highly skilled
Home Care Workers, supporting
loved ones in the comfort of their
own homes.**



**Rated 'Excellent'
by our Service Users on**



www.westlakecarers.com



01784774150 / 07789200212

OUR SERVICE USER “ REVIEWS “

- Families trust Westlake to find dedicated, compassionate live-in carers who provide exceptional care for their loved ones. We ensure each carer is carefully chosen to meet the highest standards of professionalism and empathy.

“ EXCELLENT “



“ Very happy and I recommend Westlake Carers “

We are very happy with the service provided by Westlake Carers. The communication has been very good with both the Carers looking after my Dad and with the management team. They are all very attentive. I particularly like the care management system so that I can check in on how my dad is when I am not with him. I have already recommended Westlake Carers to two other families.

★★★★★

R. D.

“ Care above and beyond “

Carers always going above and beyond. Because of the carers she recovered and she no longer needs care.

★★★★★

J. R.

“ Clear and Engaged Management “

"From the moment we contacted Westlake Carers, we felt supported. The care manager took the time to listen to our concerns and created a personalized plan that made all the difference for my father."

★★★★★

L. M.

“ Excellent and very friendly “

I wish to thank to all the Carers for the excellent very friendly care I have received from them all. I felt like they were part of family and were always very caring.

★★★★★

E. P.

“ Very professional “

"Westlake Carers made a difficult time much easier for our family. Their compassionate approach and professional service were invaluable."

★★★★★

H. N. W.

“ Better then others. “

Better than other carer agency. Agency absolutely satisfied with carers.

★★★★★

D. C. M.

“ Very good, punctual “

"The caregivers treated my mother like family, providing her with comfort and care in her final days."

★★★★★

V. E. M.

“ Exceptional Care. “

"The 24/7 care we received was exceptional. It was a relief to know that my wife was in such capable hands. The caregivers were not only professional but also genuinely compassionate."

★★★★★

M. R.

“ Better then others. “

"The service we received from Westlake Carers was outstanding. The caregivers were patient, respectful, and highly skilled. They were always there when we needed them, making a challenging time much more manageable."

★★★★★

T. K.

“They became Part of our Lives”

"Having Westlake Carers at home was the best decision we made. The caregivers were incredibly attentive and provided support not just to my mother but also to our family. They became a part of our lives."

★★★★★

S. W.

“ Very Supportive “

"Westlake Carers provided not only excellent physical care but also emotional support for our family. They were always there to listen and provide guidance, making a challenging time much easier to bear."

★★★★★

J. D.





What is Domiciliary care?

Domiciliary care in the UK refers to care services provided to individuals in their own homes, rather than in a residential care facility or hospital. This type of care is designed to support people who need assistance with daily tasks due to age, disability, illness, or other conditions, allowing them to maintain independence and stay in familiar surroundings.

Key aspects of domiciliary care include:

1. **Personal Care:** Assistance with personal hygiene (e.g., bathing, dressing, grooming), toileting, and continence care.
2. **Medication Management:** Helping with medication reminders or administration, liaising with local GP.
3. **Meal Preparation:** Preparing meals, assisting with eating, and ensuring nutritional needs are met.
4. **Household Tasks:** Light housework, such as cleaning, laundry, and shopping.
5. **Companionship:** Providing emotional support and social interaction.
6. **Mobility Assistance:** Helping individuals move around their home, transfer from bed to chair, or go outside for walks.

Domiciliary care is often arranged through local councils, private care agencies, or personal arrangements by the family. It is tailored to the individual's needs and can range from a few hours a week to 24-hour care.

In the UK, the Care Quality Commission (CQC) regulates domiciliary care providers to ensure they meet specific standards of quality and safety. We Westlake are registered and regulated by CQC.



Our Services



Household Tasks

Safety and Security



Mobility Assistance

Shopping



Social Interaction

Companionship



Reporting

Personal Care



Medication Management

Meal Preparation



Care Packages

- ✓ OD - ONCE A DAY VISIT
- ✓ BD - TWICE A DAY VISIT
- ✓ TDS - THREE TIMES A DAY VISIT
- ✓ QDS - FOUR TIMES A DAY VISIT
- ✓ LONG VISIT (4+ hrs.)
- ✓ WAKING AND SLEEPING NIGHT VISIT
- ✓ LIVE IN CARERS
- ✓ END OF LIFE CARE



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4.

The person Centered tailored care plan



What is a care plan

A care plan is the document that combines the care needs assessment (what the person needs) along with the carer assessment (how this can be delivered). The care plan should provide all the information on how the person should be cared for to ensure anyone involved is fully briefed.

Elements of the care plan

- ✓ Details of specific conditions Summary of current behaviours .
- ✓ including any key risks to client or carer such as falling .
- ✓ Daily schedule .
- ✓ What the carer needs to provide: Written records of each day such as hydration or sleeping time .
- ✓ Daily schedule .
- ✓ Summary of medication requirements .
- ✓ Emergency contact details .

The care plan

The care plan is agreed and managed between you and your carer, forming the principles which your loved one will be looked after with. We can provide you with resources (such as a care plan template) so you can have the care plan agreed as soon as your carer starts.



What is **live in care**?

Live-in care involves a fully trained caregiver residing with your loved one, enabling them to remain in the comfort of their own home for as long as possible. This form of care is the fastest-growing sector in the care industry, as more families and professionals acknowledge the priceless sense of comfort and familiarity that staying at home offers.

Live-in carers offer a range of services that ensure your loved one can live safely and comfortably in their own home.



A day in the life of a **live in carer**

Live in carers support your loved one in every part of their life to ensure they can stay safe and happy in their own home. Here is a day in the life of one of our carers Manika who looks after Mrs. Jones.

Example schedule:

07.00	Manika brings Mrs. Jones a warm cup of tea and tunes the radio to her favorite station so she can catch the morning news.
09.00	Mrs. Jones usually gets up around 8:00 am this time, but today she enjoys a slower start. Manika helps her get up, freshen up, and prepares a nice breakfast.
11.00	They take a short stroll to the local shop for some fresh air. Although Mrs. Jones is gaining mobility, she still needs her wheelchair. They return home for a cup of tea and a slice of cake.
13.00	Manika makes a light lunch, after which Mrs. Jones enjoys a nap in her favorite chair while Manika takes a short break.
15.00	Manika and Mrs. Jones sit down together with a cup of coffee and chat about their day while enjoying a small snack.
17.00	Together, they start preparing dinner. Mrs. Jones helps by peeling vegetables in the kitchen, and they chat about fond memories from her earlier years.
19.00	After dinner, Manika and Mrs. Jones sit down to watch the latest nature documentary and catch up on the evening news.
21.00	Manika helps Mrs. Jones get ready for bed. Mrs. Jones then settles in with a good book before drifting off to sleep.



END OF LIFE CARE

End-of-life care at home, also known as palliative care, Westlake carers focuses on providing comfort, dignity, and emotional support to individuals in the final stages of life.

Many people prefer to spend their last days in the comfort of their own homes, surrounded by familiar surroundings and loved ones.

In this context, the role of a care worker is crucial in ensuring the individual's physical, emotional, and psychological needs are met.



*"BRINGING COMFORT AND
DIGNITY TO YOUR HOME IN
LIFE'S FINAL JOURNEY."*

Key Aspects of End-of-Life Care at Home:

Pain and Symptom Management

- The care worker ensures that the person is comfortable by assisting with medication administration for pain relief and other symptoms (e.g., nausea, breathing difficulties).
- Monitoring and reporting any changes in symptoms to healthcare professionals, allowing for adjustments in care.

Personal Care

- Assisting with hygiene needs such as bathing, dressing, and oral care, ensuring the individual's dignity is maintained.
- Helping with repositioning to prevent bedsores, and assisting with mobility if possible.

Emotional Support

- Providing a calm and reassuring presence, offering emotional comfort to both the individual and their family.
- Engaging in meaningful conversation or simply being present, helping the individual feel less isolated.

Support for Eating and Hydration

- Offering assistance with eating and drinking, respecting the individual's wishes regarding food intake as appetite typically decreases toward the end of life.
- Monitoring for signs of dehydration and offering fluids as appropriate.

Monitoring and Coordinating Care

- Keeping a close watch on the individual's condition, noting any changes and communicating them to healthcare professionals and family members.
- Coordinating with doctors, nurses, and hospice services to ensure the care plan is followed, and necessary adjustments are made as the person's condition changes.



END OF LIFE CARE

*"HONORING LIFE WITH
COMFORT AND COMPASSION".*



Emotional and Practical Support for the Family

- Offering guidance and reassurance to family members, helping them understand what to expect as their loved one's condition progresses.

Providing respite care to allow family members time to rest or attend to other responsibilities.

Assisting with End-of-Life Preferences

- Supporting the individual's end-of-life preferences, whether they relate to specific spiritual, cultural, or personal wishes.
- Ensuring the care provided aligns with any advance directives, such as Do Not Resuscitate (DNR) orders or other end-of-life decisions.

Managing Physical Environment

- Ensuring the home environment is safe, comfortable, and conducive to the individual's needs.
- Arranging necessary equipment (e.g., hospital bed, mobility aids) and creating a peaceful, calm atmosphere.

Respecting the Dying Process

- Recognising the signs of the dying process and providing care that respects the individual's dignity and comfort.
- Supporting the individual and their family through this transition with sensitivity and compassion.

The Care Worker's Role:

- **Holistic Support:** Care workers provide both practical and emotional care, focusing on the individual's well-being and ensuring their final days are as peaceful and pain-free as possible.
- **Advocacy:** They advocate for the individual's wishes, ensuring that their preferences regarding treatment, comfort, and end-of-life care are honored.
- **Spiritual Care:** If the individual desires, care workers may help facilitate access to religious or spiritual support, including arranging for visits from clergy or spiritual guides.

Overall, Our care worker plays a pivotal role in providing dignity, respect, and compassion during a very difficult time, ensuring both the individual and their family feel supported throughout the end-of-life process.



WHAT IS DEMENTIA CARE ?



Dementia care involves specialized support for individuals experiencing cognitive decline, memory loss, and difficulty with daily tasks due to dementia. Our role as a care Provider in dementia care is crucial, as they provide both physical and emotional support tailored to the individual's specific needs. Here's a breakdown of their role:

*"EMPATHY, UNDERSTANDING,
AND SUPPORT FOR EVERY MEMORY."*

1. **Personal Care Assistance**

2. **Medication Management**

3. **Emotional Support and Companionship**

- Providing emotional reassurance and **building trust** through compassionate and patient interactions.
- Offering **companionship** and conversation, which helps reduce feelings of loneliness and isolation.
- Supporting the individual during moments of confusion, frustration, or anxiety.

4. **Cognitive Stimulation**

- Engaging the individual in **memory-related activities** like puzzles, reading, reminiscing, or familiar hobbies to keep their mind active.
- Helping with **orientation** by reminding the person of the date, time, or location, as they may often become disoriented.

5. **Monitoring and Safety**

- Ensuring the safety of the home environment to prevent accidents such as falls, wandering, or mishandling of household objects.
- Watching for any **sudden changes in behavior** or worsening symptoms, which might need attention from healthcare professionals.

6. **Communication with Family and Medical Professionals**

- Regularly updating family members on the individual's condition, progress, or any concerns.
- Working with doctors or nurses to provide accurate information about the individual's health and ensuring the care plan is followed.

7. **Promoting Independence**

- Encouraging the individual to **maintain as much independence** as possible by offering support without taking over tasks they can still manage.
- Adapting care strategies as dementia progresses, ensuring the person is engaged in meaningful activities to maintain self-esteem.

8. **Dealing with Challenging Behaviors**

- Recognizing and handling challenging behaviors like aggression, agitation, or mood swings with calmness and understanding.
- Applying techniques like **redirection** or distraction to ease distress during episodes of confusion or frustration.

9. **Providing Respite Care**

- Offering relief to family caregivers by taking over caregiving duties for short periods, allowing them time to rest and recharge.

Westlake Carers play an essential role in maintaining the quality of life for individuals with dementia, helping them stay safe, comfortable, and as independent as possible, while also providing valuable support to families.



MEET OUR FOUNDER

We have offered domiciliary care support for over three years, and my team and I provide excellent care. Our personalised care approach is based on 'What Matters to you or your loved one?' We always feel safe in our home environment, and that's why carer support at home is such a fantastic option by maximising your stay without selling your property. I started as a Registered Nurse at Ashford & St Peters' Hospitals NHS Foundation Trust. This has allowed me to think about how I could support patients safely

out of the hospital. I have met many patients who wish to go back home. Unfortunately, this was never an option during my time as an RGN because of the fear of being alone, having strangers going in, or perhaps a lack of understanding of what domiciliary care support can provide. While Care Homes may be suitable for some, I firmly believe in Home First as opposed to resorting to sending an individual into a Care Home. My team and I received 100% feedback because of the excellent care. Our existing clients have even referred us to their friends and families. They would prefer our professional, friendly and reliable staff to receive care in the comfort of their own home. Westlake Carer is about delivering quality, transparency, personalised and excellent care.



PRITI THAPA GHIMIRE

Director

Registered Care Manager

(RGN)

Almost everyone - 98.5% would rather be cared for at home, where they feel most at ease, surrounded by the comfort and warmth of their own space.

Westlake matches families with skilled carers who are well-paid and treated with respect.

Our thorough recruitment process ensures only the best carers serve our clients.



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10.

MEET OUR CO - FOUNDER

As the Operations Manager and Co-Founder of WESTLAKE CARERS, I bring over 14 years of operations experience from the logistics and aviation industries, but the past three years managing our domiciliary care business have been the most rewarding. Our mission is to provide personalized, compassionate, and high-quality care to clients in their own homes.

We focus on client-centered care, tailoring each care plan to meet the unique needs of our clients while maintaining close communication with their families. My role ensures that our team is well-trained, motivated, and equipped to deliver exceptional care daily.

The care sector presents unique challenges—regulatory demands, evolving client needs, and staffing shortages—but we're committed to overcoming these by maintaining a flexible, proactive approach. Continuous improvement is central to our philosophy; we regularly evaluate our services, implement feedback, and invest in staff development to raise care standards.

What sets us apart is our dedicated team, who consistently go above and beyond to build trust with clients and deliver the best care possible. We are proud of the difference we make in people's lives and remain committed to raising the standard of care.



VIJAY GHIMIRE

CO-FOUNDER

BUSINESS OPERATION MANAGER

Our mission is simple: to enhance the lives of those we care for by constantly evolving, improving, and growing together. Your well-being is at the heart of everything we do!



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11.

F.A.Q



FREQUENTLY ASKED QUESTION

PAYING FOR YOUR CARE

How do I pay for care?

Payments are Invoiced at end of the month via direct debit to reduce hassle. This covers all costs for care and so you do not need to worry about handling payments or giving carers cash or cheque.

YOUR CARER

What do you need to provide to your live in carer?

Live in carers should have their own private bedroom, access to a bathroom and preferably a television in their room. Our carers are always very flexible and so we can discuss how best to get your home set up for a carer to live with you.

YOUR CARE

What happens if I need to cancel my care?

We are flexible around your needs and recognise that sometimes requirements change. If you need to cancel, we ask for 7 days' notice unless there are any unforeseen circumstances.

What locations do you operate in the UK?

Our head office is based in EGHAM and we currently cover **Surrey County Council** and you can book our services within 48 hours. If you are thinking about Home Carers or live in Carer then give us a call on 01784774150 / 07789200212 for a chat and we'll answer all of your questions.





KEEPING YOU WELL

Your safety

How do you recruit the best carers?

With a years of experience, our recruitment process is the most rigorous in the industry and includes background checks, face-to-face interviews, detailed reference checks and social media checks.

We utilise smart technology to manage scheduling and payments, enabling us to pass on savings and offer our carers the highest rates. This ensures their continued commitment to us and to you. In our most recent carer questionnaire, 99.1% of carers stated that they would recommend us to their peers, which we consider the best indicator of our success.

What happens if my carer has to leave at short notice?

Sometimes emergencies happen and we are here to support you. If your carer needs to leave at short notice then we have plenty of carers that are available to support you at short notice. Fortunately these cases are rare, but we have had situations where a carer's family member has fallen ill and they have needed to leave at short notice.

We can have a fully vetted carer options ready for you to review and in place at your home in less than 12 hours to relieve your existing carer if an emergency happens.

Managing care costs

Self Funding

If you are assessed as self funding clients, we can set you up on our direct debit payment system for hassle free payment for your service.

Continuing Health Care Funding

If you have been granted full NHS funding via continuing health care assessment, you can request with CHC to use us as your care provider for personalised care at your own home. Whilst CHC funding is in place, all invoices are managed by the CHC.

Local Authority – Direct Payments

If your loved one has been evaluated and found to need support from the local authority, you have the option to request direct payments. This allows you to manage their care arrangements yourself, instead of relying on the care agency chosen by the authority. If you would like advice on how to get an assessment from your local authority, please call one of our care advisors for assistance.





How do we find the best carers ?



Selecting the right carers is essential, and we only consider individuals we would trust to care for our own loved ones. Our thorough selection process involves face-to-face interviews, comprehensive background checks, and detailed reference reviews, ensuring we find the ideal carer to support your loved one.

Face to face interviews

We have interviewed thousands of carers and know what makes for a really good live in carer. Interviews cover competence, personality and interests to allow us to match a carer with exacting client requirements.

In-depth references

We have telephone conversations with carers reference providers to really get under the skin of how each carer provides care to their client.

Training evaluation

We review all of the training that the carer has completed, to ensure that they can be aligned to exact client requirements such as mobility support, medication management and other specific needs.

Background checks

We perform in depth background and identity checks to ensure that all carers are safely vetted and have a clean Enhanced DBS certificate.

Our personalized app is designed to provide service users and next of kin (NOK) with seamless access to a range of essential features and updates:

- ✓ **Daily Updates:** Get real-time updates on the care being provided, progress reports, and any relevant notes from carers to stay informed about the service user's wellbeing.
- ✓ **Newsletters:** Stay connected with the latest news, events, and important updates through regularly published newsletters tailored for your interests.
- ✓ **Carer Pool Access:** Easily browse and access profiles of available carers, ensuring that the right caregiver is matched based on specific needs and preferences.
- ✓ **Convenient Communication:** Secure and streamlined communication between service users, NOK, and carers, ensuring everyone stays connected and up-to-date.
- ✓ **Our app simplifies care management, offering transparency and accessibility for both service users and their families.**



How to Get Started with Westlake Carers?



How to Get Started with Westlake Carers?

Taking the first step toward securing compassionate care for your loved one is simple. At Westlake Carers, we are dedicated to making the process as smooth and supportive as possible. Here's how you can

GET STARTED

1. BOOK Initial Consultation

- Contact Us: Reach out to our friendly team by calling us at 01784774150 or emailing customer care@westlakecarers.com. We're available to discuss your specific needs and answer any questions you may have about our services.

- Schedule a Meeting: We will arrange a no-obligation consultation at a time that suits you. This meeting can take place in person, over the phone, or via video call—whatever is most convenient for you and your family.

2. Needs Assessment

- Understanding Your Needs: During the consultation, one of our experienced care managers will conduct a comprehensive needs assessment. This includes discussing your loved one's medical history, personal preferences, daily routines, and specific care requirements.
- Tailored Solutions: We believe in a personalized approach, so we will take the time to understand your loved one's individual circumstances and what matters most to them and your family.

3. Personalized Care Plan Development

- Creating a Care Plan: Based on the needs assessment, we will work collaboratively with you to create a customized care plan. This plan will outline the specific services required, including the frequency and duration of care, as well as any additional support needed.
- Family Involvement: We encourage family members to actively participate in this process, ensuring that the care plan aligns with everyone's expectations and preferences.

4. Introduction to Your Care Team

- Caregiver Selection: Once the care plan is finalized, we will match your loved one with a qualified caregiver who best meets their needs and personality. We consider factors such as compatibility, skills, and experience to ensure a perfect match.
- Meet and Greet: Prior to starting care, we arrange a meet-and-greet between the caregiver and your loved one. This opportunity allows them to get acquainted and fosters a sense of comfort and trust from the very beginning.

5. Ongoing Support and Monitoring

- Continuous Communication: After care begins, our commitment doesn't stop there. We maintain open lines of communication with both clients and their families. Regular check-ins allow us to address any concerns and ensure the care plan is working effectively.
- Adjusting Care as Needed: As circumstances change, we can easily modify the care plan to adapt to new needs. Our flexibility ensures that your loved one always receives the most appropriate and effective care.

6. 24/7 Support and Assistance

- Always Here for You: Our team is available 24/7 to provide support, answer questions, and address any emergencies that may arise. We want you to feel confident and secure, knowing that help is always just a phone call away.

7. Additional Resources

- Family Guidance: We offer resources and guidance for families navigating the complexities of end-of-life care. Our goal is to empower families with information and support, making the journey easier for everyone involved.
- Community Connections: We can connect families with additional resources, such as support groups, counseling services, and educational materials to help them cope with the emotional aspects of caregiving.

Start Your Journey Today

At Westlake Carers, we are dedicated to providing the highest level of care to your loved ones. Contact us today to begin this important journey. Together, we can create a supportive and caring environment that honors your loved one's dignity and enhances their quality of life.

Contact Information

Email: customer care@westlakecarers.com



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15.



WESTLAKE CARERS

KEEPING YOU WELL

Find out more (44) 01784 774150

customercare@westlakecarers.com

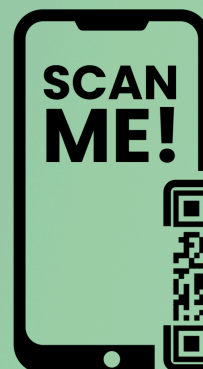
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Rated 'Excellent'
by our Service Users on



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