

EVERYCARE CENTRAL SURREY

Providing Domiciliary and Live-in care, in
Guildford, Surrey and the surrounding areas.



Welcome to Everycare (Central Surrey) Ltd!



Whenever possible we believe in 'HOME CARE not a CARE HOME

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Everycare has an excellent reputation with regulators on a national level for the provision of exceptional quality, reliable, friendly home care. The group is structured as a series of franchises, One of which is Everycare (Central Surrey) Ltd in Merrow.

Everycare (Central Surrey) Ltd opened in 2012 and serves Guildford, Woking, and the surrounding area. The office is registered with both the United Kingdom Home Care Association (UKHCA) and the Care Quality Commission (CQC), which last inspected on the 14 May 2021. The report is available on their web-site at <https://www.cqc.org.uk/location/1-479018627>).

The company is family owned and operated under license by the Managing Director, Ms. Pauline Herring. Pauline was a Registered Social Worker, Assistant Chief Probation office in Surrey and worked as a consultant in the NHS within the mental health services. Although Pauline has now retired from the day to day operations of the business, she still has involvement behind the scenes. Throughout her career she has worked with people in need of support and has seen the challenges that vulnerable children and adults face. This has led her to believe passionately in the rights of the physically and mentally fragile to receive compassionate and dignified care at home. In a recent interview Pauline stated, 'I have worked in the health and social care industries for many years and have seen, at times, sub-standard levels of privately provided services. I wanted to deliver the very highest levels of support and care to our clients, and I hope that is what we now achieve.'

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OUR SERVICES

Our Home Care Services to Meet Your Individual Needs

We provide an extensive range of home care services, including:

- Personal and social care
- Housework and meal preparation
 - Bathing service
 - Night sitter/Sleep-Ins
- Rehabilitation and home from hospital
 - Family respite
- Terminal care at home (palliative care)
 - Holiday packages
- Domestic services, such as laundry or shopping
 - Companionship
 - Prompting medication
 - Live-in services
- Escorting services e.g. hospital, dentist, shopping, social outings
- Support to people who have mental health and learning disabilities

We are available 24 hours, 7 days per week.

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OUR MISSION AND VALUES

Our Mission is to deliver the highest standard of domiciliary and live-in home care services with enthusiasm and expertise.

We are dedicated to providing consistent, compassionate and reliable care in order that our clients have confidence that their needs are being met with respect and dignity. We will deliver this Mission through our core 'Care Values'

INTEGRITY

We Maintain the highest standards of professionalism and ethical behaviour, take responsibility for our actions, embrace diversity in all forms, be open and non-judgmental, and expect honesty, transparency, fairness and respect in all of our communications, relationships and transactions.



CLIENT-LED

We seek to listen to and understand the constantly changing needs of our individual clients, family members and partners in order that our care services are always tailored to the client and delivered with a level of quality, dignity and compassion we would wish for our own family members.

QUALITY

We seek to bring the best care services to market, with highly trained people, most effective technology and most efficient processes, where regulatory and compliance requirements are always adhered to, and where reliability, health, safety and leading performance are never compromised.



COLLABORATION

We are passionate about what we do and always aim to develop positive, trusting relationships throughout our business, and to empower and support each other with understanding, enthusiasm and energy in our pursuit of success.

Domiciliary Care Rates

WEEKDAY

8am - 10pm

1 hour £31.00

45 mins £27.00

30 mins £24.00

WEEKEND

8am-10pm

1 hour £33.50

45 mins £30.00

30 mins £25.50

SLEEPING NIGHT

10pm - 7am

Mon - Thurs £236.50

Fri - Sun £258.50

WAKING NIGHT

10pm - 7am

Mon - Thurs £297

Fri - Sun £324.50

- **Bank Holidays, Good Friday, Easter Sunday, Easter Monday, Christmas Day, Boxing Day and New Year are charged double.**
- Any transport provision for shopping or to hospital appointments etc. will be charged at 45p per mile.
- A 24 hour on call service is provided free of charge. Emergency call out is charged at £50 per hour or part thereof.
- Any visits cancelled with less than 7 days' notice will still be charged the full amount.
- Prescription management will be charged at £20 per month.
- Open PASS Communications are available via subscription for £5 a month.
- Online grocery shopping orders incur a weekly admin charge of £20

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Enhanced Care Rates

WEEKDAY

8am-10pm

1 hour £32.50

45 mins £28.00

30 mins £25.00

WEEKEND

8am-10pm

1 hour £35.00

45 mins £31.00

30 mins £27.00

SLEEPING NIGHT

10pm - 7am

Mon - Thurs £242

Fri - Sun £270

WAKING NIGHT

10pm - 7am

Mon - Thurs £308

Fri - Sun £335.50

- **Bank Holidays, Good Friday, Easter Sunday, Easter Monday, Christmas Day, Boxing Day and New Year are charged double.**
- Any transport provision for shopping or to hospital appointments etc. will be charged at 45p per mile.
- A 24 hour on call service is provided free of charge. Emergency call out is charged at £50 per hour or part thereof.
- Any visits cancelled with less than 7 days' notice will still be charged the full amount.
- Prescription management will be charged at £20 per month.
- Open PASS Communications are available via subscription for £5 a month.
- Online grocery shopping orders incur a weekly admin charge of £20

Live-in Care

Most of us, given the choice of home care or care home, would rather remain living in the familiar surroundings of our own homes and would wish that for the people we care about. As such, we offer the opportunity to have a Care Worker live at home with you to help you remain in your own home. Such services can only be offered where there is a separate bedroom available for the care worker.

We appreciate the worries involved in choosing a Live-In home care package, especially concerning the hidden costs. To give peace of mind to all our clients, we have outlined below the costs for our three types of Live-In care packages. Should these details be insufficient, we are more than happy to explain any facet of our services and always welcome your comments or suggestions that you consider would help your particular circumstances.

Bespoke, complex Live-In care packages can be designed around your specific needs and by agreement of us and you. Standard Live-In care packages outside that include:

Companionship Package - from £1,540 per week (single person), from £1,760 per week (couple). This level of care service applies for those who require help with running the home and companionship, but who only need support. The Care Worker, whose responsibilities would include home cleaning, laundry, shopping and cooking meals, would need to take a minimum two hour break each day.

Moderate Care Package – from £1,760 per week (single person), from £1,980 per week (couple). This level of care service would apply if you need simple help and assistance with personal care, including medication prompting; washing; dressing; minor continence issues; your physical mobility; the Care Worker needing to be a car driver; house cleaning; shopping; cooking; and laundry. This level of charges applies if you are reasonably independent and the Care Worker would be able to leave the house to take a daily two-hour break.

Enhanced Care Package – from £1,980 per week (single person), from £2,200 per week (couple)

This level of care service would apply when you depend heavily on the Care Worker for most of your needs, require a car driver, or where you have a partner living with you who cannot provide care (where the Care Worker would be working for both people). This category would also be applicable if: you need hoisting or any other moving and assisting plus needing full assistance with personal care (including incontinence); you may require help due to learning difficulties, including assistance to participate in community activities; you cannot be left alone due to frailty, infirmity, confusion or reliance on others and the Care Worker's break can only be managed by extra help coming into the home. Additional support may be required if there are two people who require personal care and rely on one Live-In Care Worker. The Care Worker would need to take a daily two-hour break.

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Live-in Care

Complex Care Packages – POA. This level of care service is specifically tailored to clients with high needs which requires specialist training such as severe dementia, epilepsy or challenging behaviour. The client may require turning at regular intervals, support with transfers and peg feeding. Due to the high level of dependency, a day and night Care Worker would normally be required. The day Care Worker would be able to leave the house to take a daily two-hour break.

Bank Holidays are charged at twice the appropriate daily rate

The initial consultation or assessment is free of charge. Once instructed to commence the service, there is a one-off administration charge of £350. This charge is non-refundable.

In the case of your hospitalisation, you will be consulted as to whether you wish to retain the services of the applicable Live-In Care Worker, but it will be subject to a minimum charge equivalent to 48 hours.

In the case of your Death, a charge equivalent to 24 hours will be applied and your family or next of kin may agree to the type of services required to be provided during this time. Live-In Care Workers are off duty and are expected to be able to sleep between the hours of 22:00hrs and 07:00hrs. During this time if they are disturbed twice or more, we will arrange time off in lieu for them and arrange suitable cover for you using current domiciliary care charge rates(min. 11hrs). If carers are being disturbed on a regular basis, we will need to look at waking nights to ensure the Live-In Carer Worker has adequate rest. Travel will be charged at 45p per mile on journeys undertaken as part of the service i.e., shopping trips, trips out etc., unless this is performed in your car, in which case there will be no charge.

We hold petty cash floats for all shopping expenses which are added to the weekly invoices in arrears along with copies of receipts. A 24-hour on call service is provided free of charge. Emergency Office/Manager call out is charged at £50 per hour or part thereof.

PLEASE NOTE: All Live-In care packages are subject to a two-week notice period.

We would be happy to appraise the type of Live-In care you need at a free, no obligation meeting.

Please call 01483 536 266 for further information

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OUR TEAM



SERENA COATES

Director

Serena Coates, joined in 2016 and is one of the owners and directors of the company. Serena is a qualified accountant and previously worked in the Mining and Exploration Industry. She decided to leave working in London, so she could focus on bringing up a young family and has since become involved in the family business.



JANE MACHAY

Registered Care Manager

Jane joined the company in 2014. She has been in the care industry for 7 years. Jane has her Level 3 QCF in Health and Social Care and is working towards her Level 5 QCF Diploma in Leadership in Health and Social Care. Jane previously ran her own furniture company in Spain. Talking about her time working in care, she says she never expected to enjoy it as much as she does and loves helping others.

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OUR TEAM



SANDRA FERNANDEZ
Finance and
Office Manager



NATASHA INGRAM
Office Administrator



ANASTASIA TANAS
Compliance
Coordinator



NATALIE MACHAY
Care Coordinator



MARIE MCMORROW
Senior Field
Supervisor



FAYE MORROW
Senior Field
Supervisor



NAOMI HUTCHINSON
Field Supervisor

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OUR TEAM

All our staff are required to renew their DBS check on a three-yearly basis, receive supervision and spot checks from the senior team so that the highest standards of care are maintained. They are carefully selected via strict recruitment criteria to ensure that they are able to deliver the standard of care we would expect to be delivered to our own family, should they need help and care in their homes. We try to create an environment in which they can excel, with a comprehensive training programme tailored for their individual needs, with further training and development plans in place should they desire. For example, we encourage all our staff, where appropriate, to work towards their QCF (Qualifications and Credit Framework – replacing NVQs) and attend external training courses, completing further development courses as necessary for their roles within the company. It should be noted that if a client has a particular need, specialist training for the team can be organised. Due to such support, staff turnover is low, with the result that clients can be cared for by the same carers for long periods of time.

WHAT OUR CLIENTS SAY

We believe we supply the best home care service in the central Surrey area. Here is some of the client feedback that attests to this:

21st of September 2022

"My family and I have been very impressed with the care that the Everycare team offered to my mother-in-law. It was clear that they had her best interests at heart and got to know her very well. Any queries or problems were resolved quickly. She was looked after by some very dedicated and resilient carers

who treated my mother-in-law patiently and respectfully, finding ways of making her as content as possible. As my mother-in-law's condition deteriorated we had to deal with some very challenging circumstances. The Management team stepped in to help at very short notice - going above and beyond our expectations. Thank you to everyone involved in her care. I can't imagine that all Care Agencies are as good as Everycare".

Please feel free to see other feedback at

<https://www.homecare.co.uk/homecare/agency.cfm/id/65432198451>

We hope you find the above of interest. If you have any questions, please call us on **01483 536266** and we will be happy to help.

Thank you for considering us as your carers and we look forward to hearing from you.

From the team at Everycare (Central Surrey) Ltd.

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