



Changing lives since 1993



**Maintaining your independence  
at home with Everycare**



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## Introduction to Everycare

Everycare is more than just a care company. We offer a wide range of services and tailor each package of care to the individual person.

Everycare's passion is simple – our goal is to help our clients to live in their own home independently for as long as possible.

There comes a time when everyday life becomes a bit of a struggle, family and friends try to help out but with the pressures of life and other commitments its quite difficult for them to commit to regular care times. So that is where Everycare come in, we become your extended family, combining care, support and friendship, with professional help provided when you need it.

Our clients told us that they wanted to continue living in the comfort of their own homes, even when they are really struggling which is why we introduced live in care as another care option – this allows you to stay in your own home even longer.



## About us

We are a small, friendly company and have been based in Winchester since 2010. We employ the very best people to care for our clients. Our carers are passionate, dedicated and really take pride in what they do.

At Everycare, we understand how difficult it is to get good, reliable care for loved ones – we try hard to make the process as easy and as painless as possible.

We thrive to give people a service that gives them peace of mind. We provide a minimum of 2 hours a week right through to Live in care.

From the moment you contact our office, one of our friendly office staff will be able to advise and guide you through the process of getting the care you need. As we are a small company, you will receive consistency, see familiar faces and a family feel.

We work with many clients with different needs – this ranges from old age to long term medical conditions, including Dementia, Parkinsons or after Stroke care. We can assist with personal care (washing and dressing), catheter care, medication, shopping and companionship; anything that can improve the quality of life.

We will bring a smile to your face, friendship, safety and trust.

At Everycare Central Hants we really do treat our clients like our own family and we want to do the very best for each and everyone.



## The Everycare Promise and Service Guarantee

- Everycare are registered with CQC (Care Quality Commission) and comply with all their requirements.
- Staff are fully trained, monitored and regularly appraised.
- You will be regularly asked for feedback on the service you receive to ensure you are happy.
- We use a home care management system which enables us to be more efficient and maintain accurate records.
- A clear way of raising issues with us will mean we can address any problems quickly and easily.
- All staff will be checked through the disclosure and barring service (DBS).

### Our Promise

- Always go the extra mile for you.
- Focus on not just the big things but the little things that really make a difference to you.
- Discuss all the key issues with you and relatives.
- Carefully match care workers to client, based on personalities, similar interests and much more.
- Endeavour to minimise the number of care workers visiting clients.
- Respond to all feedback from service users and relatives.
- Act as a co-ordinator of other services and professionals and signpost to other agencies.



## Everycare objectives and values

Our Ethos and Mission is to provide an outstanding service to our clients and always go the extra mile to ensure the care is right for you. We can only do this by employing passionate, dedicated people that really take pride in assisting our clients.

- You will be able to call anytime of the day as we operate an out of hours on call system.
- Able to have your urgent requirements attended to promptly.
- Given access to our management system at any time which enables the family to keep an eye on how everything is going.
- Be listened to and heard.
- Treated with sensitivity.
- Made to feel special and our priority.



## Testimonials

Our reputation speaks for itself, here are some testimonials.

Throughout the years that Everycare looked after my parents they were very reliable, professional, person-centred and flexible with the ever-changing needs of their conditions. If there were concerns with a deteriorating health condition then the management team would inform me.

I met numerous carers during my visits and found them all to be friendly, respectful and focused on the welfare of my parents which culminated in 24-hour care which was excellent. As a son, I always felt content in the knowledge that they were well cared for and would not hesitate in recommending this agency.

Everycare were always very friendly and approachable in all aspects of my aunt's care and raised any alarms for her wellbeing in a timely fashion. Even taking into consideration her personality and matching her with the relevant carer. I would like to thank all the team; you have been fantastic. I soon felt that my auntie was being looked after extremely well, which also took the stress off myself.



**We Are Here to Help**

Call Us On: **01962 842548** (24 Hours)

Email: [info@everycarehants.co.uk](mailto:info@everycarehants.co.uk)

Website: [www.everycarehants.co.uk](http://www.everycarehants.co.uk)

Karen Whitmill – Director and Registered Care Manager

Suzanne Picton – Operations Manager

Rachel Warland – HR and Administration Consultant



## Service Charge Rates

Day Services (7am to 10pm)	Mon to Fri	Weekends	Bank Holidays
Hourly rate	£33.65	£38.74	£50.50
3/4 Hour	£28.09	£32.41	£42.14
1/2 Hour	£24.51	£28.16	£36.73
1/4 Hour	£17.29	£19.86	£25.92
Night Services (10 pm to 7am)	Mon to Fri	Weekends	Bank Holidays
Sleep Overs	£212.22	£212.22	£252.21
Awake Nights	£313.63	£354.14	£470.45
Mileage Rate	£0.67		

**Sleep Overs** – Care Worker has a bed and is normally disturbed no more than twice during the night.

**Awake Nights** – Care Worker stays awake and is on-call all night.

**Travel in Care Worker’s Car** – Will be charged at 67p per mile at our discretion.

**Please note:**

- Minimum charge per week is £61.18 (2 Hours).
- For cancellation charges please see our terms of business.
- Acceptance of these rates is deemed to be acceptance of our terms of business supplied with our initial information pack.
- If you have combined services of day time and live in, then we can offer a discount.

*Further copies available on request.*