

Unique
Senior Care

People, above all else



Award-winning care in your own home



People, above all else.

Unique Senior Care provides outstanding home care services to older people in their own homes, where they are most happy and comfortable.

What makes us 'Unique'? The people we care for, our staff and the quality service we provide, is all tailored to meet the unique and individual needs of our clients.

Families can relax, safe in the knowledge that their loved ones are in excellent hands, being cared for by a care company that specialises in one thing - People.

It doesn't matter how simple or complex our clients' needs are – our Caregivers ensure that each client is cared for with respect, dignity and compassion.

Our care is highly personalised, is built around the needs of the individual and always in accordance with your wishes.

We visit when you want us to, at a time that is convenient to you and your family member.



What can Unique Senior Care do for you?

So, why are we different?

- We turn up on time – every time.
- We send the same person as much as possible and we would never send a stranger.
- We do not provide 'care' in 15 or 30-minute slots – with us it's a minimum of an hour.
- Our staff are ALL fully DBS-checked (formerly known as Criminal Records Bureau/CRB) and have to provide us with FOUR references. We only employ people who we would allow to look after our own family members.
- Our Caregivers do not wear uniforms and so to everyone else – they just look like family or friends who are visiting or taking clients out.

The same Caregiver attends each client and:

- Establishes a relationship through companionship
- Observes the client's health and wellbeing
- Recommends strategies for continued support
- Adapts the service to any changing needs
- Looks after emotional as well as physical needs
- Takes a genuine interest in clients' wellbeing
- Help find complimentary local opportunities to engage with







Specialising in the non-medical care of older people in their own homes, Unique Senior Care provides the gift of freedom; enabling people to remain in the comfort of their own home, with the support to help them manage their daily activities.

A quality care service – that's what our clients tell us.

Our happy clients are a testament to our mission statement: 'People, above all else.' Following an independent survey, 99% of clients said they would recommend our services to friends and family.

It doesn't matter how simple or complex our clients' needs are, because we specialise in people and their care, we understand how to provide care that is consistent, dignified, compassionate and respectful.





Our care is unique and outstanding.

Unique Senior Care's blend of home care is based on providing a service which is the best quality it can be and which meets the needs of both our clients and their families.

We are delighted, therefore, that the independent regulator of health and social care in England, the Care Quality Commission (CQC), has rated our service in Coventry South as Outstanding.

As the regulator, the CQC make sure that health and social care services provide people with safe, effective, caring, well-led and responsive care.

The CQC monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety. Their findings are published to help people choose the appropriate care provider. In awarding us an Outstanding rating, the CQC made us the first home care provider in Coventry and Warwickshire to achieve their highest possible rating.

As part of an inspection, CQC speak to the company directors, their office staff as well as their Caregivers, clients and clients' families.





One-to-one at-home care. Tailored to your unique requirements.

We regard it as a special privilege to look after people with love, care and compassion and our commitment to you is to provide the highest quality home care so that you feel confident and assured that your loved one is in very safe hands. From a few hours a week, up to 24 hours / 7 days a week, we offer a wide range of services that you can tailor around the needs and wishes of your family member. This could be for short-term periods of respite or convalescence, or longer term to support them to live a fulfilled life in and around their own home.

Our non-medical care covers the following types of activities:

Companionship

- Offer companionship and conversation
- Assist with appointments
- Make travel arrangements
- Help with reading
- Participate in hobbies and crafts
- Monitor diet and eating
- Accompany to lunch or dinner
- Attend plays, concerts or clubs

Home Help

- Light housekeeping
- Dusting and vacuuming
- Washing and ironing
- Make beds and change bed linen
- Help with general shopping
- Meal preparation
- Supervise home maintenance
- Oversee home deliveries
- Assist with pet care
- Collect prescription

Personal Care

- Help with bathing
- Assist with dressing
- Provide grooming
- Help with incontinence care
- Assist with eating
- Provide medication reminders
- Assist with morning and wake-up routines
- Assist with evening and bedtime routines



Live In

A caregiver dedicated to you to provide specialist care and support for people living with:

- Dementia
- Parkinson's
- Cardiac and respiratory conditions
- Cancer
- Multiple sclerosis
- Neurological conditions
- Palliative/end of life care

whilst also providing:

- Companionship
- Home help
- Meal preparation
- Help with mobility

Dementia Care

- Medication reminders
- Cooking and monitoring meal times
- Help with medical visits/ appointments
- Social activities
- Assistance in the community
- Company and conversation
- Stimulation of memory
- Safety and security





Our clients.

Our clients include individuals who have come to us themselves, older children who have contacted us on behalf of their parents or relatives, people who receive direct payments from the local authority and clients referred to us by local health care professionals (hospital staff, doctors, district nurses, community matrons, etc.). We are also finding that the word is spreading about what we do and our clients are now actually suggesting that their friends call us too!

Whether you call it home care, home help or domiciliary care, our aim is to raise the bar in terms of providing quality care for older people. We are viewed as a quality (and a much lower cost) alternative to a nursing home or a residential care home.

We know what a challenging decision it can be choosing which care agency to trust with looking after you or your relatives. We are a people-centred organisation and we look forward to helping you or a loved one continue to lead an independent life.



Client satisfaction.

Each year we commission an independent client satisfaction survey to check that our clients are happy with the service they are receiving.

Our latest survey delivered some excellent results with our clients giving us a resounding vote of confidence.

- **99%** of our clients would recommend Unique Senior Care.
- **100%** of our clients told us that they were well-matched with their Caregiver and their needs.
- **99%** of clients confirmed their Caregiver took an interest in them.
- **99%** of clients said their Caregiver arrived on time.

Each and every day we are dedicated to caring and supporting you to live independently.

Our Caregivers often tell us how much they enjoy spending time with their clients, making sure that they are safe and well.

Unique staff, for unique people.

Our Caregivers are hand-picked for their skills, compassion, experience and empathy.

We understand that caring for our precious older generation is a special privilege and so one of the most important aspects of our service is the selection of our Caregivers.

It takes unique qualities to become one of our Caregivers. We carefully search and select only those people who demonstrate care, empathy, love and understanding of older people to join our team. Our training programme gives them the expertise and skills they need to be able to provide a highly professional and quality care service.

Everyone who applies to become a caregiver with us is screened and scrutinised for their suitability for the role. They undergo in-depth pre-employment checks, including provision of four references (which are vigilantly checked) and complete background screening.

Additionally, they must attend our extensive induction training course before a client is placed in their care.

Many of our Caregivers have been recognised for the outstanding service they provide.





Specialised training in senior care.

Our Caregivers receive specialist, bespoke training which equips them with the professional knowledge to take care of people in their later life. Perhaps most importantly, the training gives them an understanding of the conditions associated with ageing and which can impact on daily life.

Alzheimer's and dementia care expertise.

Our unique Alzheimer's and Dementia Care programme has been designed and developed by experts in the field of dementia and ageing. It follows an innovative technique in helping to improve the quality of life of people with the condition.

It means Caregivers can complete the training programme, to become qualified to care for people with dementia.



Founded on personal experience.

Founded by Phil Maundrill and Philip Wright-Howarth, both had personal experience of being responsible for a loved one in need of care.

Philip Wright-Howarth's sister has learning disabilities and he has been responsible for her care since his mother passed away in 1998.

Phil Maundrill has direct experience of supporting someone living with dementia, Phil was faced with the difficult challenges of managing care for his mother from miles away.

Having an understanding of what quality care should look like and knowing the peace of mind this brings to family members, as well as the person being cared for, has been a key motivator for the owners and determines all aspects of the work of Unique Senior Care.

As a consequence we are proud that the care delivered to each and every client passes the 'mum test' – it's the sort of care anyone would want for their own family members.

Every member of the team shares the same ethos of putting 'People, above all else.'





Contact us

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