



**Outstanding, Sensitive
Domiciliary Care**

Exceptional, Bespoke Home Care

Compassionate Domiciliary Care Services Built For You and Your Needs

For us, it's personal.

We understand what you are going through. We started Agape Homecare Services to provide the best care possible, tailored to individuals and delivered with passion and dedication.

Our Mission Statement

With extensive experience caring for individuals within the home environment, we realise the importance of finding a care provider with the skills and compassion to care for your loved one. Care experience runs in our family, and our eminently experienced management team are always on hand to ensure the care you receive exceeds expectations.

We want to change the way our clients engage with the care system by always putting people first. Our mission is to give families peace of mind and the comfort of knowing they will receive the best care available every time.

Maintaining a staff of trained, compassionate, skilled carers is central to our mission. All of our carers share our core values, and we recognise and reward them for their hard work and exceptional performance. We understand that providing personal and reliable care means supporting and developing our great carers and their skills at every step of their professional journey.

We want as many people as possible to keep the choice to stay in their own homes for as long as they can. We work to ensure all families can continue to enjoy special, memorable moments together, safe in the knowledge that their loved ones are in capable and caring hands.





What We Believe

We adhere to our principles at all times. Our mission statement and aims are the foundation of everything we do at Agape Homecare Services, with our key values underpinning every act of care our staff provide. We believe qualities such as integrity, compassion, and dedication should be intertwined to deliver patient-centred care. All of our staff work within the healthcare industry, meaning that we all encompass a high level of professionalism within a healthcare setting.

Kindness and Compassion

We act with kindness and compassion to provide the best quality of care at all times. Our friendly and dedicated carers will always meet you with warmth and a smile; with Agape Homecare Services, care doesn't have to feel clinical. We aim to empower our service users, and create powerful impacts in their lives – ensuring they are living the best possible quality of life.

Respect

By treating each and every one of our clients with dignity and sensitivity, no matter the circumstance, we maintain our service users' independence and pride.

Highest Quality of Care

We always provide the highest standard of care, and our ability to adapt and respond to our clients' changing needs means this will remain the case for as long as you need us.

Reliability and Punctuality

We believe that care should be accessible to all. We work as closely as possible in adherence with the client's schedule, to make the caring experience a warm and genuine one. Let us work around you so that life isn't all about appointments.

That Something Extra

We pledge to be diligent and mindful of the client's changing health and care requirements and go that extra mile to continually improve the client's quality of life. We work to ensure our clients are as comfortable as possible with friendly, personalised care. Our staff are trained and skilled healthcare professionals, giving our service users peace of mind.

Embrace Cultural Differences

Agape Homecare Services welcomes all cultural differences, and we promise to be respectful regardless of your religion, ethnicity, sexual orientation, or any of the other factors which make you and your loved ones who they are. Our staff will always dress appropriately and respect our clients' home and surroundings.



Why choose Agape Homecare Services as your domiciliary care provider?

Agape Homecare Services specialises in providing home care to dependent adults – carefully matching carers to meet the needs of our clients. Our passion for providing exceptional home care is derived from our personal experiences.

Positive Recommendations

We are constantly growing through word of mouth and positive recommendations based on our consistently great service to our clients and carers.

Regulated Service

We are registered with the CQC (Care Quality Commission) and work closely with Social Services Departments and health professionals to ensure we offer high-quality, compliant care.

We look after our carers.

We know that when our carers are happy and confident in their abilities, they will do an excellent job.

Expert, attentive staff

Training is a core part of the carer induction process. We give all new carers an induction training course and every carer comes back for a yearly update. Training in specialist areas is also ongoing throughout their time with us.

Our specialist carer support team are always there for our staff to offer help, advice and a listening ear to all of our carers should they require it.

Fast Response

Our support staff are there to keep our policies procedures efficient and working well. This allows us to act quickly and efficiently on each client's behalf, and we are often able to start work for a client within 24 - 48 hours of being asked.

What You Receive

Agape Homecare Services wants to support you in living your life to the highest potential within your home with as little interference as possible. Considering this, our care is tailored to your situation, adapting to your preferences and requirements to ensure a bespoke and quality package. Furthermore, we can combine our services to ensure all areas are covered when it comes to your healthcare.

- **Personalised Services** – we provide expert domiciliary care services tailored to your needs.
- **In-depth Information** – you will receive comprehensive information and context concerning our services, geographical coverage, and applicable costs.
- **Respecting Your Home** – it's a big step to open your home to someone, and we ensure all our team acknowledge and are sensitive to your privacy.
- **Local Knowledge** – we maintain a team of compassionate carers across the country who understand your location and its local facilities.
- **Around-the-clock Support** – take comfort in 24-hour assistance and daily visits.
- **No-obligation Care Assessments** – one of our team members will visit you to build an understanding of your personal needs and preferences, ensuring we can provide a bespoke service.
- **Daily Visits** – ranging from one hour to a full day. Our minimum visit length is subject to your location.
- **Night Support** – our service is available if you require reduced assistance, either in the form of Sleeping or Waking Night.



Quality Domiciliary Care Services

Agape Homecare Services provides in-home senior care, helping older adults continue to live well and independently at home.

- **Hourly Visiting:** Hourly visiting home care is a flexible care service for people who need some help to live independently at home.
- **Our Live-In Care:** We enable people to live comfortably in their own homes, while they are receiving full-time care.
- **Dementia Care:** We help you arrange specialist live-in dementia care. Our carers stay with your loved one in their abode, for them to enjoy the familiarity of home.
- **Personal Care:** Our discreet personal care service is designed to support you with day-to-day living, allowing you to remain independent in your own home..
- **Social Companionship:** Whether it be company on outings, support with household chores or simply someone to have a cup of tea and a chat with, our highly scalable service can meet any level of requirements.
- **Live-in Care** is suitable for individuals who require assistance both through the day and in the night. You can enjoy the feeling that independence within your own homes provides. One of our skilled team members will live with you to provide one-to-one, personalised care services. This service is based on a night of up to three disruptions.
- **Hospital to Home** is a service that can ensure a smooth transition when leaving the hospital and returning home. We will help you settle back into your home, and we can provide assistance with daily activities levels from the moment you're discharged from the hospital.
- **Night Care Services** (Waking Night and Sleeping Night) ensure that the night passes with ease and you feel secure. A thorough night's sleep is integral to your well-being mentally, emotionally, and physically. With Agape Homecare Services's Healthcare Assistants by your side, we ensure you are comfortable and safe through the night.
- **Specialist Care:** We will develop a comprehensive person-centred plan of care based on your identified needs. Your care plan is regularly reviewed to ensure its suitability to your health and social care needs.
- **Palliative Care:** For patients suffering from a life-threatening illness, our palliative care service can support you to remain in the comfort and dignity of your own home, whatever your requirements.



What makes Agape Homecare Services different?

All our carers receive professional, specialised training before they meet our clients. We always match the best carers to your specific requirements, offering you real care solutions and care plans specifically designed to support your family's needs.

Free, no-obligation care assessments

Request to have a member of our team visit you and carry out a full assessment of your care needs. This will give us an opportunity to get to know you and understand any personal preferences that you may have, in addition to the formal care and support you will receive.

Funding your care: Options available to you

Many people presume that receiving care in their own homes is beyond their financial means, but this is not always the case. There are a variety of funding options available that can help you or a loved one to remain in the comfort of your own home.

Minimum Visit Times

To guarantee you receive the best quality of care, we believe a visit from our staff should never feel rushed. Dependent upon your location, minimum visit times range from 1 to 4 hours to ensure your safety within your home. This is especially important for the elderly or those with physical disabilities.

We are committed to building a relationship founded on genuine trust. Our team offer not only industry-leading personal care but also a committed and trustworthy relationship. With customisable visit lengths modified to suit your requirements, we ensure you get the most from your care plan. From daily visits to live-in care, we help you with domestic chores, community trips or checking you have everything you need.



Agape Homecare Services and Personalisation

In 2007, the Government published 'Putting People First', an agenda that dictates how care providers should approach your independence and offer you greater choice and control over your life in all situations. At Agape Homecare Services, we offer more than help with personal budgets – we provide informed advice and encouragement, which is crucial to helping you make the right decisions concerning your life.

At Agape Homecare Services, we are as adaptable as our staff, seeking to find solutions to problems as opposed to dwelling on them. We encourage meetups to discuss any challenges and identify solutions, ensuring our services correspond with the Personalisation Agenda.

We will consult with you every step of the way to achieve the best delivery of your care. We always aim to achieve the best possible outcomes for you, whether financed by the council, independently or by personal care budget holders. Agape Homecare Services's support is not limited to personal care. We provide a wide range of services, including domestic help, household management, and day trips to organise a holiday.

Further information concerning 'Putting People First' is available on the Transforming Adult Social Care (TASC) website at www.tasc.org.uk.

How We Deliver Our Service

The following steps outline the fundamental stages we follow at Agape Homecare Services to deliver a tailored, compassionate care service.

1. Upon receiving your enquiry, we will examine your requirements and provide an overview of the services we offer, as well as a summary of pricing.
2. We will send an assessor to visit you and conduct a care and risk assessment. Once this has been completed, we can offer a bespoke care plan.
3. We complete your care plan in conjunction with you and your family.
4. We will select staff members to support you in accordance with your needs and requirements and organise a meeting if there is any additional information required.
5. Your care service begins.

Note: Agape Homecare Services is aware that in an emergency, a care package must start immediately. In these circumstances, we will condense our service process and commence an immediate assessment to support an earlier response.

Funding Your Care

People often assume that personal care can be expensive; however, numerous finance options are available to ensure you, or your loved one can remain within the comfort of the home. Local Authority or NHS Continuing Healthcare Team Funding is available if you qualify. Below is a brief explanation of the types of support available.

Personal Budget is a lump sum that is set aside to cover your healthcare requirements. You can accept the amount personally or as a direct payment, or you can request your local authority to use this money on your behalf. Your budget can also be allotted to a trust fund and managed by a family member or social worker if needed.

Personal Health Budget is an allowance that is offered to those with a recognised health concern. The NHS offers three options for a Personal Health Budget: Notional Budget, Real Budget Held by Third Party, and Direct Payment.

Individual Budgets are similar to Personal Budgets. They provide greater flexibility involving other sources of support. These include Supporting People, Disabled Facilities Grant, Independent Living Funds, Access to Work and Community Equipment Services.

Direct Budget offers you complete control of your care package and provider. Finances are given to you directly to buy services for your care needs.

Further information regarding finance options is available at www.dh.gov.uk.

Quality Assurance and Recruitment Standards

Agape Homecare Services is defined by the exceptional standard of care we provide. We take huge pride in our thorough internal quality assurance and recruitment systems.

Our team are required to possess the relevant qualifications and experience so they can offer an exceptional service. Candidates are subject to Disclosure Barring Service (DBS), POCA and SOVA checks, work history, qualifications, health declaration, experience, and reference checks. Furthermore, all new starters are highly trained to ensure their performance is reflective of our company values. Their induction includes comprehensive compulsory training courses, including manual handling, disease control, basic life support, fire safety and medication sections.

At Agape Homecare Services, we monitor our team's performance through shadowing, annual audits, random checks, and regular supervision. We ensure consistent compliance with The Care Standards Act, The Regulations of Care Act, the DoH Code of Practice and all current National Framework Guidelines.

Looking For a Rewarding Career?

Agape Homecare Services is currently recruiting for care positions in and around Peterborough.

Better Pay: Agape Homecare Services offers some of the best pay rates in the sector, paid monthly into your bank account.

Flexible Working Hours: Choose the hours that suit you, with varied and rewarding work helping others to live their lives to the fullest.

Online Shift Manager: Select, pick up and drop shifts online and manage your schedule - no more paper timetables to lose!

Work Close to Home: Receive notifications for jobs close to you. Spend more time caring and less time travelling!

Flexible Shift Patterns: No need to work the same rota every week. You can choose from a variety of flexible shift patterns to suit your schedule.

Diverse Experience: Working in different locations across the region gives you the opportunity to gain diverse industry experience and an awareness of the care needs in your area.

Why Agape Homecare Services?

At Agape Homecare Services we select our staff very carefully and only take on the best. Agape Homecare Services has an established reputation and attracts and retains the best staff by offering highly competitive rates of pay, a choice of working hours and ongoing personal support and training.

Joining Agape Homecare Services is simple

We guide you through a simple, three-step application process which respects your time and busy schedule.

Apply

You can register online. The application form can be completed online, sent by post, or you are always welcome to come and give it to us at our office. We'll call you to arrange an interview if we think we are a good fit for each other.





Q. Is Agape Homecare Services registered with the appropriate governing bodies and professional associations?

A. Yes – we are registered with the Care Quality Commission (CQC). This ensures you only receive the highest quality of care and staff. All our certificates cover our domestic services countrywide.

Q. Will someone visit my home before I start receiving my service?

A. Yes – at Agape Homecare Services, we conduct a thorough Care Assessment to ensure that the package of care we provide is bespoke and accommodates to your needs. Our evaluations take around an hour and include an overview of requirements and a general risk assessment of the area in which you will receive your care.

This evaluation enables us to understand individual requirements better and designate staff with the required skills to suit your personality and preferences. We hold lawful accountability to guarantee a frequently assessed care plan for every household in which we offer a care service.

Q. Will I always receive care from the same carer?

A. At Agape Homecare Services, we want to provide personal and consistent care. In the event of holidays or absences, we provide more than one carer to you and your family to guarantee a level of professionalism and consistency.

Q. How will my care be managed?

A. All our specialised care packages are managed by our Registered Manager, who ensures your care is reviewed and managed regularly and effectively. We ensure we can be contacted easily should you have any concerns.

Q. What makes Agape Homecare Services stand out?

A. Our experience has provided us with an in-depth insight and understanding of what our service users require. Our diverse catalogue of contacts guarantees flexible, compassionate, and experienced assistants.

We know how crucial experience is in this sector, and we only employ staff with certified skills and qualifications. We want you to feel confident and safe when using our service and our staff are highly trained in performing their duties. Furthermore, we provide an appealing package that remains reasonable without compromising on care quality.



Agape Homecare Services Limited

Telephone: 0843 122 5075

E-mail: info@agapehomecareservices.co.uk

Website: www.agapehomecareservices.co.uk

Address: Brightfield Business Hub Bakewell Road,
Orton Southgate, Peterborough, Cambridgeshire, PE2 6XU