



# NEW AGE CARE

IN-HOME CARE WITH A DIFFERENCE







# WELCOME TO NEW AGE CARE

## WE ARE AN IN-HOME CARE COMPANY WITH A DIFFERENCE!

With over 100 years' collective experience in the care industry, our management team has observed the operations of various care companies and is convinced that there is a more effective approach. We are committed to elevating the experiences of both clients and carers, aiming to establish a new standard in care.

We customise our services to align with the wishes and needs of our clients, enabling them to maintain independence within the familiarity of their own homes. Our commitment lies in building meaningful and respectful relationships, and we remain flexible to accommodate changes in a client's circumstances.

We are firm believers that excellent care starts with exceptional individuals. That's why we dedicate significant time to recruit the right carers, offering above-industry-average wages, continuous training, and unwavering support to ensure they excel in their roles with opportunity to grow and develop within the company.

# CONTENTS

WHY CHOOSE NEW AGE CARE? .....	2
OUR ETHOS .....	3
CARE OPTIONS AT A GLANCE .....	4
WHAT IS HOURLY CARE? .....	5
WHAT IS LIVE-IN CARE? .....	7
DEMENTIA CARE .....	9
PARKINSON'S CARE .....	10
RESPIRE CARE .....	11
POST-OPERATIVE CARE .....	12
PALLIATIVE CARE .....	13
CONCIERGE SERVICES .....	14
TRAVEL COMPANIONSHIP .....	15
TRANSPORTATION .....	16
FUNDING .....	17
NEXT STEPS .....	18
TESTIMONIALS .....	19



**PARKINSON'S<sup>UK</sup>**  
CHANGE ATTITUDES.  
FIND A CURE.  
JOIN US.







## WHY CHOOSE NEW AGE CARE

### SAFEGUARDING

We protect your health, wellbeing and human rights.

### PROFESSIONALISM

We have extremely high standards and will always be professional in our interactions.

### RELIABLE

You can count on us to be there on time, every time.

### COMPASSIONATE

Our carers are trained to show empathy, respect and most importantly, listen.

### CARE TAILORING

We work with you and your family to create a care package that is tailored to your individual needs and preferences.

### CARER MATCHING

We spend time getting to know you and your personality and match you with the best carer, so a strong relationship is built right from the start.





## OUR ETHOS

- ♥ New Age Care focus on people. Our priority is always the needs of our clients.
- ♥ We deliver a bespoke person-centered service tailored to our client's needs.
- ♥ Respecting our clients' wishes and preferences, we support them in making choices about how they receive care.
- ♥ Our approach extends beyond mere caregiving; we see and treat our clients as individuals, taking into account what matters most to them.
- ♥ Our commitment is to attain the highest standards and quality of care for each individual.
- ♥ We are here to improve people's lives in whatever way we can.
- ♥ We care about the quality of our work we provide our clients and caregivers.
- ♥ We build trust with our clients and their families by delivering on our promises.
- ♥ We are passionate and driven to achieve better results and are always looking at advancing our skills and seek feedback so we can continue to improve.
- ♥ We ensure things run smoothly.
- ♥ Our caregivers are given the same level of respect and care within the company as our clients. We look after our caregivers, and they look after us.
- ♥ We listen to our clients and caregivers and all those who work alongside us and tackle day to day issues as they arise by listening, asking, and working together as a team to develop strong relationships built on trust.
- ♥ We deal with problems quickly and effectively.
- ♥ We take pride in our work and enjoy what we do, achieving a better future for clients, families, and our caregivers.







## CARE OPTIONS AT A GLANCE

New Age Care offers the following care options:

HOURLY CARE

LIVE-IN CARE

DEMENTIA CARE

PARKINSON'S CARE

RESPIRE CARE

POST-OPERATIVE CARE

PALLIATIVE CARE

CONCIERGE SERVICES

TRAVEL COMPANIONSHIP

TRANSPORTATION





# WHAT IS HOURLY CARE & HOW DOES IT WORK?

## Also known as Domiciliary Care

Hourly care is where a carer visits you in your own home to assist with daily tasks. Caregivers can visit for as little as an hour a week to all day, every day, it is totally up to you. The duration of care is flexible, spanning from long-term arrangements to short-term support during recovery from an operation or illness. Then additionally, there's the option of Live-In Care, where one or more caregivers reside with you full-time.



## BENEFITS OF HOURLY CARE

There are many benefits of In-Home Care. These include:

### STAYING IN YOUR OWN SURROUNDINGS

One of the key benefits is that you get to stay in your own familiar surroundings. This can be especially comforting for those living with Alzheimer's and dementia.

### INDEPENDENCE

As you are in your own home you can choose the level of support you need and also choose your own schedule. You can do things when you want, have visitors when you like and go out when you wish.

### ONE TO ONE CARE

During your visit, you benefit from individualised one to one care that is specifically tailored to meet your needs and preferences. The caregiver dedicates their full attention to you, ensuring a personalised and focused experience.

### COST

Depending on the care needed and the amount of time the carer is there, the cost will more often be a cheaper option than a nursing home.



## WHAT DOES HOURLY CARE INCLUDE?

- ♥ Morning & bedtime routines, mealtimes or any other routine you may have.
- ♥ Personal care such as washing, dressing and toileting.
- ♥ Administering medications.
- ♥ Shopping for groceries and picking up prescriptions.
- ♥ Cooking healthy, well-balanced meals to meet dietary requirements and nutritional needs.
- ♥ A taxi service to appointments.
- ♥ Help to organise anything from health appointments to social activities.
- ♥ A concierge service. Anything from flowers for birthdays to organising a trip to the theatre.
- ♥ Companionship.
- ♥ Care for a pet.
- ♥ Cleaning and Household Chores.
- ♥ Support following a hospital discharge.
- ♥ Respite care.

## WHO IS HOURLY CARE FOR?

When you reach a point that you need extra help and support at certain times of the day but are not keen on moving into residential care, then Hourly Care is a great option.

## WHY CHOOSE NEW AGE CARE HOURLY CARE?

### OUR CARE PROFESSIONALS

We believe great care begins with great people, which is why we invest so much time recruiting the best care professionals, paying above the industry average, providing ongoing training and continually supporting our care professionals on the job.

### BESPOKE PACKAGES

Our Hourly care packages are tailored to your individual wishes and needs. We work with you and your family to create a package that is bespoke to you and that will adapt and change as you need it.

### CARE PROFESSIONAL MATCHING

To ensure you get the best care professional for you, we spend time getting to know you and your personality. We then match you with the most appropriate care professional, to ensure a strong relationship is built right from the start.

### CQC REGISTERED

New Age Care is registered with the Care Quality Commission (CQC), who are the independent regulator of health and social care in England. All Care services should be registered with CQC because they are constantly monitored and inspected to ensure the quality of their service.





# WHAT IS LIVE-IN CARE & HOW DOES IT WORK?

Dedicated care within the comfort of your own familiar surroundings – that's what Live-In Care offers. It enables you to maintain your preferred lifestyle in your own home, with round-the-clock, personalized support tailored to your unique needs and wishes. We assemble a dedicated team of caring professionals based on factors such as your preferences and personalities. This ensures a strong and positive relationship with your caregivers is established right from the start.



## BENEFITS OF LIVE-IN CARE?

### COST EFFECTIVE

live in care is a cost effective alternative to residential care, especially for couples, as most can be effectively supported by a single carer.

### BESPOKE CARE

Care packages as individual as you. We work with you and your family to create a package that is bespoke to you ; that can adapt and change as you need it to.

### CARE PROFESSIONAL MATCHING

We take the time to understand your needs, preferences, and personality, then carefully match a care professional who complements and resonates with you. It's not just about skills; it's about forming a connection, ensuring that the individuals supporting you are not just experts but also people you feel comfortable and in sync with.

### ROUND THE CLOCK CARE

Full 24/7 care, support and assistance provided by skilled care professionals.





## WHAT DOES LIVE-IN CARE INCLUDE?

- ♥ Personal care such as washing, dressing and toileting needs.
- ♥ Administering medicine and picking up prescriptions.
- ♥ Assistance with moving and positioning.
- ♥ Care for your beloved pets.
- ♥ Encouragement to complete exercises if wanted.
- ♥ Planning, preparing and cooking meals of your choice, meeting dietary needs.
- ♥ Cleaning, laundry and housekeeping.
- ♥ Shopping and running errands.
- ♥ Organising appointments and helping with life admin.
- ♥ Facilitating social activities and hobbies.
- ♥ Planning and accompaniment for trips out, holidays as well as medical or other appointments.
- ♥ Companionship just as you'd like it.
- ♥ Supporting visits from friends and family.



## WHO IS LIVE-IN CARE FOR?

When the time arises that you need extra help and support throughout your day, but are not keen on moving into residential care, then Live-In Care is a great option.

Live-In Care allows you to stay in the comfort of your own home, maintain your routines and it gives you and your family reassurance that you are not alone.

Live-In Care can be especially helpful for conditions such as dementia, where a change of environment or routine can be very disconcerting and upsetting and can, in our experience even accelerate someone's deterioration. It can also be helpful for conditions where someone's ability to do simple tasks is inhibited such as Parkinson's or a stroke.





## DEMENTIA CARE

Living with dementia is quite lonely and frightening for individuals and their families, and a change of environment can bring even more stress. New Age Care offer specialist Dementia care tailored to meet the needs of the person with dementia which adapts as the illness progresses.

Our aim is to help an individual to continue to live life fully and independently for as long as possible.



## WHAT DOES DEMENTIA CARE INCLUDE?

- ♥ Morning & bedtime routines, mealtimes or any other routine you may have.
- ♥ Personal care such as washing, dressing and toileting.
- ♥ Administering medicine & picking up prescriptions.
- ♥ Cooking meals and cleaning.
- ♥ Organising appointments and helping with life admin.
- ♥ Engaging activities.
- ♥ Facilitating social activities.
- ♥ Companionship.



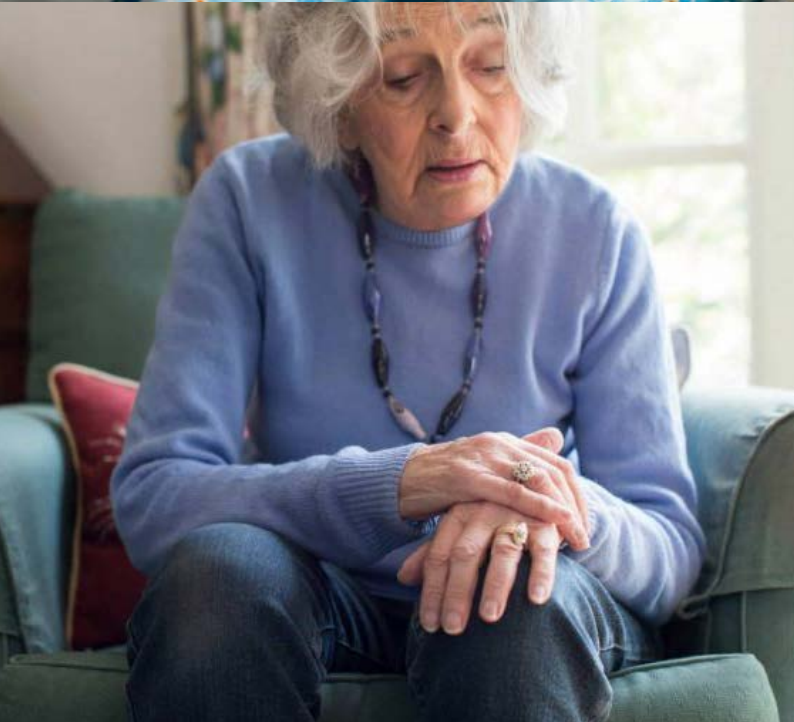
## WHO IS DEMENTIA CARE FOR?

Dementia is a progressive condition so you will reach a point when you need extra help and support in your daily activities. If you are not keen on moving into residential care, then In-Home Dementia Care is a great option. It allows you to stay at home, maintain your routine and continue on with your life with assistance, alleviating stress and giving you and your family peace of mind.

New Age Care's dementia care can begin as Hourly care and progress to Live-In Care when you need it. We also offer dementia respite care if you have a family member looking after you that needs a break.







## PARKINSON'S CARE

New Age Care offer specific Parkinson's disease care that not only meets a person's current needs, but also adapts as the disease progresses. We will work closely with an individual to understand their wishes and minimise the impact on their quality of life.

Our aim is to help an individual to continue live life fully and independently for as long as possible.

### WHAT DOES PARKINSON'S CARE INCLUDE?

- ♥ Morning & bedtime routines, mealtimes or any other routine you may have.
- ♥ Personal care such as washing, dressing and toileting.
- ♥ Administering medicine & picking up prescriptions.
- ♥ Cooking meals and cleaning.
- ♥ Organising appointments and helping with life admin.
- ♥ Engaging activities.
- ♥ Facilitating social activities.
- ♥ Companionship.





## RESPITE CARE

Taking care of a loved one can be physically and emotionally tiring and a break can be good for everyone involved. At New Age Care we provide at home respite care which allows you to take a much needed holiday, safe in the knowledge that your loved one is being cared for in their own home.

We will tailor our respite package around your loved ones needs and routines and provide one to one personalised care. Our packages can range from hourly visits to companionship calls, to round the clock support, giving you time to recharge your batteries.

### WHAT DOES RESPITE CARE INCLUDE?

- ♥ Maintenance of daily routines.
- ♥ Personal care such as washing, dressing and toileting.
- ♥ Administering medication.
- ♥ Cooking meals and cleaning.
- ♥ Shopping and running errands.
- ♥ A taxi service to appointments.
- ♥ Companionship.

### WHO IS RESPITE CARE FOR?

Respite Care is for anyone who needs a break from caring for their loved one. It can range from a day to a week or longer and will give you much needed time away from your caring responsibilities. Respite care can help if you are ill, feel you need a break or would like a holiday to name a few.







## POST-OPERATIVE CARE

At New Age Care we understand that the period following a surgical procedure is crucial for a person's recovery. Our dedicated care team is here to provide compassionate and comprehensive post-operative care services in the comfort of their own home.

## WHAT IS POST-OPERATIVE CARE?

Post-operative care refers to the specialised attention and support given to individuals after undergoing a surgical procedure. This phase is vital for a smooth recovery, ensuring that they heal effectively and regain their strength.



## WHAT DOES POST OPERATIVE CARE INCLUDE?

Post-operative Care can include a variety of tasks depending on the surgical procedure. These include:

- ♥ Administering medication.
- ♥ Transportation to appointments.
- ♥ Assistance with mobility and exercises.
- ♥ Support to get bandages and dressings checked by your health care professional.
- ♥ Bathing, dressing & toileting.
- ♥ Meal preparation & cleaning.
- ♥ Emotional support & companionship.





# PALLIATIVE CARE

## Also known as End-of-Life Care

We know and understand how distressing it can be to see someone you love go through a terminal illness. New Age Care provide specialist palliative care support, so the individual and their family can make the most of their time together.

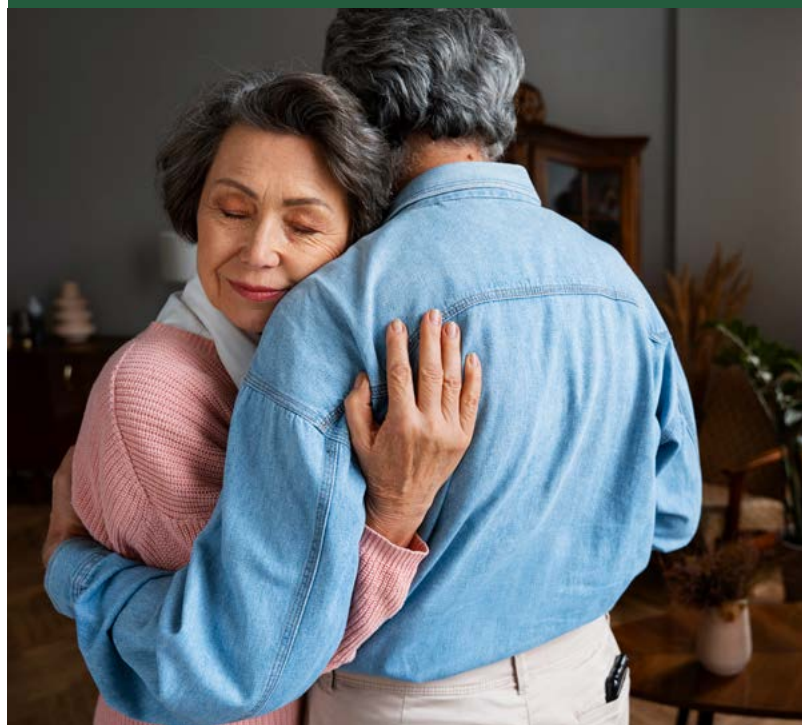
Taking a Holistic approach, supporting with not only the physical symptoms of the illness but also the emotional, social and spiritual aspects. Improves the quality of life and offers peace of mind for both the individual and their family

## WHAT DOES OUR PALLIATIVE CARE INCLUDE?

- ♥ Working closely with other health professionals such as doctors and nurses.
- ♥ Symptom and pain management.
- ♥ Administering medications.
- ♥ Personal care such as washing, dressing and toileting.
- ♥ Cooking healthy, well-balanced meals to meet dietary requirements and nutritional needs.
- ♥ Cleaning.
- ♥ Shopping and running errands.
- ♥ Companionship.
- ♥ Support with end of life planning.

## WHAT IS PALLIATIVE CARE?

Palliative care or end-of-life care is the support and care of someone who has a terminal illness. It involves the management of symptoms and pain and keeping the person as comfortable as possible. Palliative care is focused on quality of life for those with the illness as well as their family and friends. Palliative Care is appropriate for terminal illnesses such as advanced cancer, advanced heart disease, Motor Neurons disease (MND) and conditions such as dementia to name a few.





# CONCIERGE SERVICES

New Age Care's concierge service provides you with a personal assistant to help with your to do list and life admin. Anything from paying bills to booking a trip to the theatre, buying a birthday gift for family, to arranging a tradesperson to fix a water leak. No matter what the job, we can help!

Our concierge is open 24 hours a day, 7 days a week via email or a phone call and is available to clients, their carers and also non-clients.

Once you've used the service a few times, we'll also get to know your preferences and can then make recommendations for things that may interest you.

## WHAT DOES OUR CONCIERGE SERVICE COVER?

- ♥ Household management.
- ♥ Transportation.
- ♥ Shopping.
- ♥ Managing appointments.
- ♥ Entertainment.
- ♥ Organising presents and gifts.
- ♥ Organising tradespeople.





## TRAVEL COMPANIONSHIP

You do not need to miss out on your favourite activity or holiday. At New Age Care we believe that no matter what your circumstances, life is to be enjoyed. From going out to lunch, to a trip to the cinema, to a weekend away, to a full blown holiday in the UK or abroad, New Age Care can assist you in making this happen.

### WHAT DOES OUR TRAVEL COMPANIONSHIP INCLUDE?

At New Age Care, we will help you plan and organise your activity or vacation, so you don't have to worry! We'll make any bookings that need to be made, take care of any logistics and also ensure you have everything you need, including medications and special equipment.

We'll also accompany you on your adventure, so you'll have someone to share the experience with, and ensure that you have all the help and assistance you need while you're away from home.

### WHO IS OUR TRAVEL COMPANIONSHIP FOR?

You don't need to be an existing New Age Care client to enjoy our travel companionship service.

We want to help people from all walks of life to be able to enjoy the simple pleasures of a day out or travel to a place you've always wanted to see.





## TRANSPORTATION

At New Age Care we not only support our clients in their homes, but we also help them in other ways to live independent & fulfilling lives.

If you need to go somewhere but don't have a means of getting there then we can help with a door to door transportation service. This service includes collecting you from your home, taking you where you need to go, then collecting you afterwards and ensuring you get home safely.

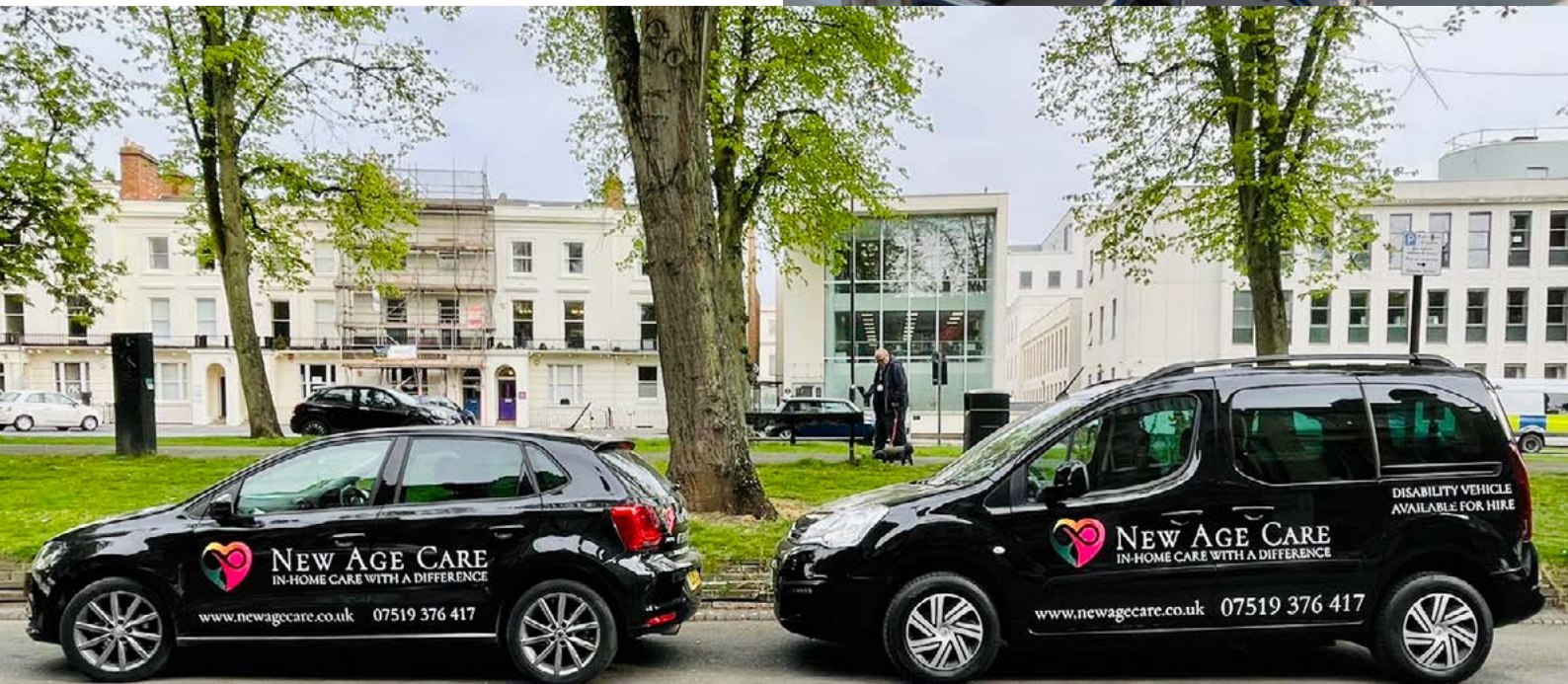
We have a range of vehicles available for transportation including one with wheelchair accessibility

## WHAT DOES OUR TRANSPORTATION SERVICE INCLUDE?

- ♥ Medical appointments to the GP or hospital.
- ♥ Dental or optician appointments.
- ♥ Shopping trips.
- ♥ Social events.
- ♥ Visiting family and friends.

## WHO IS OUR TRANSPORTATION SERVICE FOR?

Our transportation service is perfect if you don't drive, don't have a car or just prefer not to drive. We can provide a door to door service, so if you have mobility issues it is a great option.







## FUNDING

Your Local Authority may provide funding for care, and an important distinction for home care is that your property's equity will not be considered as an asset. The first step is to request a needs assessment from your local council. In contrast to healthcare from the National Health Service, adult social care often requires financial contributions from families. The Local Authority conducts a financial assessment, considering earnings, pension, savings, and investments to determine funding eligibility.

Some care elements are provided for free, such as reablement for up to six weeks following a stay in hospital, and community equipment such as bath seats, walking frames and minor home adaptations.

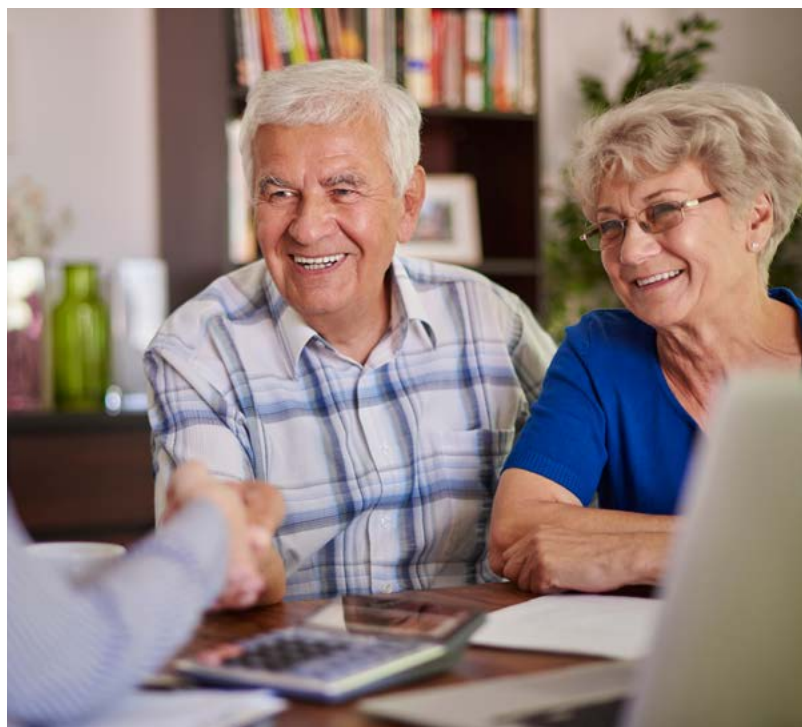
Due to limited funding and the desire for choice in care providers, many individuals opt for a direct payment from the Local Authority. Choosing this option allows you to receive a payment instead of care directly from the council, enabling you to select your preferred care provider.

### **FIND OUT MORE ABOUT GETTING A CARE NEEDS ASSESSMENT HERE:**

[www.nhs.uk/conditions/social-care-and-support-guide/help-from-social-services-and-charities/getting-a-needs-assessment/](http://www.nhs.uk/conditions/social-care-and-support-guide/help-from-social-services-and-charities/getting-a-needs-assessment/)

### **FIND OUT MORE ABOUT DIRECT PAYMENTS HERE:**

[www.nhs.uk/conditions/social-care-and-support-guide/money-work-and-benefits/personal-budgets/](http://www.nhs.uk/conditions/social-care-and-support-guide/money-work-and-benefits/personal-budgets/)





## NEXT STEP

CONTACT US TO ARRANGE  
YOUR FREE ASSESSMENT.

 [info@newagecare.co.uk](mailto:info@newagecare.co.uk)

 [www.newagecare.co.uk](http://www.newagecare.co.uk)

 **01926 675 967**

 **FREEPHONE**  
**0808 808 5000**

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 New Age Care



# NEW AGE CARE





“

New Age Care look after my wife and I. We would be lost without them. They come four times a day and we are delighted to see them.

They take care of us so well. Nothing is too much trouble for any of them.

**T. G.**

”

New Age Care looked after my grandfather during his final months in 2023. They were very thoughtful and had great attention to detail.

**J.W. Son of Client**

I am very happy with the service and really happy with the staff that have visited me. I feel that they do a really good job and are lovely people, I can't praise them enough. I was really happy with the assessment process and Sian was lovely and explained everything very well.

**Kirsty, Leamington Spa**

“

We are so happy to have found a care agency with a hands-on and caring approach to their work.

New Age Care has been wonderful with our mother.

I could not recommend New Age Care anymore highly!

**Joanna Smith-Ryland**

”

“

Mum loves the care she is getting. The care provided exceeds our expectations, communication is really good, nothing seems to be too much trouble which takes a huge pressure off the family.

**Vito, Leicester**

”

I'm delighted with the Live-In Care for my sister and when the time comes that I need it, I'll be ringing you.

**Lord Cranworth, Suffolk**

