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...Compassionate, Personalised Domiciliary Support



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Best at Home

Adult Care



WHO WE ARE

Best at Home Adult Care Private Limited provides dependable and compassionate care to individuals in the comfort of their homes. Whether privately funded or arranged through local authorities, we deliver quality-driven support tailored to your needs and lifestyle.

Our dedicated team is made up of:

- Empathetic and skilled carers
- Qualified support workers
- Reliable care assistants

We support individuals from all backgrounds and promote inclusion and dignity in every interaction. Whether you're looking for light-touch support or more complex care arrangements, we're here to help.

Our Mission

We are committed to helping adults particularly older adults and those with complex health needs live safely and comfortably at home. At the heart of our care is a belief in:

- Respecting individual rights and dignity
- Co-creating solutions with families and service users
- Acknowledging diverse needs with fairness and empathy
- Delivering care plans that reflect personal preferences and changing needs
- Encouraging independence and reducing isolation
- Ensuring continuity of care with trained, compassionate staff
- Providing services 24/7 where required
- Promoting staff development and ongoing learning

WHAT YOU CAN EXPECT

We pride ourselves on putting your needs first. Our services are designed to support your independence while providing peace of mind to you and your loved ones.

Here's what you can expect:

- ▶ **Tailored care** packages that meet your specific situation and health requirements
- ▶ **Clear guidance** about costs, coverage areas, and available services
- ▶ **Discreet support** that respects your home, space, and lifestyle
- ▶ **Friendly local carers** who know your community
- ▶ **Flexible scheduling**, from daily visits to round-the-clock care
- ▶ **Initial home consultation** to understand your goals and preferences
- ▶ **Night-time care options** for enhanced safety and reassurance

OUR CORE SERVICES

At Best at Home, we offer a wide range of services, including:

- **Personal Care:** Assistance with bathing, dressing, grooming, toileting, and mobility
- **Care for Older Adults (65+):** Compassionate support to promote dignity, routine, and wellbeing
- **Dementia Care:** Understanding, structured assistance for individuals living with memory-related conditions
- **Support for Learning Disabilities:** Practical and emotional support that encourages autonomy and daily living skills
- **Mental Health Support:** Compassionate care to manage emotional wellbeing, reduce anxiety, and improve routines
- **Physical Disability Support:** Mobility aid, home assistance, and empowerment to engage with everyday life
- **Sensory Impairment Support:** Tailored care to enhance communication and awareness in a sensory-safe environment
- **Substance Misuse Recovery Support:** Respectful, non-judgmental care focused on stability, routines, and wellbeing



TYPES OF CARE WE OFFER

- **Hourly Home Visits** – Daily or weekly visits for personal support or help around the home
- **Live-In Care** – A dedicated carer living in your home, providing continuous one-on-one support
- **Night Care (Sleeping & Waking)** – Ensures safety, comfort, and assistance throughout the night
- **Rehabilitation & Recovery Support** – Especially after hospital stays, helping you regain independence
- **Complex Care Packages** – Managed by experienced staff with specialist training for high-level needs
- **Palliative Support** – Compassionate care for individuals with terminal illnesses to improve quality of life
- **Companionship** – A friendly face to reduce loneliness and encourage positive engagement

We are flexible and responsive services can be adapted as needs change.

Care on Your Terms

We support your right to make decisions about your care. Whether your care is self-funded or covered by a personal health budget, we'll work with you to design a package that fits your life.

We support:

- Local authority and NHS-funded care
- Direct payments and personal budgets
- Trust-managed or family-led arrangements

We can also offer advice on how to access funding and make informed choices.

Getting Started

Our process is simple and stress-free:

1. **Initial enquiry** – Contact us by phone or email
2. **Home assessment** – One of our care coordinators will visit to discuss your needs
3. **Care planning** – We build a flexible plan tailored to your goals
4. **Carer matching** – We assign a suitable, trained professional to you
5. **Care begins** – And we keep in touch to monitor progress and adapt if needed



If your situation is urgent, we can offer fast-tracked support.

Quality & Compliance

We take your safety seriously. All our staff go through a robust recruitment and vetting process, including:

- ▶ Enhanced DBS checks
- ▶ Health and reference checks
- ▶ Verified training and qualifications

All carers complete induction training, including topics like:

- ▶ Manual Handling
- ▶ Infection Prevention and Control
- ▶ First Aid and Basic Life Support
- ▶ Fire Safety
- ▶ Safe Administration of Medication

Our services are regulated by the **Care Quality Commission (CQC)** to ensure you receive safe, effective, and well-led care.

Frequently Asked Questions

Is Best at Home CQC registered?

Yes, we are fully regulated by the Care Quality Commission.

Can I meet the carer beforehand?

Yes, we always introduce you to your carer before service begins.

Will I have the same carer each time?

We aim to ensure continuity. In the case of holidays or emergencies, we will inform you and send someone equally skilled.

How often will my care be reviewed?

We regularly review care plans to make sure they continue to meet your needs.

Can I change my care plan later?

Absolutely. We welcome feedback and adapt our services whenever necessary.

GET IN TOUCH

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