



Trinity
Homecare
Supporting life's journeys

"I cannot express quite how much we appreciate everything you do for our Mum. The care that you give her and the love that you show her is incredible. It has been an absolute joy to meet each of you and a real relief to know she is in such good hands. Thank you from the bottom of my heart."

Dania, daughter of client



Inspected and rated

Outstanding ★

 **Care Quality
Commission**

Supporting life's journeys

At Trinity Homecare, we take great pride in being able to deliver high quality care from the comfort of your own home.

With a dedicated and compassionate team to support you throughout this journey, we want you to feel confident in your decision. By choosing Trinity, you will receive a bespoke service that will prove to be personal, trusted and caring.

With over 25 years' experience, multiple awards and five-star ratings across multiple review platforms, we are also regulated by the Care Quality Commission (CQC) and hold an 'Outstanding' rating. This puts us in the top 4% of home care providers, which should give you peace of mind in knowing that you will be receiving the highest standards of care.

Whatever your circumstances may be, our mission is to enrich quality of life by providing heartfelt care and supporting through life's journeys.

Our values

Truly Belong

At Trinity we foster a sense of belonging. We create a community where everyone feels welcome, valued and understood.

Build Trust

Trust is at the heart of everything we do. We cultivate a culture where trust is a lived experience, creating strong bonds within our team and with those we serve.

Here to Care

We respect our colleagues' needs as much as our clients. Making sure every voice is heard, and everyone is treated equally.

Be the Change

This is more than a value – it's a personal pledge. It echoes our dedication to constant growth, fostering a culture of continuous improvement.

Choose home care instead of a care home

When it comes to choosing care, many people assume that a care home is the best and only option. However, home care is a very welcome alternative. Research has shown that 77% of adults over 50 would much prefer to stay in the familiarity and comfort of their own home.*

Home is where your most treasured memories and personal belongings are. Home is where family can come together. With home care, the upheaval and disruption to these comforts is kept to a minimum.

Our live-in homecare services will see a fully trained, caring companion live in your home and provide bespoke one-to-one support.

With our visiting care service, you are in control of the frequency and duration with which care is provided. You will have a fully trained, carer assist you in exactly the way you need them to.

**AARP 2021 Home and Community Preferences Survey*

Key benefits of home care

- Maintain routines and lifestyle
- Enrich quality of life
- More independence & empowerment
- Completely bespoke and personal with a service tailored to your individual needs
- One-to-one support with a carefully matched carer
- A support team that provides 24/7 peace of mind
- Complete flexibility to see your carers as often or as little as you need

Live-in care vs care homes

Live-in care	Care homes
Surrounded by home comforts and familiarity	Move to an unfamiliar environment
Carers supporting outings and appointments	Limited support outside the residential home
Safer one-to-one care	Average staff to resident ratio of 1 to 4
Continuity and choice of lifestyle	Drastic change of lifestyle
Choice of menu and meal times	Set menus and meal times
Freedom to have pets at home	Communal areas and rules vary
Freedom to receive visitors at home	Times and restrictions vary
Improve social and mental wellbeing	Limited support for social and mental health

Over

2 MILLION

British people know an elderly person
who has had to put their pet to sleep
when moving into residential care*



Margaret and Henry's story

Margaret, 83, benefited greatly from our live-in care, which allowed her to stay with her beloved dog, Henry.

Margaret's family became concerned when she seemed to be more distant and vague. After a fall, she was hospitalised, where her one concern was to get back to Henry. Margaret was diagnosed with early stage dementia and it was clear she needed care, support and guidance for her memory impairment.

Margaret's family contacted us and we provided them with a live-in carer, Anne, who began to build a relationship with Margaret and managed the transition from hospital to home. Margaret is now well and supported by two carers, Anne and Olga. She walks Henry regularly and sees friends and neighbours.

Her carer, Anne says "Henry has been such a comfort to Margaret over the years. I firmly believe he has been a fundamental influence to her wellbeing and recovery."

We've been providing live-in home care since 1996 and are fully committed to helping clients remain at home with their beloved pets.

**Nationally representative survey of over 1,000 adults commissioned by The Live-In Care Hub, 2014.*

Need more information about our services?

Get in touch with our team today on **0207 183 4884**

Providing you with all the help you need

At Trinity Homecare, we know that there is no 'one size fits all' when it comes to care.

Offering care plans that are completely tailored around your specific needs, we ensure that every individual can maintain an independent way of living in the comfort of their own home. Our dedicated teams have the experience and knowledge to ensure you receive a level of care which is both personal and heartfelt.

Live-in care

Our live-in care services are designed to offer one-to-one full-time support and enable you to live within a safe environment, surrounded by familiar comforts and routines.

The care we provide is entirely bespoke and whether you'd like companionship or personal care such as bathing, dressing or assistance with medication.

Visiting care

Visiting homecare will help you remain independent in the comfort of your own home. Our specially trained team can also assist with light housekeeping and errands, preparing and serving nutritionally balanced meals of your choice as well as accompanying you to appointments and social engagements. We are also able to provide overnight cover including sleeping and waking nights.

How we can help

- Assistance with your daily routine
- Assistance with washing & dressing
- Preparation of nutritious foods
- Housekeeping and home help
- Assistance with medication
- Companionship
- Personal care
- Complex care
- Activities inside and outside the home
- Accompanying you to appointments
- Respite care
- Urgent care

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Specialist care services

- Cerebral Palsy Care
- Complex Care
- Dementia Care
- End of Life Care
- Multiple Sclerosis Care
- Palliative Care
- Parkinson's Care
- Stroke Recovery Care

Live-in care

Rated as 'Outstanding' by the Care Quality Commission (CQC), our live-in home care service provides you and your loved ones with all the support you need. We provide a dedicated carer to live-in your home to support you so you can continue to live safely and confidently.

Live-in care is a wonderful, welcome alternative to residential care. With minimal upheaval and disruption to pre-existing routines, it allows you to stay close to friends, keep pets and maintain all your hobbies.

Live-in care usually includes personal care, (washing, dressing, supporting morning and night-time routines), supervision of medication, helping with jobs around the house, cleaning, cooking and of course, companionship.

Our live-in care service ensures that we are fully responsible for every aspect of your care. This applies from the very outset of our care service, firstly assessing your needs, then creating your bespoke care plan and selecting a carer who will suit your personality and lifestyle.

If anything changes over time, we will be there every step of the way with ongoing support from our team seven days a week.

What to expect

- A comprehensive care needs assessment carried out by one of our Care Managers
- A bespoke care plan, designed just for you
- A carefully matched fully-trained live-in carer
- 'Outstanding' rated full-time care in the comfort of home
- Support, peace of mind, and advice for you and your loved ones
- A dedicated Care Manager at the end of the phone if you need someone to talk to.

Sarah's perfect match

Trinity helped 40-year-old Sarah live the adventurous life she wanted by matching her with a like-minded carer who loved adventures too.

"I like to get out and about and be spontaneous. I need my independence and freedom," explains Sarah, who has cerebral palsy.

Sarah came to Trinity because on a purely practical note, she needed a live-in carer who could drive. But the team soon realised that what Sarah really needed was not just a driver, but someone who would also enjoy the ride. High energy Sarah needed someone who enjoyed an adventure as much as her.

"Mum always told me to build a big life for myself," she says, and with our carers living with her at home – that's exactly what she's done.

Every day, she's out and about – attending appointments or socialising with friends and family.



Visiting care

For those who are new to, or have slightly lower level care needs, home care visits can make all the difference in improving and maintaining your quality of life. Whether you need hourly care visits once a week for companionship or someone to help multiple times every day with personal care, our visiting care services are completely tailored to your needs.

Companionship

At Trinity, we offer more than help around the home. We provide much needed companionship and recognise that a person's mental wellbeing is just as important as their physical wellbeing.

Whether you would like regular company, accompanying to outings and social engagements, help around the home, support to continue doing the things you love or even assistance in taking up new hobbies, our carers are committed to providing opportunities for you to continue living life as independently as possible.

Personal care

Personal care, meal preparation and medication needs are all important aspects of a daily routine. For some, this may not be as easy as it once was and this is where we can help.

Whether you only require 30 minutes of assistance with getting dressed or a little longer to get you ready for the day ahead, we can offer you as much support as you need.

Norma's companion who cares

"The carers are more like my friends," says 84-year-old Norma, who has moved to Surrey from her hometown of Newcastle to live with her son, in 2020.

It's wasn't an easy move for Norma as she had lived in Newcastle with her husband for many years. After her husband passed away, she was left alone, with the rest of her family living on the outskirts of London. It made sense for her to move down to be closer to them.

"It's been very hard to lose my husband and since many of my close friends have passed, I was becoming more and more alone," she explains. "I wanted to see more of my children and grandchildren."

Apart from knowing her family, Norma found that she lacked companionship. This is when the Trinity team came in. Once or twice a week, one of the Trinity team dropped in to say hello, take Norma out for a coffee, for a stroll to the

shops or just to an event at the local rest home. They also kept an eye on whether she has taken her medication and assisted with personal care. "It's worked really well," explains Gill, Norma's daughter-in-law.

"It's someone for Norma to talk to and take her out when we are at work. She's not so lonely and that means we can feel more relaxed too.

Trinity have also been flexible in the amount of care we may require, in case there is a change of circumstances. They've got everything from half hour visits to more, depending on our needs and that's been brilliant."

For Norma and the new friends she's made with the Trinity team, it's been a real lifeline. "I would get very down and find living on my own difficult if I was by myself all the time," says Norma.

Introducing live-in lite

With live-in lite, maintain your independence, especially after a hospital stay or when family lives far away. Our service offers compassionate, flexible support, giving you and your family the peace of mind you deserve without compromising your lifestyle.

With live-in lite, you receive the perfect balance of support, companionship and independence. Our carers are trained to provide the exact amount of help you need while respecting your privacy, ensuring you feel comfortable and cared for without compromising your lifestyle.

What is live-in lite?

live-in lite offers the cost-effective benefit of limited hours care with the reassurance of a live-in carer. Designed for clients who value independence, this innovative package provides essential support during mornings and evenings while allowing greater autonomy during the day.

Your carer may leave the house during the day, giving you flexibility and space to live life on your terms. Their presence overnight ensures peace of mind, with help on hand for any emergencies.

What can live-in lite support with?

- Bathing and dressing
- Assistance with medication
- Companionship
- Meal preparation
- Light housekeeping

Key benefits

Peace of Mind

Enjoy the reassurance of trusted support at home, ensuring you're never alone during recovery or daily activities.

Post-Hospital Support

Let us help you transition home after a hospital stay, providing care to restore confidence and independence.

Distance from Family?

When loved ones are far, we offer companionship and assistance, ensuring you're always cared for.

Maintain your Independence

Stay in your own home with the help you need to maintain your routine and stay connected to your community.

Support for Appointments

We ensure you stay on track with medical appointments, follow-ups and essential tasks.

Household Assistance

From meals and groceries to light housekeeping, we help keep your home running smoothly.

Companionship

Our carers provide more than physical support. They offer meaningful companionship, from friendly chats to shared hobbies.



TrinityConnect – keeping you informed

To know you are in safe hands and be able to check your Trinity care records wherever, whenever, comes as a huge relief to all of our clients and their families. Naturally, you and your loved ones will want to be alerted if your care plan has changed in any way, while being reassured in the knowledge that your records are safe and secure.

This is why we have invested in our digital care system called TrinityConnect. The app enables us to maintain the highest standards of care for all of our clients with continuous updates as to their care activities and progress.

“I used to battle with doctors in finding out information which was really important regarding my mum’s health. Trinity takes this stress away from me by allowing me to have regular updates through their app. It really is an impressive way of communicating the important stuff.”

Karen, visiting care client

Transparency

Get a true insight into the care you are receiving.

Responsive

The live feed notifies your care team to any changes and alerts.

Safety

Digital records are stored as encrypted data meaning your confidential information is secure at all times.

Remote access

View notes, anywhere, at any time. Care notes can be accessed on smartphones and tablets which is perfect if you are out and about.

Need more information about TrinityConnect?

Get in touch with our team today
on **0207 183 4884**



Specialist dementia care

There are over 100 different types of dementia and each type has its own causes, symptoms and stages. We appreciate that being diagnosed with dementia can be an extremely frightening and isolating experience and that no two individual cases are the same. Although this may be the case, at Trinity we passionately believe that it is possible to live well with dementia if one remains in the comfort and familiarity of their own home.

Studies show that 85% of people would like to remain in their own homes for as long as possible if diagnosed with dementia.*

With many of our clients living with dementia, we make it our priority to ensure all our carers are trained in how to support adults living with the condition.

Recent studies have shown that staff training programmes improve the quality of dementia care which is why we are so proud to be part of the 'Dementia Friends' initiative. Our dementia

champions have paired up with the Alzheimer's Society in delivering specialist training and knowledge to our carers.

Our carers understand that dementia affects every individual differently and will be there to support you as often or as little as you need. Just like all of our packages, we can offer you a bespoke care plan to suit your needs.

**YouGov poll for Alzheimer's Society (2014)*

"Being diagnosed with dementia was absolutely terrifying.

I was frightened of losing all my precious memories but more importantly, putting pressure on my children. Trinity relieved me of this with a carer who supports not just myself, but my entire family."

James, 78, lives with dementia

Living well with dementia

“As your memory diminishes, you have to live in the moment. You can’t mourn yesterday or fear tomorrow. Living in the moment is precious but of course, it is limited,” says 74-year-old Angus, who was diagnosed with dementia in 2020.

Angus was an academic and psychiatrist, specialising in the connection between mood and memory, so when he began noticing his memory fading, it was particularly poignant. “When you’re losing your memory, it’s like losing half your life,” he says. “You can enjoy people in the here and now but you know that in three days’ time, you’re not going to remember them – and that is difficult to accept.”

Angus was living in a large seven bedroom house and finding it difficult to look after himself. “I was getting up in the morning and waking up in hospital,” he says. “I knew I was failing and my daughter began looking around.”

With a son living abroad and a daughter travelling throughout the year, Angus knew he didn’t want to live in a care home and the best option seemed to be live-in care.

“When I was visiting many of my friends there, I knew it wasn’t for me,” he says.

After much research into care providers and after meeting and talking with our team, both he and his daughter decided that he could trust Trinity Homecare to match him with the right person – and that, he says, is very important. Angus knows that dementia has changed him: “My son will come to see me and I won’t remember and that must be hard for him. But you know, for me, I become thrilled with the small things in life.

I have a wonderful card from one of my grandsons and I love to look at that – it’s a reminder of what’s important in life. It’s not sad,” he says, “I have become more philosophical and accepting about life and that’s a gift.”

Our carers

We only select the most compassionate, empathetic and respectful carers to join our team. With a rigorous recruitment process in place, we follow these steps with every carer we hire:

- Online application
- Telephone Interview
- Personality & attitude assessment
- Face to face interview
- Reference checks & Advanced DBS
- Proof of right to work in the UK

Fully trained

Having won the 'Innovation and Good Practice in Recruitment' award at the 2019 Surrey Care Awards, we want you to feel reassured in the knowledge that our team are trained beyond the statutory Care Certificate standards.

As an approved training centre, our specialist training has been designed to prepare our carers for all aspects of delivering professional, heartfelt care. The course is delivered through

a mixture of classroom training sessions, group discussions, workbooks, online learning and practical supervision.

Led by one of our qualified trainers, the course includes a range of modules covering (but not limited to):

- Administering medication
- Basic life support
- Communication
- Dementia
- Duty of care
- Fluids and nutrition
- Handling information
- Health and safety
- Infection prevention and control
- Privacy and dignity
- Safeguarding
- Working in a person-centred way



“Trinity’s carers are simply amazing. They are dedicated, kind and thoughtful to client’s needs. We couldn’t ask for more in the wonderful way they care for our mum. Thank you Trinity.”

Stella, daughter of client

Award winning

Providing the highest standards of live-in care, our innovation, commitment and compassion has been recognised within the industry. We are extremely proud to be a multi-award-winning homecare provider with over 20 years' experience.

All of our care services are regulated by the Care Quality Commission (CQC), with our most recent inspection report, rating us as "Outstanding". This puts us in the top 3% of home care providers in England.

You can read more about our awards, accreditations, impartial reviews and latest Care Quality Commission report on our website.



Our awards

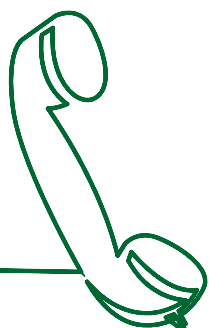
- **Winner** at the Surrey Care Awards 2023 'Family Engagement Champion'
- **High Commendation** at the Home Care Awards 2023
- **Finalist** at the HealthInvestor Awards 2023
- **Finalist** at the Great British Care Awards 2022
- **Finalist** at the Surrey Care Awards 2022
- **Finalist** at the Leaders in Care Awards 2022
- **Finalist** at the Laing Buisson Awards 2022
- **Winner** at the 2019 Surrey Care Awards 'Innovation and Good Practice in Staff Retention and Recruitment'
- **Winner** at the 2018 Surrey Care Awards 'Frontline Leader of the Year'
- **Winner** at the 2017 Surrey Care Awards 'Beyond the Call of Duty'

Our accreditations

- Full members of the **Homecare Association**
- **NCFE** approved training provider
- Founding member of the **Live-in Care Hub**
- Supporters of the Alzheimer's Society's **Dementia Friends** initiative
- Founding subscriber to the **Surrey Care Association**



Your care journey



Initial enquiry

Simply call our friendly team to discuss your needs with us, or enquire online via our website. We will then be in touch with you as soon as possible.

We will talk you through the service we can offer in your area and ask you some questions about your care requirements so we can let you know how we can best support you.

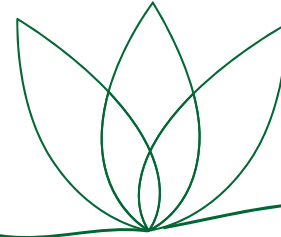
After you have talked with one of our team, if you feel we are the care provider for you, we will then arrange a free care needs assessment.

Home assessment

We will make an appointment for one of our qualified Care Managers to visit you in your home, to discuss how we can help. We will listen to all your requirements and needs to understand the outcomes you want to achieve.

We will use the assessment to carefully match you with a carer who best suits your needs. For live-in care assessments, we may even bring a profile of a carer that we have in mind for you, to demonstrate their skill set and experience.

You will also receive a copy of our welcome pack full of more information about our services.



Commence care

Once you are happy with the proposed care plan and agreed costs, we can commence care within 24 hours depending on availability.

At Trinity, we carefully match carers to clients, based on routine, personality, medical needs, your hobbies and interests.

Ongoing support

We conduct regular supervisions and reviews to ensure you have the care you need. You will also have a dedicated Care Manager and full-time support from our care management team for any additional support. With Trinity's home care service, our team is here to support your life's journey in every way that we can.

What's next?

Get in touch today

Call us

Our friendly team of experts are available to talk through your care needs 7.30am to 5.30pm, seven days a week. Call us on **0207 183 4884**.

Enquire online

If you are looking outside of our core office hours, then you can enquire online by visiting **trinityhomecare.co.uk/contact/enquire-online** we will then be in touch with you as soon as possible to discuss your care needs.

Visit us in branch

If you live local to Worcester Park, then feel free to pop in and talk with our team. We recommend calling ahead to ensure someone is available to speak with you.

Central House (2nd Floor)

1 - 15 Central Road

Worcester Park

Surrey

KT4 8EG





“This professional care organisation enabled our mum to remain living in her own home as she chose happily and safety. They worked well as a key part of the wider team which included the family and GP.

They met the challenges of supporting a person with dementia who was often oppositional, with front line carers supported well by seniors. Thank you Trinity, you enabled our mum to live the life she chose.”

Lisa, daughter of client





Trinity Homecare

Central House (2nd Floor) 1-15 Central Road, Worcester Park, Surrey, KT4 8EG

0207 183 4884 enquiries@trinityhomecare.co.uk trinityhomecare.co.uk

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