

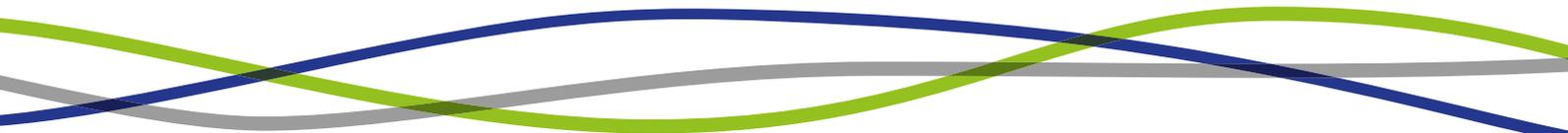
HCA

HomeCare Awards

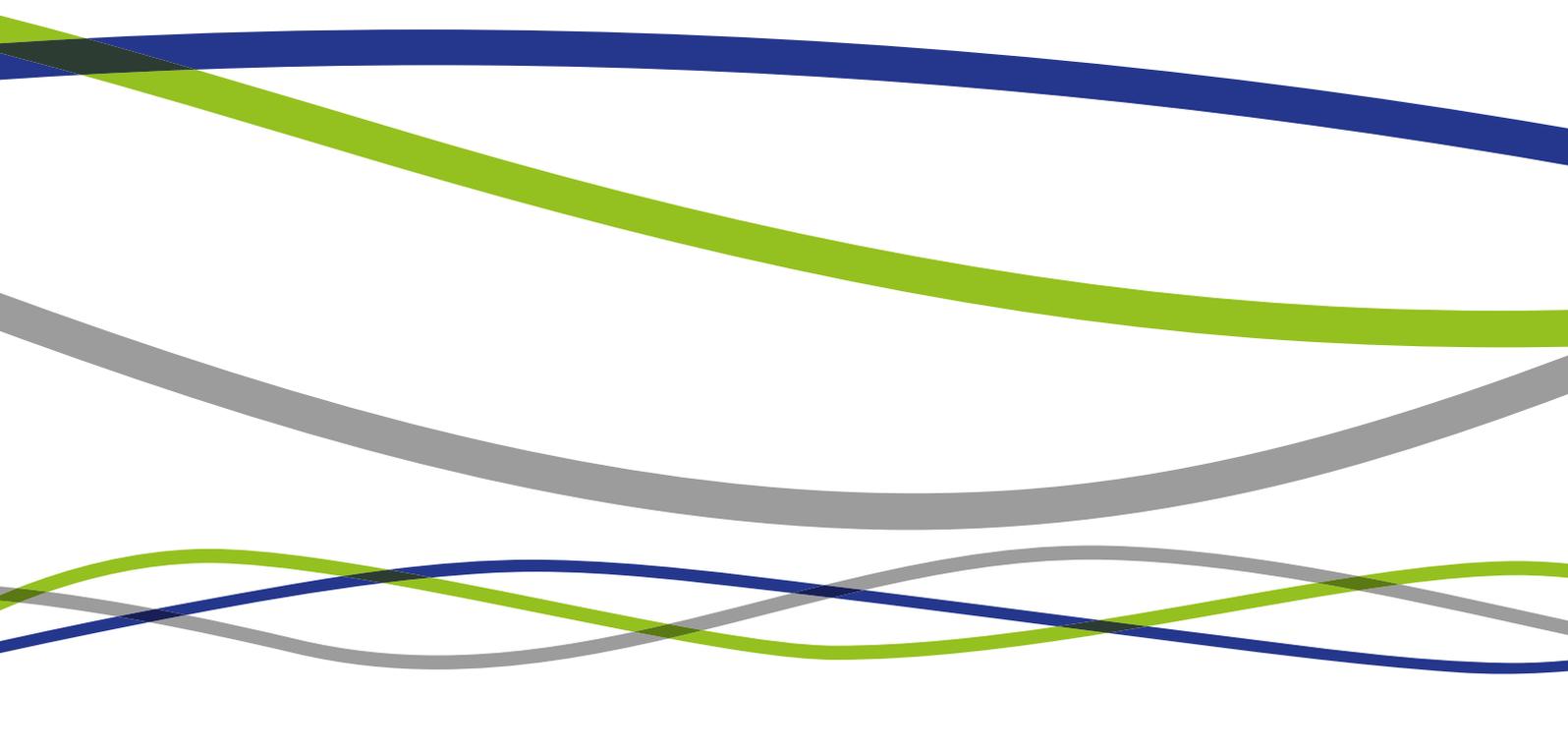


The Winners 2019

Friday May 24, 2019 | Royal Garden Hotel



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Welcome

In November 2017 the Home Care Awards began to take shape - and continue to take shape as we receive constructive feedback from the home care sector, guiding us as we define the categories for 2020.

It has to be said, the Home Care Awards began with a couple of hiccoughs as we determined a route forward, eventually extending the call for entries until the end of February. Steadying our progress, though, was the hugely appreciated support of Audley Care as our first sponsor, who were joined by Care Sourcer, Legal & General and Residential and Home Care Show. Their sponsorship has enhanced the standing of the Awards in their first year.

At one point we considered merging the new Home Care Awards with our well established Care Home Awards to create a new cross sector awards for all aspects. Sage advice steered us away from this course and we are proud to separately recognise the businesses in both sectors of care, each with their own celebration of excellence and innovation.

Grateful thanks are also due to the intrepid entrants venturing to submit their papers for the first Home Care Awards. Their entries flag up the level of interest from companies large, small and start-up. There were some great stories for the judges to scrutinise and their decisions have produced a varied, valued view of the home care sector in 2019.

The overall achievement gold winners, the category winners and the awards of high commendation all deserved their applause at the Awards ceremony and this Winners supplement is a permanent record of their success.

The call for entries opens again on September 1 and we look forward to many more home care companies taking the plunge and entering the Home Care Awards 2020 - the Awards dedicated to rewarding their success.

Helen Warrilow

commercial director, Home Care Awards

Most Outstanding Home Care Provider

WINNER

Cera Care - nationwide service

Heritage Healthcare is a home care franchise with Launched in November 2016, Cera is a homecare provider that uses digital and artificial intelligence to transform social care. Through its matching algorithm and automated scheduling systems, Cera is able to arrange home care within 24 hours, while fully taking into consideration a patient's needs and preferences.

Cera also uses artificial intelligence to predict deteriorations in users' health, permitting earlier intervention and more proactive care. It has significantly lower overheads compared to

traditional care companies, allowing Cera to pay its carers 50% higher than the industry average, while still offering affordable rates for customers. This results in recruitment of experienced, capable carers that are well trained and provide the highest quality care.

ALSO CONSIDERED

- **Audley Care, Clevedon**
- **Bluebird Care, Croydon**
- **Consultus Care, nationwide service**
- **Home Instead Senior Care, nationwide service**
- **Nash Homecare, Hemel Hempstead**
- **PlumCare, Bromley**

Cera+



Most Outstanding Home Care Team

WINNER

Heritage Healthcare - nationwide service

Heritage Healthcare is a home care franchise with an in-house support team that provides their successful network of business owners with bespoke training, guidance and advice not seen in most franchise companies.

The support team is there to help franchisees with business development, finances, marketing,

recruitment and training, to ensure every business owner delivers expert home care services to their community.

The Heritage Healthcare in-house support team carefully choose business owners to join their franchise network to deliver the high standard of care that is recognised by households across the UK.

ALSO CONSIDERED

- **Jane Lewis Healthcare, England and Wales**
- **Right at Home, Reigate & Crawley**



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Specialist Care Expertise

WINNER

Home Instead Senior Care - nationwide service

Home Instead wishes to make homecare the first choice for families and individuals as they age and is working to raise the profile of what outstanding home care should look like. The company is doing this by focusing on clients and their families to help them to live well their way. Its care model is unique and is based on companionship, with caregivers

matched to clients based on shared interests. So, care is outcomes-focused rather than task-based. An early recognition and acknowledgement of support can help families establish care as part of the daily routine, helping those with memory loss to remain independent.

FINALISTS

- **Ashridge Home Care, Amersham**
- **Loving Angels Care, Northampton**



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Day Care Expertise

WINNER

PlumCare - Bromley

PlumCare is dedicated to helping customers stay independent at home, living their life their way. Customers are at the core of everything PlumCare does; the company is proud to offer truly personalised care, as unique as the customers it serves. Each person PlumCare cares for has a rich, colourful life history, which should be respected.

The team takes the time to know each customer personally so they can keep them happy and in their familiar routines for as long as possible. Care can be challenging at times, but PlumCare thrives on making a real difference in customer's lives.

FINALISTS

- **Nest Homecare, Windsor**
- **Radfield Home Care, Havering**



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We already offer care seekers a range of competitive financial products to assist with care provision. But because we're committed to helping as many people as possible get better access to the care they need, this is an area we're continuing to develop.

One way that we're doing this is by investing in Care Sourcer, the UK's first comparison and matching site for care needs. It's designed to help make a significant, positive impact on people's lives at a time when they may need it the most. Care Sourcer can also give your business greater visibility, helping those searching for care to find and connect with you more easily.

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Live-in Care Expertise

WINNER

Cera Care - nationwide service

Cera is a homecare provider launched in November 2016 that uses digital and artificial intelligence to transform social care. Through its matching algorithm and automated scheduling systems, Cera is able to arrange home care within 24 hours, while fully taking into consideration a

patient's needs and preferences. Cera also uses artificial intelligence to predict deteriorations in our users' health, permitting earlier intervention and more proactive care. It has significantly lower overheads compared to traditional care companies, allowing Cera to pay its carers 50% higher than the industry average, while still offering affordable rates for customers. This results in recruitment of experienced, capable carers that are well trained and provide the highest quality care.



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End-of-Life Care Expertise

WINNER

Audley Care - Clevedon

Audley Care believes that everyone deserves the right to die where they wish, in the most comfortable and dignified way possible. Working to this ethos 24/7, this entry will centre on the care provider's flagship branch for end-of-life care: Audley Care Clevedon. Ever since its current manager Mandy joined the team three years ago,

the Clevedon branch decided to specialise actively in end-of-life care. Going above and beyond, the branch has strived to ensure that as many terminally ill patients as possible are able to leave hospital and receive nothing but the best-quality palliative care in their own homes.

FINALISTS

- **Ashridge Home Care, Amersham**
- **Elite Care Services (UK), Stalybridge**



Marketing Expertise

WINNER

Nash Homecare
 - Hemel Hempstead

Nash Homecare takes great pride in marketing its excellent care services through multiple channels - both traditional and modern. Continual internal and external market analysis helps Nash Homecare refine its marketing strategy to meet the needs of the growing Domiciliary Care market. One of the business aims is to have the recognition of a brand

that demonstrates a quality service and forms the fabric of its community. This is being achieved as Nash Homecare is now the top rated Independent, domiciliary care provider in Hemel Hempstead in the UK's leading homecare review website, homecare.co.uk and is proud to have attained this position in the 4 years the company has been running.

FINALIST

- **Loving Angels Care, Northampton**



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Nash Homecare
Personalised care to support you to live well and independently in your own home

Recruitment or Training Expertise

WINNER

Consultus Care Training Centre

The small, dedicated and passionate Consultus Care team offers a comprehensive carer training programme designed to inspire and support new carers to build their skills on a solid foundation of care values and compassion. Experienced carers

are supported and encouraged to update their knowledge and skills and to continually expand their professional development. As a cohesive, focused team of trainers and administrators Consultus Care's aim is to motivate carers by increasing competency, skill, confidence and pride thereby ultimately impacting positively on their clients' wellbeing and quality of life.



HIGH COMMENDATION

Bluebird Care - Croydon

To provide an excellent care service, we need excellent care staff. The Bluebird Care training and recruitment process starts with identifying candidates with the right qualities to care for people and then to provide them with the skills and support to deliver great care. Training and support is engaging, uses modern technology and supports Bluebird Care Croydon staff in their

career. No two individuals are the same, so their person-centred approach with one to one coaching helps ensure staff maximise their training and provides them with a good understanding of the standards required to meet the needs of customers.

FINALISTS

- **Good Oaks Home Care, Dorset, mid-Sussex, Reading**
- **Home Instead, Charnwood**
- **Nash Homecare, Hemel Hempstead**



Support Team

WINNER - LOCAL

Right at Home - Reigate and Crawley

Our Care team strives to make daily visits a wonderful experience for ALL of our clients. We ensure that clients live as independently as possible and have trust in the caregiver for enabling them to achieve the best outcome. The team follows the ethos of quality care planning- getting to know our client well, preparing an indepth care plan, matching the caregivers based on the client needs- this is based on the caregiver's

experience, knowledge and personality. The senior team ensures that the caregiver knows their client well as this is essential in developing a trusted quality care service.

FINALISTS

- **Bluebird Care, Croydon**
- **Caremark, Aylesbury and Wycombe**
- **Elite Care Service (UK)**
- **Home Instead Senior Care, Charnwood**
- **Nash Homecare, Hemel Hempstead**
- **Nimble Care, Chippenham**
- **Purely Care, Norwich**



WINNER - NATIONAL

Heritage Healthcare
- nationwide service

Heritage Healthcare is a home care franchise with an in-house support team that provides their successful network of business owners with bespoke training, guidance and advice not seen in most franchise companies. The North East-based

support team is there to help franchisees with business development, finances, marketing, recruitment and training, to ensure every business owner delivers expert home care services to their community. The Heritage Healthcare in-house support team carefully choose business owners to join their franchise network to deliver the high standard of care that is recognised by households across the UK.



Specialist Care Team

WINNER

Jane Lewis Healthcare - England and Wales

The Jane Lewis Complex and Social Care team is committed to working in partnership with clients and their families to deliver the highest standards of person-centred care. With bespoke in-house

training and own Clinical Nurse Lead, Jane Lewis Healthcare can ensure each of their support workers has the right mix of skills, expertise, confidence and passion to work on a specific package of care. The team continues to learn and expand, creating a 'Care Academy' and a "Better at Home" training suite, all with the aim of become the leading "go-to" provider for specialist clinical care.



Best Mobility or Access Product or Service

WINNER

Excel Showers - nationwide distribution

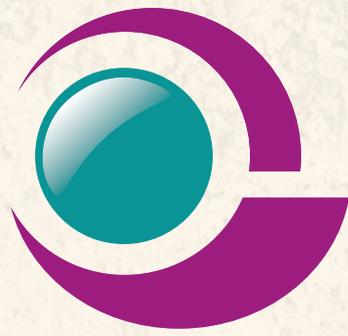
The revolutionary Help Care System (HSC) shower cubicle's unique design was conceived to improve the wellbeing of an increasingly ageing population. Old age inevitably gives rise to some reduced mobility, and Excel Shower's main aim from the outset has been to address this problem and to optimize the independence and quality of life of

those with reduced mobility. The fully automated process, with its remote controlled, rotating and automatically adjusting shower seat and accessible control panel, enables even the least mobile to shower, with little or no assistance. The simplicity of the HSC shower cubicle - its functionality and user-friendly design - mean that the whole family can use it on a daily basis.

FINALISTS

- **Candor Care, Midlands**





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REGULATIONS!
REGULATIONS!

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Mary?

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Sarah on for her
moving & handling
course

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cuts?
Blimey!

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Best Technology, Data or Software Product or Service

WINNER

Cera Care - nationwide service

Launched in November 2016, Cera is a homecare provider that uses digital and artificial intelligence to transform social care. Through its matching algorithm and automated scheduling systems, Cera is able to arrange home care within 24 hours, while fully taking into consideration a patient's needs and preferences. Cera also uses artificial intelligence to predict deteriorations in users' health, permitting earlier intervention and more proactive care. It has significantly lower overheads compared to traditional care companies, allowing Cera to pay its carers 50% higher than the industry average, while still offering affordable rates for customers. This results in recruitment of experienced, capable carers that are well trained and provide the highest quality care.



HIGH COMMENDATION

Unique IQ - nationwide service

Alongside their landline and mobile application solutions, Unique IQ has developed the ability for carers to clock in and out passively. IQ:passive technology is a revolutionary and cutting-edge method of allowing staff to clock in to and clock out from a visit without the requirement for any manual intervention (ie they simply need to arrive at the client location and the system does the rest). Additionally, the carer leaves the client location and the system takes care of the clock in/out data in real time with the Unique IQ monitoring platform. A number of additional capabilities are built in to cater for complex schedule patterns

FINALISTS

- **everyLIFE Technologies, nationwide**
- **Home Instead, Charnwood**
- **SuperCarers, nationwide**



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Best Activity, Pastime or Leisure Pursuit Product or Service

WINNER

Many Happy Returns Chatterbox Cards - nationwide distribution

Chatterbox A5-sized cards spark recall for those suffering with dementia. They make enjoyable conversation easy, prompting everyday recollections and stories that surprise the listener.

There are cards for the 1940s, 1950s and, about to go into production, the 1960s, all designed to be used by youngsters (under 65 years of age) to engage with those over 65.

FINALISTS

- **Home Instead Senior Care, Charnwood**





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HEALTHCARE AWARDS

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