



**MINSTER
HOME CARE**
Care you can trust

Let our family
take care of your family



Welcome to Minster Home Care



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Inspected and rated
Good
CareQuality
Commission



MEET THE TEAM

Established in 2020, Minster Home Care is a family run business and has grown into the *trusted* home care company in York. All our team are employed directly and *we do not use agency staff*. This ensures our carers remain motivated and deliver a dedicated service that reflects our high care standards. We are regulated by the Care Quality Commission (CQC), we vet our staff accordingly and ensure each of them is professionally trained and nurtured into becoming the best carer possible. Please see some of our team below...



Derek Ward
Director



Emma Ward
Co-Owner & Director



Lauren Higgins
Registered Manager



Poppy Lea
Development Lead



Ruth Moore
Senior Compliance Lead



Roxy Judson
Client Engagement Lead

WHAT OUR CUSTOMERS SAY



CUSTOMER REVIEW FOR MINSTER HOME CARE YORK BY J.O

Our experience of Minster Home Care was outstanding from beginning to end, from the modest input at the start to the intensive support at the close. The care and dignity with which Mum was treated, by each and every member of staff was wonderful and uplifting. They could not have done a better job, nor could they have been nicer people. Their support allowed her to remain at home, in familiar surroundings, which was one of her dying wishes. The emotional support afforded to Mum's family was also exceptional. We are so grateful for everything that Minster Home Care did for our mum, please extend our deepest gratitude to all your staff who cared for her.



CUSTOMER REVIEW FOR MINSTER HOME CARE YORK BY R.P

Minster Home Care have gone beyond great lengths to meet the needs of my parents whilst working closely with my sister and me. Minster Home Care provide well presented and kind staff who arrive on time and remain busy throughout his/her visits. Minster Home Care provide a mobile app which gives live information about home visits.

My family are very pleased with Minster Home Care provision. I highly recommend Minster Home Care to others.



CUSTOMER REVIEW FOR MINSTER HOME CARE YORK BY PAM B

We are very pleased with my mother-in-law's care, they treat her very kindly, they are also happy to see to the dog too which is very helpful. The carers leave the front room neat and tidy. They are all lovely, pleasant people and they do a marvellous job.



CUSTOMER REVIEW FOR MINSTER HOME CARE YORK BY PATRICIA W

We think all your carers are kind and appreciate, everything they do, they go above and beyond. My husband now calls one of them 'family', well I don't think you can get a better result than that. Carry on with all your good work, cheers.



Read our latest reviews on www.minsterhomecare.co.uk

THE BENEFITS OF STAYING AT HOME...



Stay in the home you love

Being a family run company, at Minster Home Care we believe its vitally important for families to stay together. Aswell as having significant costs benefits compared to residential care, receiving home care has been proven to be good for your physical and mental health, by staying in an environment you are most familiar with.



Flexible Service

You can choose how often you want our carers to help! Whether you require one or two hours a week, or several every day – we will work around you, to ensure we are there when you need us.



Keep your daily routine

Home care allows you to maintain your daily routines and rituals, such as preparing your favourite meals, watching your favourite TV programmes, and going to bed as late, or as early as you want!



Enjoy your favourite hobbies

Whether its attending a local event, gardening or simply going for a coffee – our carers can continue to support you with your favourite pastimes.

PERSONAL CARE



Our priority is to ensure you remain as independent as possible, while providing support which makes daily life that little bit easier. You can choose often you would like a carer to visit, and we can assist with a wide range of daily tasks, from preparing meals, assisting with dressing, or helping you take a shower. All of this can be done from the *comfort of your own home*, with care professionals that you know and learn to trust.



DAILY TASKS

Personal Care focuses primarily on personal hygiene, as well as daily tasks such as hair care and dressing. This can also include;

- Bathing and showering
- Supporting movement in bed
- Lotion and cream application
- Cleaning intimate areas and changing continence pads
- Dressing and getting ready for bed
- Foot care
- Oral hygiene
- Shaving support
- Hair and makeup care
- Medication Management

COMPANIONSHIP

Whether you need daily home support or a friendly face when you are out and about, our **companionship is available whenever you need it**. As with all our services, we want to maintain and encourage your independence as much as possible – so if we can help you do the things you love and support you in continuing with your hobbies and interests, we will go the extra mile to make sure that happens.

Company

Our team are always on hand for a chat, a cup of tea or to help with simple daily tasks. Our greatest strength as an organisation is the team of professional and compassionate carers we've assembled. They'll always **go that extra mile** to make sure we make you feel looked after and are never without someone to speak to.

Hobbies

It is the things we enjoy that make us who we are, and that's why our carers will always encourage you to continue doing the activities you love. Whether you enjoy swimming, walking, or meeting friends, we can accompany you and ensure you are **supported** in whatever you enjoy.

Medication or Meal Planning

Being a **fully regulated home care service**, our care team are trained and insured to prompt, or



administer most standard medications. We can also prepare your favourite meals to your liking, and if you prefer a cuppa on a morning, or a slice of cake in the afternoon, our carers will happily put this together for you.

Weekly Activities

Our carers can take the strain out of the stresses of everyday life by helping out with these necessary activities – whether that's dropping something off at the post office or picking up a repeat prescription. Whatever daily task you need support with, we are there to help.

HOUSEHOLD HELP



Household Help is an essential service that Minster Home Care provides to our clients. Whether it's a walk to the shop, help around the house, or a trip to the doctors, we assist our clients in getting out and about, ensuring you **stay active and engaged** in the local community.

Housekeeping

Our carers understand the importance of a welcoming and comfortable home, which is why our service includes several daily tasks which ensure we keep your home clean and well looked after.

Laundry and Ironing

Keeping on top of your ironing and laundry can be a chore at the best of times!, so why not let our team look after this for you. We will keep on top of your washing schedules and complete your laundry cycle within your home, as always performed to your requirements.

Cooking Preparation

All our team are trained to prepare meals to your exact dietary requirements and personal preferences - cooking the meals you want and love.



Domestic Help

As well as offering cooking, cleaning, laundry and ironing, our care team can also assist with pets, arranging a gardener, or help with any household letters or bills.

OUR LIVE-IN CARE SERVICES



We believe that every moment counts, that's why our Live-in Care services are centred around making sure that you and your family make the most of your time together in your own home.

Regular Home Visits

Our team of experienced carers can work around your schedule to ensure that you receive the support and care you need. Whether you'd prefer for our carers to visit at specific times each day, or stay overnight, our team are always on hand to help. We accommodate for all circumstances, so if you need an hourly weekly check-up, block calls, or several visits every day – we tailor our service to your needs. Our aim is to provide complete reassurance that your loved one is taken care of – and this is only achieved by ensuring we are on hand when you need us.

Overnight Care

This option is available if you require assistance throughout the night. One of our care

team will arrive at your home during late evening and will make you comfortable for a healthy nights sleep. If you require any support through the night, our carer will be there for you. In the morning you may prefer a sleep in, or we can prepare breakfast for you, providing a relaxed start to the day.

Live-in Care

Our most comprehensive care support is our live-in care service, which provides 24-hour support to you and your family. With this kind of comprehensive care, it is important that we make sure our carer is carefully chosen to support you with your specific needs. We take the time to make sure our carers are compatible with you, as our team want to be more than just a carer – we want to be a trusted part of your daily life.

Respite Care

If your usual caregiver or family member requires a break, our carers are on-hand to step in and provide short-term care. We can offer respite care or live-in respite care to ensure that you are still receiving the highest quality care. We make sure we have oversight on your care plan and discuss your support needs in advance to ensure a seamless short-term transition.



OUR PROCESS

Contact Us



Step One: Contact Us

The first step is to speak with you to understand your situation, and then discuss any services which might be of benefit to you or your loved one.




Step Two: Assessment

Next we will visit you in your home, assess your requirements and design a tailored care plan specifically to meet your needs.



Step Three: Carers That Care

We match one of our fully qualified expert carers who have similar hobbies or interests to you or loved one.

 01904 929080

 minsterhomecare.co.uk

