



*Home care with
more possibilities*

Time to Thrive

Time to Thrive

At Walfinch, we believe everyone should look forward to the next chapter.

We want to see everyone thrive, not just survive, that's why our carers help our clients to get more out of life. We aim to help everyone live independently, enjoying their favourite activities safely in their homes or further afield, for as long as possible.

Everyone's care requirements are different, so we work with our highly-trained local carers to tailor our support, whatever care is needed.

Whether you just need an extra pair of hands, little and often, or have a complex condition requiring full-time care, our professionally trained carers are here to help.

We are an award-winning home care agency with branches across the country and our care services bring independence, comfort and peace of mind for you, and your family.

With Walfinch, it's time to thrive.

“

I needed twice daily help after a major shoulder operation. The service was excellent. The ladies looked after my personal needs and helped around the house.

They helped with my very important exercises. Very bright, cheerful and competent. I am sure this helped with my recovery. Punctuality was pretty good. Took me for a short walk twice a day.

I would recommend this agency. ”

Review from Marilyn, client.
Walfinch Harrow



*"I'm enjoying
a new lease of life"*



Choosing the right type of



We're here to help make arranging care easier, faster, and less daunting. Our teams are dedicated to understanding your personal needs so we can create a care package that is right for you and your loved ones.

That's why our first question is always "What would you like to do more of?" We can create personalised care packages, in partnership with you and your family, so you can maintain your independence at home and continue your favourite pastimes and activities. We'll match you with a carer who will help you do what you enjoy, whether that's gardening, yoga, singing, walks, meeting friends for coffee or something else.

bespoke care



Choose from a huge range of services, from companionship – maybe a cuppa and chat - to help with getting to events such as family events, days out and shopping trips. We tailor your care package to suit you and our care skills cover complex conditions such as dementia or multiple sclerosis, and we can help with rehabilitation or physiotherapy.

Choose the amount of time that you need, from occasional support each week to daily home visits, or even live-in care. Whichever package you take, we're always flexible. So if you're invited to a special event and worried that you wouldn't ordinarily be able to make it, we'll flex your care hours so you can.

Whatever you choose, with Walfinch you can rely on being cared for by someone who is highly trained, punctual, dependable, friendly, respectful, caring and compassionate - and dedicated to encouraging you to thrive.

If you are unsure what type of support to choose, call us for friendly, professional advice about building a bespoke package that is designed to suit YOU.

Our services. Your choice.

Our tailored, personalised care packages support you to live safely and happily at home, continuing with your favourite activities and hobbies – or maybe starting new ones!

At Walfinch we aim to improve the lives of all our clients, so choose which of our care services will help you build a more fulfilling life. You and your family can create your own personalised care package to include any of the following options:

Companionship

Enjoy the company of a friendly carer hand-picked with your interests in mind, so you can share conversation and your favourite pastimes, such as gardening, keep fit classes (live or online), art and craft sessions, walking, or shopping - whatever interests you. Our carers can also help you communicate with family and friends electronically (on WhatsApp, Zoom, or FaceTime, for instance).

Help with health appointments and hospital stays

Whether it's a clinic appointment or a hospital stay, we can help you by gathering the papers and personal items you need, arranging transport, accompanying you and, if you like, taking notes during consultations. Back at home we can settle you in with food, drinks, and any other help you need. We will accompany you each step of the way through to full recovery, including follow-up doctor visits, help with medication and physiotherapy exercises.

Convalescent Care

Quality rest and recovery is essential after most operations and some medical treatments. Our carers can provide skilled in-home care by performing tasks such as hoisting, lifting, helping with physiotherapy and medication.

Sit-in care

Our carers can be there for you, even when you are in a hospital, nursing home, assisted living centre, or continuing care retirement community, to ensure your needs are met when your family cannot be there.

Stroke rehabilitation

Our carers are trained to support recovery from Ischaemic (mini-strokes) and Haemorrhagic strokes. They'll help with rehabilitation, including speech and mobility recovery, while providing general care and reassurance.

Alzheimer's and Dementia

We understand the issues posed by Alzheimer's disease and all types of dementia, and the value of positive activities, so our carers can use their specialist training to support you and your loved ones through the difficult times, so you can enjoy the positive times together.

Learning Disability

We focus on the individual over their condition, so our carers provide friendly support, enabling people over 18 to live a life of independence, personal growth and dignity.

Physical Injuries

A physical injury can mean you need temporary support at home. We provide the bespoke care you need to speed your recovery.

Temporary Respite Care

Caring for someone you love can be rewarding but demanding. That's why we offer respite care, which allows the family or friends caring for others at home to have a break. They can rest and recharge while we take over care for a set period, so you get to meet a new friendly face too.



Parkinson's Disease

Our carers have specific training, knowledge and understanding which allows them to support clients effectively through the symptoms of Parkinson's Disease.

Multiple Sclerosis (MS)

Our home care services allow people with MS to live an independent life that suits their personal choices. We understand and have experience with the various types of MS and offer responsive care for any symptoms.

Live-in care

A live-in carer can be a better alternative than a care home, providing the reassurance of round-the-clock care with 1:1 assistance and everyday companionship. Seen as a luxury option, it can in fact be less expensive than a care home.

Night-time care

We can provide carers to stay with you overnight. Waking night carers assist with any overnight care needs such as bathroom visits, help with sleeping position changes and ensuring medicines are taken at regular intervals.

End of life care

Given a choice, when the time comes, most people would prefer to die at home. Our specialist end of life and palliative care services offer compassion, comfort and help so everyone can live as well as possible up to the end, dying with dignity and respect in the secure comfort of home.

*At Walfinch
whatever your
life stage or
circumstance we're
here to support in
whatever way you
need to make the
most of your life.*



Benefits of Walfinch home care

Wellness with Walfinch

Walfinch's Wellness With Walfinch campaign aims to bring more activity and mobility to its home care clients, their families, carers and communities - it's free for anyone to access on YouTube.

Activity

Walfinch carers encourage all our clients to keep active, as it makes such a difference to your overall wellbeing. From walking to gardening or cooking together, whatever you'd like to do, physical activity brings health benefits and increases our sense of self-confidence and independence.

Social life

Our care, tailored to your interests, keeps your mind and social life alive. For instance our carer could take you to a local class or get-together or enable you to attend a family event.

Flexibility

Care packages can be increased and decreased in line with your requirements – so you need not miss out on anything like, say, the grandkids' sports day.

Cost-effective

Home care is a less expensive way to receive support than a traditional care home. You only pay for what you want.

Peace of mind

Lifting some of the care responsibilities from family members allows you all to fully enjoy time spent together. You and your family can enjoy peace of mind, reassured that vital care needs are being met by our qualified carers.

With Walfinch, it's time to thrive





*"I'm just
getting
started"*

You're in good hands: our values



Possibility:

We don't see the final chapter, we see untapped potential

Progress:

Whether small steps or giant leaps, we strive & evolve for the better

Perseverance:

We keep going because the rewards are priceless



In practice: our activity promise.

At Walfinch we believe that activities are the key to a more fulfilling life, whatever your age. That's why our carers always encourage at least ten minutes of activity during visits of 1 hour or more. It's not about five mile hikes or visits to the gym – unless that's what you want!

Even small increases in mobility, such as getting up from a chair easily, into the garden to cut some flowers, or out of the house into the car, can be key to unlocking a richer, more rewarding life.

Talk to us today to discuss how we can help you or your loved ones get more out of life.

Our Mission: at Walfinch we want to see everyone thriving, not just surviving

Our carers

Walfinch's first client was one of our own family members. We wanted the absolute best for them, and that ethos remains at the heart of the care we provide today.

We guarantee that all our staff have the necessary training, experience and qualifications needed to do their jobs professionally and effectively - but we understand that the very best care goes beyond that.

At Walfinch we deliver not just care, but time to thrive, and our carers know that encouraging activity, hobbies and interests is vital to living life to the full. We have carers who run art and craft sessions, enjoy yoga classes with clients, take clients out walking or to local coffee shops to meet friends. Shared activities are more fun, for both you and your carer!

All our carers are carefully vetted and selected for their kind, compassionate and respectful approach. Our training programme and ongoing support ensure they deliver outstanding care in every situation.

At Walfinch we take pride in knowing our clients and our carers well. This means we can match skills, attributes, outlooks, and personalities to foster the happiest possible client-carer interactions.

Continuity and quality of care

Having a great relationship with your carer improves your wellbeing – and theirs. Happy client = happy carer! That's why one of our core aims is to offer continuity of care, so you will usually see the same carer, but we also ensure that if your primary carer is unavailable, another carer familiar to you will step in.

We always seek feedback from the people we care for to ensure they are happy with the carer they are matched with, and we perform regular observations and reviews of our carers.





*"So good to be
playing again"*

Getting started with Walfinch home care services

Help making the decision

We understand what an important and emotional decision it can be to engage a care service. That's why we are happy to talk to you about whether it's the right time and what's involved, leaving you free to decide.

Three steps to care:

1. Call or email us for an initial friendly chat. We can provide a listening ear and expert advice about what kind of care could suit you. There is no pressure to make a decision there and then.
2. Once you decide on the next step, a member of our team local to you will visit you to discuss and assess your individual situation and needs. Family members can of course be present.
3. We will produce a plan of your personalised support package. It will be tailored to suit you, your lifestyle, preferences, and abilities. You will be able to see it and discuss it with us and your loved ones. It will only go ahead with your approval.

Once you – and your family, where appropriate – confirm you are happy with the plan, we can begin providing you with the agreed services.

You'll soon find that with Walfinch your life can be easier and more secure again.

Funding your care

Care is paid for by you or your family directly, or by your local council if you are eligible. Please contact us for more information and we can discuss your financial options with you, as well as direct you to sources of funding.

“
The manager listened to our requirements and has been helpful, kind and efficient in caring for my dad. She communicates well with us and offers positive suggestions to help Dad. She and her staff are always happy, kind and respectful which we are very grateful for. **”**

Review from Emma, daughter of client.
Walfinch Windsor & Maidenhead



FAQ's

What makes Walfinch the best option for me?

We want everyone to thrive but we understand that every client's needs are unique.

That's why we offer one of the most comprehensive and flexible ranges of care services in the UK so that you receive responsive care designed to suit your personal needs.

When can my care service begin?

As soon as you want it to. Once your needs have been assessed and you have reviewed and agreed your personalised care package, we can begin providing your chosen services right away.

What if my circumstances or care needs change?

We tailor our services to you and offer ongoing flexibility. If your needs change at any point, your care package can easily be adjusted. Of course, we'll not make any changes without discussing it with you and your family.

Is there a minimum amount of care I must book?

We are flexible. Give us a call to discuss your individual requirements. Please note, you are not billed for the carer's travel time.

How much does it cost?

To receive a quote for your personalised Walfinch package, please contact your local Walfinch branch.





Find out more

Walfinch home care offers continued independence, the chance to pursue your favourite activities and maintain your social life in your community, while enjoying all the familiarity and comfort of remaining in your own home.

We want you to have all the information you need to make an informed decision about selecting the right support and care for you. Our dedicated team of friendly support staff are here to answer any questions you might have.

**Contact us and discover
how we can make it time to thrive!**

0204 568 6800

Hammersmith@walfinch.com

www.walfinch.com

Time to Thrive