

# Cavendish Homeworkare

Professionals



Exceptional private  
home care in London

# Private nursing and care at home

At Cavendish Homecare we understand that people are at their best when convalescing in their home, feeling safe, comfortable and in familiar surroundings.

When facing life changes such as recovering from treatment, growing old or approaching end of life, we are here to provide the support you need.

We pride ourselves in our commitment to ensuring that our private nurses and carers suit your medical needs, personal wishes and fit seamlessly into your life. Our work with families, friends, and multidisciplinary teams keep you and your loved ones at the centre of every decision.



## Our values



### Adaptable

Everyone is different and so are your care needs. We adapt all our care to suit your individual requirements and wishes to make you comfortable at home.



### Holistic

Outstanding homecare is about including all parts of your health and wellbeing; from mind, body, quality time with loved ones to spending time at home. Our holistic approach encompasses all aspects of your life to ensure the best outcomes.



### Discreet

During your time of need, our nurses and carers are highly trained and prioritise discreet care and dignity.



### Compassionate

Delivering compassionate care is essential to ensure you get the support you need. Our services involve recognising and responding to your needs with empathy and our dedication to making your life less stressful is achieved by remaining open, honest and approachable at all times.



### Experienced

Nothing is more important than our health. With a wealth of experience, Cavendish Homecare are a trusted, reliable and dependable provider of homecare and that is reflected in everything we do.



# Palliative Care

We understand that being at home can give our clients comfort if they are receiving palliative or end-of-life care. At this stressful and sensitive time, specialist care and trustworthy support can make a huge difference. Returning home ensures our clients stay in familiar surroundings and allows them to keep friends and family close by. We work to deliver the best level of care, our vast years of experience and extensive knowledge ensure that our clients are comfortable, safe and most importantly, supported during this time.

## Why choose us?

Our palliative care takes a holistic approach and aims to improve the quality of life for our clients. The care we provide is tailored to the client, making them feel comfortable, at peace and ensuring their personal wishes are fulfilled. Whether our clients need their palliative care to be, live-in care, home visits, respite care or care in conjunction with district nurses and, or palliative teams, we can support them.

## Our services include:

- ◇ Pain management and controlled drug support
- ◇ Support for the client's families and friends at this challenging time
- ◇ Co-ordination with palliative teams and district nurses
- ◇ Fulfilment of personal or spiritual wishes
- ◇ Emotional and psychological support

## What our clients have said about us...

"I would like to thank you from the bottom of my heart for the love and care you showed my father over his final few weeks. It was extremely comforting to know he could be at home and receive such a high level of care. I know he felt extremely at ease with you, something that made his final few days much easier. Our whole family extremely appreciates you."

# Live-In Care

Our live-in care service provides one-to-one, bespoke care in the comfort, security and familiarity of our client's home with the support of a carefully matched nurse or carer who will fit seamlessly into their life. This enables them to continue to live independently and to their own schedule, whilst also enjoying the presence of family and friends.



## Why choose us?

With our live-in care options, our clients can receive tailored care and support for a short or long term period through a personalised plan. Our nurses and carers can support clients of all ages with a variety of needs and dependency levels. We understand that someone coming to live in their home can be a big step, that is why we are diligent when matching nurses and carers to our clients. Our comprehensive assessment and introduction process is done by a designated care team who will take time to get to know the client and their preferences.



## Our services include:

- ◇ Support with cooking and cleaning
- ◇ Personal care and mobility encouragement
- ◇ Facilitate social and recreational activities
- ◇ Coordinating medical appointments
- ◇ Regular updates provided for family or friends

## What our clients have said about us...

"Our carer is lovely to have in the house and a great help so thank you for sending her our way. An absolute blessing for us all and mum in particular."



# Private Nursing

At Cavendish Homecare, we understand that our clients are happier receiving nursing care in their home rather than in a hospital or a residential care home. Our nurses allow our clients to continue receiving the same level of care in familiar surroundings, whilst enjoying the reassurance that comes with one-to-one nursing to suit their needs.

## Why choose us?

Different conditions require different levels of care, that's why our private nursing tailors each care plan to our client's very specific needs. Whatever their circumstances and requirements, we will work with our clients to ensure they receive the specialised care they need. Some of the areas in which our nurses can support our clients are: catheter care, Diabetes management, IV therapy, CPAP, wound care, dressings, tracheostomy care, medication administration and injections.

## Our services include:

- ◇ Highly skilled specialist nurses
- ◇ Treatment of medical conditions at home in line with medical advice
- ◇ Monitoring of vital signs and observations specific to each client
- ◇ Visiting service for dressings and injections
- ◇ Nursing for acute care needs, chronic conditions or general health
- ◇ Nursing care while travelling or on holiday

## What our clients have said about us...

"I am very grateful to Cavendish Homecare for the service they provided. I needed a nurse for an injection at short notice, during the weekend and this was done very swiftly. The nurse came the same day and she was excellent. This level of professional service and flexibility is extremely useful and very reassuring. Thank you."

# Cancer Care

Coming to terms with a cancer diagnosis can be tough. Should our clients require expert cancer care in their home, we can help support them. We want our clients to maintain the highest quality of life and our homecare services will enable them to continue their treatment, whether it is nursing or personal support, our nurses and carers are here for them.

## Why choose us?

We offer support in a flexible way – with everything from ad-hoc care to highly specialised clinical support. Our combined years of experience within the NHS and private healthcare sector means we can work closely with multidisciplinary teams to ensure the focus remains on our client's comfort and treatment. Our nurses and carers receive ongoing training to ensure they are fully equipped with up to date knowledge and skills that are necessary to provide exceptional cancer care.

## Our services include:

- ◇ A nurse or carer to accompany our client to and from appointments
- ◇ Support when coping with the side-effects of chemotherapy or radiotherapy
- ◇ Wound care and treatment
- ◇ Stoma care
- ◇ Management of medication

## What our clients have said about us...

"Thank you very much for organising the amazing care. Please pass on our thanks especially to the nurse who is literally one in a million, she is a very special person."



# Dementia Care

At Cavendish Homecare, we can help support our clients and their loved ones with our expertise in delivering dementia care at home. We know that living with dementia can have a huge emotional, social and psychological effect on both the client and those around them. We believe that allowing our clients to remain in their home is beneficial to keeping them in a familiar environment and reducing stressful situations which may arise in other settings.

## Why choose us?

We pride ourselves on offering superior levels of support as and when it is needed. Our nurses and carers are trained to care for those living with dementia and can give guidance to loved ones on how to care for them. We work with dementia organisations such as John's Campaign, to ensure that family and friends are included every step of the way, providing them peace of mind and the highest quality of care for our client.

## Our services include:

- ◇ Support with social and dementia friendly activities
- ◇ Maintaining a healthy diet and fluid intake
- ◇ Overnight care to ensure safety at all times
- ◇ Prompting or assistance with medications
- ◇ Management of co-existing medical conditions

## What our clients have said about us...

"I am very thankful to the manager, her team and the support of care given at home, the carers showed great care and support, they were very thorough and showed TLC. They worked very well with my loved one aged 94 and nothing was too much to ask. I would truly recommend this service to all who have loved ones who require the best care provision with a can-do attitude. Experts in the line of duty."

# Post-Operative Care

We personalise our client's care to suit their individual needs during their recovery, to enable the best outcome. Our highly skilled nurses can take care of our client's clinical requirements and our carers can support them with their day to day needs until they have recovered. We focus on providing safety and optimum comfort, enabling our clients to have a successful recovery within the familiarity of their own home.

## Why choose us?

We offer flexible, personalised nursing and care for post-operative care, recovery and rehabilitation. Our team can help prevent post-operative complications and infections which can reduce the likelihood of re-admission. Our carers can prevent our clients from straining themselves while trying to get back to their day-to-day activities. Our team work closely with multidisciplinary teams that our clients may have in place, to create a personalised rehabilitation care plan and provide them with the right level of support to suit their needs.

## Our services include:

- ◇ Guidance on recovery and support with the client's post-operative regimen
- ◇ Accompaniment from hospital to home
- ◇ Support with daily activities
- ◇ Dressing changes and wound cleaning
- ◇ Pain management

## What our clients have said about us...

"My nurse has visited me daily for the past 3 weeks since I returned home from surgery. Right from day one she was on top of things, she came fully prepared, asked all the right questions and was able to answer any questions I had. Throughout my time with her she has always been helpful, cheerful and provides me clear and concise feedback on my healing progress. I would happily recommend her to anyone requiring any sort of nursing care!"



# Mental Health Care

We understand the bravery it takes to seek help for mental health care and support. Regardless of the diagnosis our client has been given, the varying symptoms and effects of mental health issues can make it difficult to live a normal life without specialist support and unwavering compassion. We believe in the need to place our clients at the centre of the care we provide. We are always transparent, ensuring that all parties involved are working together, to provide a safe environment.

## Why choose us?

Our nurses and carers are professionally trained to deliver high-quality mental health support at home, ensuring that our clients can continue living independently in the familiarity of their own surroundings safely. Our aim is to empower clients to make positive decisions and achieve a fulfilled life. If our clients have existing support systems in place, we will work seamlessly with them, causing no disruption to their existing care.

## Our services include:

- ◇ Varying levels of mental health support
- ◇ Alcohol and drug detox programmes
- ◇ Co-ordination with multi-disciplinary teams
- ◇ Support with taking and managing medication
- ◇ Therapeutic activity suggestions

## What our clients have said about us...

"I looked forward to seeing the nurses every day and felt safe enough to take the weight of all my medical appointments so that I could use my energy to do things made me feel like me. That's been a priceless gift and I really am, so grateful."

# Holiday Care Support

If our clients require medical assistance whilst travelling in the UK or abroad, our holiday care and travel support service can support them. We ensure that our clients are able to safely acclimatise to their new environment and that they can maintain their health and wellbeing regimen while away from home. We can either provide full time accompaniment or we can be called upon when an unexpected medical concern happens whilst they are travelling. We give our clients the peace of mind that their health will be looked after at all times.



## Why choose us?

We know that taking a break, whether it is abroad, or a staycation, can be difficult if our clients require care support. However, Cavendish Homecare can ease those concerns and provide a nurse or carer to assist with their trip. Whilst travelling, we can accompany our clients to and from any appointments, provide support if they are being discharged from hospital and we can care for them in their hotel or accommodation.

## Our services include:

- ◇ Private care when visiting the UK or travelling for medical treatment
- ◇ Management of medical conditions while away from home
- ◇ Nurses or carers to travel with our clients when they are overseas
- ◇ Communication with our client's medical team while abroad
- ◇ Mobility support while travelling

## What our clients have said about us...

"Please pass on a big thanks to all at Cavendish Homecare for all your help. We appreciated our nurses' care, kindness and consideration. As a result, mum was able to have a lovely stay in London just as she wished. I am delighted for her."





# Paediatric Care

At Cavendish Homecare we are trusted by our clients and their families to provide competent and compassionate paediatric care that is focused on improving health and wellbeing – all in the place children love most, their home. We understand the importance and benefit of caring for children at home, while they are undergoing treatment or living with a medical condition.



## Why choose us?

As a child grows, their needs are constantly changing, we work with families and healthcare professionals to adapt to those changing needs while maintaining continuity of care. We know the importance of recuperating in their home and how that can positively effect the child's progress. We are responsive to the child's needs and we can guarantee a friendly, compassionate and professional care service. Our team of nurses and carers are invested in ensuring every child has the highest quality care despite the challenges they may be facing.



## Our services include:

- ◇ Management of acute or chronic conditions
- ◇ Enterol or Parenteral nutrition
- ◇ Tracheostomy and ventilator care
- ◇ Support when attending appointments, school or other activities
- ◇ Wound care and treatment

## What our clients have said about us...

"The Cavendish team are all really engaged in the sessions and participate to encourage my son. This is so helpful and creates a really good energy with a lot of laughter. He likes this and the team are also helpful in the sessions which gives a positive outcome for all."

# Respite Care

At Cavendish Homecare we provide respite homecare by nurses and carers to our clients so their loved ones or regular caregivers can take a temporary break. We operate in London and the Home Counties, with capabilities to provide live-in homecare throughout the UK, as well as respite care holidays internationally. Whatever the duration or requirements of respite care that our clients need, our years of experience allow us to provide a smooth transition into respite care at home.

## Why choose us?

We understand that for our clients to receive the very best care, their caregivers, families and friends also need to take care of themselves. Respite care is best provided in the comfort of the client's own home, minimising any disruption to their routines. Our reliable and professional nurses and carers are fully trained, giving our client's caregiver or loved ones peace of mind to take that much needed break.

## Our services include:

- ◇ Continuing existing daily routines
- ◇ Support with either day/night care or full time live in care
- ◇ Monitoring of vital signs and general medical condition
- ◇ Regular updates to our client's usual caregiver
- ◇ Short term or long term respite periods at home

## What our clients have said about us...

"Thank you so much for arranging for your nurse to come this week. She is a such a lovely, friendly and totally professional nurse. My sister and I will sleep well tonight knowing our beloved mum is in her safe hands."



# Professional Associations



## John's Campaign

Cavendish Homecare has implemented the Johns campaign approach into our care. John's campaign is underpinned by the principles that those involved in the care for a person living with dementia should be welcomed to remain with them to ensure the best outcomes. Our Homecare services enable people to remain in familiar surroundings and we always welcome and encourage involvement from family, friends and other care givers to ensure the client has personalised care that provides reassurance and outstanding care.



## St Christopher's CARE – The Lantern Model of Nursing

The Lantern Model represents a contemporary and person-centered approach to nursing in palliative and end-of-life care. It promotes personalised care and encourages greater involvement by the individual and their loved ones, helping to identify and achieve the best possible outcomes.

The Lantern Model aligns seamlessly with the ethos of Cavendish Homecare, as we are dedicated to providing individualised care for palliative and end-of-life clients. It complements our commitment to involving families in the care process, recognising the importance of their support and participation.

“We are pleased to connect with Cavendish Homecare about high-quality nursing for people at the end of life. Cavendish's aspirations for individualised, trustworthy and sensitive care highly resonates with the outcomes of the Lantern Model.”

**Professor Heather Richardson, Director of Education, Research and End of Life Policy**

# Charities

## Cruse Bereavement Support



Cavendish Homecare has partnered with Cruse Bereavement charity who provide vital support and counselling to those who need it during difficult times. Cruse Bereavement compliments our service, allowing us to provide a holistic support service. We have held many fundraising activities for Cruse Bereavement including: A Royal Cuppa for Cruse, Light Up The Night and the Virtual TCS London Marathon.

“We have decided to support Cruse's vital work that provides free support and counselling to those when they really need it. We want to help make a difference and help Cruse to continue providing support for people to learn to cope.”

**Mairead Liston, Registered Nurse and Founder**

## British Heart Foundation



Cavendish Homecare supports the British Heart Foundation (BHF), a leading research charity that supports those with heart and circulatory diseases. BHF raises money to research cures, treatments and risk factors associated with heart and circulatory diseases, having funded over £100 million of medical research in this field. We have supported the great work of BHF through many fundraising activities including: the Yorkshire Three Peaks Challenge, and the Queen Elizabeth Olympic Park Run.

# Accreditations

## ISO 9001 Re-Accreditation



Cavendish Homecare has achieved and maintain our ISO 9001 certification. The ISO 9001 is the world's most recognised quality management system standard, established by the International Organisation for Standardisation (ISO). This certification validates our effective quality management system, ensuring that our processes, procedures, and policies align with globally recognised standards for quality management. Cavendish Homecare consistently upholds these standards, showcasing our commitment to delivering high-quality services to our clients.

# Regulated by...

## Care Quality Commission (CQC) 2020 Report



Cavendish Homecare received an **“Outstanding” in Care**, with an overall rating of “Good”. Our CQC report showcases the level of quality, tailored care we continue to provide for our wide range of clients. Our core ethos at Cavendish Homecare is centered around devising care that is personalised to the individual client's requirements and this is reflected by the Outstanding Care rating we have been awarded by the CQC.

# Awards

Our dedication to delivering high-quality care has been widely recognised in the industry, through prestigious awards and our partnerships.



## **The Social Care Leadership 2022 Awards** The Lifetime Achievement Award

Our Registered Nurse Manager and Founder, Mairead Liston, was awarded 'The Lifetime Achievement Award' in the Social Care Leadership Awards 2022 in recognition of her passion, expertise, and continued drive to provide exceptional levels of homecare throughout her career.



## **London Great British Care 2022 Awards** Housing with Care Award

Cavendish Homecare were regional winners of the 'Housing with Care Award', acknowledging and celebrating our commitment to excellent care and service. We were also regional finalists in 4 other categories: Care Employer, The Three R's (Recruitment, Retention and Recognition), Care Innovator and The Outstanding Contribution to Social Care.



## **London Great British Care 2021 Awards** Dignity in Care Award

Nursing Consultant and John's Campaign Ambassador, Maggie Candy, was awarded the 'Dignity in Care Award' at the London Regional Great British Care Awards 2021, after displaying outstanding excellence within her field.

Mairead Liston, Registered Nurse Manager and Founder, was also a regional finalist in 'The Homecare Manager Award' and Cathrina Hally, Deputy Nurse Manager RN RMN, a regional finalist in the 'Housing with Care Award'.



## **Chief Nursing Officer Silver Award (CNO)**

Mairead Liston, was awarded the 'Chief Nursing Officer' (CNO) in the Adult Social Care Silver Award for her incredible service to social care.

"Mairead has made a unique contribution to nursing care for more than forty years. Cavendish Homecare has an enviable reputation and an outstanding rating in care from the Care Quality Commission."

**Deborah Sturdy, Chief Nurse for Adult Social Care**



## **LaingBuisson 2022 Awards**

Finalists in the Children's Services category and Specialist Care category

Cavendish Homecare were finalists in the 'Children's Services' and 'Specialist Care' categories at the LaingBuisson Awards. These awards celebrate businesses that set new standards of excellence within their industries and are judged independently with a focus on the people providing the care.



## **Cavell Star Awards** Cavell Nurses' Trust

The Cavell Star Awards are given to nurses and healthcare assistants who show exceptional care to their colleagues, their clients, and the clients' families. Cavendish Homecare was awarded the Cavell Star Award for their exceptional work in promoting the Lantern Model.





# Cavendish Homecare Professionals

## How to get in touch

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