



Walfinch
INDEPENDENT HOME LIVING
Chiswick, Hammersmith & Kensington

Brochure 2023

Welcome

Walfinch Chiswick, Hammersmith & Kensington are your local private home care specialists. Our home is on Glenthorne Road, Hammersmith. This is where we train our brilliant Care Assistants.

We pride ourselves on our unique, personal and bespoke approach to home care. Whether it is an hour of companionship, or 24/7 live-in care - we are here to support you in living your best life - at home.

Our Managing Director, Tanya, will come to your home, or the home of your loved one, to get to know you and your specific requirements. This assessment is a complimentary part of our service and offered free of charge.

We pledge that we will never send a Care Assistant to your home without prior introduction and approval from you.

We only service private clients. This allows us to spend quality time on making sure everything is right. It also benefits our Care Team, allowing them to form strong relationships with our clients and find more satisfaction in their work.



Tanya Santos



“Hi, I am Tanya, Owner and Managing Director of Walfinch Chiswick, Hammersmith & Kensington.

My passion is people. I love being able to enrich people’s quality of life with the work that we do.

I will work directly with you and your loves ones to provide a quality, bespoke service that exceeds your expectations.”

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Tanya Santos

Tanya is the Managing Director and Owner of Walfinch Chiswick, Hammersmith & Kensington.

Tanya is a dedicated care professional and leader in the sector. Named in Home Care Insight's "Power List 2022" for her innovative work on a new person-centred care planning system, Tanya is constantly striving for the best for her clients and to improve the care sector as a whole in the process.



Roxy Visser

Our Operations Director is Roxy.

Roxy brings a wealth of experience and expertise to our team having enjoyed a very successful career in the care sector, working for some of the industries most respected companies.

Roxy ensures the smooth and professional running of our head office - no stone is left unturned with Roxy!



Magdalena Chmielewska

Magdalena is our Registered Manager.

As well as being a brilliant and experienced manager, Magdalena is a qualified phlebotomist and healthcare trainer.

Magdalena's attention to detail and passion for care are vital in keeping us compliant with CQC regulations and ensuring our clients and care staff have all the support they need.



Our Team



Why Choose Home Care?

Home is where the heart is and it is where we feel most comfortable and relaxed.

Each person is unique and so are their care needs. Our bespoke service allows our clients to live their best life at home, where they feel secure and safe.

Whether it is an hour of companionship and a walk in the park, or 24-hour live-in care, we will provide you with the service that suits you.

We will continually review your care to ensure you are always receiving exactly what you need, whatever your circumstances.

Our Care Assistants

We carefully select and recruit our Care Assistants. Each are fully vetted and DBS checked before starting work with us.

Our Care Team are trained to the highest standards at our own training facility on Glenthorne Road, Hammersmith .

Our Care Assistants are highly valued. We have pledged to pay all our staff a minimum of the London Living Wage.

We will work with you to match you up with the Care Assistant who is right for you. We will take into consideration personalities, your specific care needs and your interests.



Personalised, Flexible Care

Everyone's needs are different. You can mix and match any of our services to create your perfect care package.

Here are just some examples of what we offer...

Health and Medication

- Management and administering of medication
- Changing and cleaning dressings
- Assistance attending health appointments
- PEG feeding

Housekeeping & Admin

- House cleaning and tidying
- Grocery shopping
- Pet care and walking
- Assistance with bills and admin

Personal Care

- Washing, showering and bathing
- Assistance with bedtime and morning routines
- Help with getting dressed and hairstyling
- Bathroom assistance

Companionship

- Provide company and friendship
- A walk in the park or a trip to the shops
- Help to attend social events
- Engage with groups and meet new people





Whatever Your Needs, We Can Help

**Our highly trained Care Team can provide expert home support for a wide range of health conditions.
We provide specialist training to our Care Assistants across a range of areas including:**

Dementia and Alzheimer's

Parkinson's disease

After-stroke rehabilitation

Multiple sclerosis

After-surgery rehabilitation

Physical disabilities

Hospital discharge care

End of life care

Your Live-in Care Specialists

Having a live-in carer at home is becoming an increasingly popular alternative that people are choosing over moving into a residential care home.

What are the benefits of live-in care?

For many people home is where the heart is, and it is a part of who they are. Live-in care allows people to stay at home where they are most comfortable. They avoid the stress of moving to an unfamiliar place.

People retain a greater level of independence in their own home, this supports a better quality of life. There is more choice over the level of support given in their care. This also supports independence.

Live-in carers form strong relationships with their clients, enabling them to provide very personalised care. The companionship that comes with this can have very positive effects on the mental well-being of their clients.

Live-in care is excellent value for money in comparison to residential care homes, and has the added benefit of clients and their families being able to keep their property.

Live-in care is personalised and the carer is able to focus on every small detail, this can have a positive impact on the health outcomes of clients.

Our Live-in Care Team

We have a fantastic team of experienced live-in carers specializing in different areas of care.

Our live-in carers can cook delicious meals, keep your house clean and tidy, take you on social visits and outings and provide companionship.

They are also trained in more complex and personal care and administering medication.

We pride ourselves in providing the very best live-in care service that is bespoke to YOUR needs.



Post-operative Care Service

Surgery and hospital visits can be daunting, and we are here to help.

We offer a premium and bespoke service that takes care of you from the moment that you are discharged from hospital.

Quality care not only alleviates the stress and anxiety that surgery can cause, it also helps speed up recovery and rehabilitation.

We will liaise directly with your medical team to ensure you get the post-operative care that you need.



How we can aid your recovery:

Meeting you at the hospital when you are discharged

Accompanying you to your home or hotel

Preparing healthy meals and hot beverages throughout the day

Ensuring you take all medication needed and reordering if required

Checking your vitals are okay

Working any medical equipment and sorting it out if there are any problems

Keeping your household neat and tidy

Liaising with doctors, family members and friends

Taking you for walks around town or your local park

Personal care and hygiene such as helping with bathing

Re dressing and cleaning wounds

Looking after your pets

Your Next Steps...

Your first step is to contact Tanya, who will arrange for a free assessment in your home, or the home of your loved one.

We will tailor a bespoke care plan based on your requirements.

Our support plan is put together with input from health care professionals, where relevant, along with family members and loved ones.

We use the very latest technology to produce our care plans and share the information with you and our Care Team.



How to Contact Us



Email:

hammersmith@walfinch.com

You can email any us anytime. You will get a response within 24 hours for urgent care and within 48 hours for non-urgent enquiries.



Phone:

0204 568 6800

Outside of normal working hours, there is always a manager on duty to answer calls.

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We are part of the Walfinch network of care providers. Walfinch has branches across the UK led by a passionate team of home care professionals with years of experience. Walfinch provide high quality, person-centred hourly home care and live -in care.



At Walfinch we are passionate about delivering care of the highest standards. We want to enable you or your loved one to enjoy the very best quality of life at home.

All of our services are regulated and inspected by the Care Quality Commission (CQC).

About Walfinch