

Walfinch

INDEPENDENT HOME LIVING

Excellence • Integrity • Teamwork • Fun



Tailored flexible home care - elderly care - domiciliary care services

Home care tailored to you

Walfinch provides homecare services from highly-trained local carers whatever your care needs. Our services enable people to live safely and enjoyably in their homes for as long as possible.

Every individual's care requirements are different. Whether you have a complex condition requiring full-time care or you just need some extra support at home, little and often, our professionally trained carers are here to help you maintain your independence and provide comfort and peace of mind for you and your family.

“

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. I would recommend this agency.”

Review from Marilyn, Walfinch client.



Choosing the right type of bespoke care

We are here to help make the prospect of arranging care easier, faster, and less daunting. Our team is 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 do you want"? We can create personalised care packages, in partnership with you and your family. They're flexible too, so care can be adapted to changing needs and preferences. Choose from a vast range of services, from companionship – maybe a cuppa and chat - to assistance with mobility, including days out and shopping trips, to caring for complex conditions such as dementia and multiple sclerosis.

Choose your times, from just 30 minutes of support a week to daily home visits, or even live-in care.

Our care packages are flexible. If, for instance, you are invited to a wedding and are worried that care needs mean that you can't go, you can extend your care hours to cater to that. You can rely on being cared for by someone who is highly trained, punctual, dependable, friendly, respectful, caring, and compassionate.



It's your choice!

Our tailored, personalised care packages support you to live safely and happily at home in the most reassuring way possible. 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 watching movies, playing cards or board games, reading, hobbies and crafts, going out for a walk, gardening – whatever interests you. Our carers can also help you communicate with family and friends electronically (on WhatsApp, Zoom, or FaceTime, for instance). Especially valuable if your family is not local or easily available.

Help with health appointments and hospital stays

Got a medical appointment? Whether it's a clinic appointment or a hospital stay, we can help you prepare by gathering the papers and personal items you need, arranging transport there and back accompanying you, and taking notes during consultations. When you return 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 transportation to follow-up doctor visits.

Convalescent Care

A period of quality rest and recovery is essential after most operations and some medical treatments – and home is the best place to recover. Our carers can provide skilled in-home care assistance when you return from hospital by performing tasks such as hoisting, lifting, and administering medication – as well as being a friendly face to help with recovery.





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. They can ensure your needs are met when your family cannot be there.

Alzheimer's and Dementia

We understand the challenges posed by Alzheimer's disease and all types of dementia. Our carers have specialist training so they can support you and your loved ones through the difficult times, so you can enjoy the positive times together.

Physical Injuries

A physical injury can mean you need temporary support at home. We can provide as much care as you need to support and speed up your recovery.

Temporary Respite Care

Caring for someone you love can be rewarding but demanding. We understand that – which is 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.

Live-in care

A live-in carer can be a better alternative than living in 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

The majority of people – 63 percent – say that they would prefer to die at home. Our specialist end-of-life and palliative care services offer compassion, comfort, and help to people so they can live as well as possible as they near the end of their lives, and to enable them to die with dignity and respect in the secure comfort of home.

“

A great service and with quality carers. Initially contacted due to an emergency need for care supporting my mother when my father went into hospital. They were quick to step in and provide the cover I needed, 7 days a week. Their carers are thoughtful, experienced and proactive in working out activities for the day, and clearly care! Their management have been great at responding to my needs for extended support at short notice. Definitely recommended and really helped at a stressful time!”

Review from Peter, son of Walfinch client.



The benefits of home care

Control

You are in control of what support you receive and when, because it's booked by the hour and based on a mutual agreement of your care needs and personal preferences.

Flexibility

Care packages can be increased and decreased in line with your requirements.

Familiarity

We're about enabling you, so our home care service means you can continue to enjoy life in your own home with your own routines. You can maintain your social connections, get out and about, pursue your favourite pastimes and activities - and then sleep in your own bed at the end of each day.

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.

Companionship

We ensure you are matched with a carer who is not only skilled in the areas of care you need, but who is also ideal company for you.

Cost-effective

Home care is a less expensive way to receive support than care delivered in a residential setting.



You're in good hands: our values

Our values make us what we are: they guide our behaviour and the way we operate as an organisation.

Integrity

We only make agreements we intend to keep. We hold ourselves accountable and have high ethical standards, whilst building trust through responsible actions and honest relationships.

Excellence

We have a passion for what we do, we are proud of who we are, and we look beyond the present to deliver future value.

Teamwork

We achieve more when we collaborate by sharing our skills, knowledge, and experience, working as one team effectively towards the same goal.

Fun

We find ways to have fun because we enjoy what we do. We believe in a work-life balance that increases productivity.

Our Values in Practice: The Mum Test

Putting our values into practice is based on a simple concept: the mum test.

When deciding what care is best, how it should be delivered, and who should deliver it, we always ask ourselves: "Would I like this for my own mum?" If the answer is no, we think again.

The mum test is easy to understand, to remember, and to put into practice, so it is easy to stick to, all the time. Of course, we also abide by – and always strive to exceed - all the national regulations and standards that apply to the care sector too.

Our Mission

To provide compassionate care at home and improve the quality of life for our clients, their families, and our employees.



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.

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.

We look after our carers because we believe that offering them the best care in the workplace translates to delivering the best care to you.

The great majority of our carers stay with us year-on-year – because we know that happy carers mean happy clients.

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 of care

Offering continuity of care is one of our core aims so we 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.



Getting started with Walfinch home care services

Help make 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, our care manager 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 for 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.



FAQ's

What makes Walfinch the best option for me? 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 to 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 can arrange visiting home care for as little as 30 minutes per week. Our minimum visit times are just 30 minutes for a single visit.

How much does it cost?

To receive a quote for your personalised Walfinch package, please contact us by phone or email. We'd be happy to discuss your care needs in detail and arrange a no obligation visit from our care manager.

“ 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 Walfinch client



Find out more

Choosing care at home offers continued independence, peace of mind and all the comforts of remaining in your own familiar surroundings. 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 is here to answer any questions you might have.

Contact us and change your life for the better!

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