



PATRICIA WHITE'S

ROUND THE CLOCK CARE IN YOUR HOME





Welcome to
Patricia White's

Office Hours

The office is open Monday to Friday 9am-5:30pm.

We provide a 24-hour contact service in case of emergencies. Call our main office number and a voice message will inform you of our out-of-office number.

Round the clock care in your home

For more than 28 years, Patricia White's has enabled Clients throughout the UK to remain in the comfort of their own homes by introducing self-employed Carers to assist them in maintaining their independence.

Patricia White's Carers support their Clients by providing companionship, personal care and domestic support tailored to meet their individual needs and preferences.

At Patricia White's, we build on this success by constantly improving our Clients' experience through our efficient management.

We understand that our Clients' needs are unique and likely to vary over time. To this end, we prepare Patricia White's Carers for their role through a meticulous selection process. We then identify Carers' individual strengths and qualities in order to introduce them to the right Client.

Our Office Team provides a professional, caring and confidential service, and is committed to maintaining the highest standards for all Clients.





Patricia White's Services

Patricia White's is a long-established and highly regarded Care Agency that provides an efficient, professional and personal introductory service for both elderly and disabled Clients. We help our Clients to make prudent choices while maintaining their independence in managing their own care.

Patricia White's provides a constant source of high calibre, self-employed Carers to ensure Clients have choice and continuity.

We pride ourselves on maintaining close relationships with our Clients and we maintain regular contact with our Clients' households.

Patricia White's Carers

The majority of Patricia White's Carers come from Australia, New Zealand South Africa and the United Kingdom.

In order to ensure that we find the very best people to support and care for our Clients, we interview all applicants personally, references are taken up and criminal records checks are made. All Carers complete training covering: manual handling, basic life support and safeguarding of vulnerable adults. Introductions are only arranged with a Client when we are fully satisfied with the Carer's suitability to become a Patricia White's Carer.

The Introduction Process

Following an initial telephone discussion with Clients about their requirements and preferences, a member of the Patricia White's team will advise whether we can offer appropriate support. If Clients decide they would like an introduction to a Carer, they must first complete and send a registration form, along with a non-refundable fee.

A dedicated member of the team will select the Patricia White's Carer, who we believe will be the most compatible, and introduce them to you. This introduction allows you to discuss your needs with the Carer and decide whether you would like them to undertake your assignment.

Once a Patricia White's Carer is assigned, we will ask the Carer to complete a Client Information Form to ensure our records are correct and that we send the most appropriate Carer to each position.





Patricia White's Care Services

Patricia White's Carers provide help and care to the elderly, disabled adults and those recovering from illness or injury. They give companionship, support and are sensitive to each Client's specific needs.



Visiting Care (London)

- Help by the hour
- Daily care
- Care throughout the night

Live-in Care (Nationally)

- Long-term residential placements can be economical for Clients who need help throughout the day and reassurance at night, allowing them to stay in the comfort of their own homes (minimum 4 days)
- Short-term residential care to provide respite for families
- Support on discharge from hospital
- Cover during a permanent Carer's holiday



Travelling Care (Internationally)

A Care Companion can provide you with:

- Family event support (such as weddings, celebrations and visits)
- Special occasion provision
- Cruise or tour companionship
- International or home-stay holiday care

Patricia White's Carers can help to run Clients' households providing a wide range of domestic support, including help with pets, as well as personal care when required.

Domestic Support includes

- Housekeeping and light cleaning
- Laundry and ironing
- Shopping
- Cooking and serving appetising and healthy meals
- Assistance with correspondence and other paperwork
- Care of pets, including dog-walking and liaising with vets
- Carrying out light gardening duties
- Many of Patricia White's Carers hold driving licences and can escort Clients on outings or to appointments

Personal Care includes

- Help with getting up and going to bed
- Washing, showering and bathing
- Dressing and undressing
- Help at meal times
- Medicines management
- Toileting





A day in
the life
of a Patricia White's
Live-in Carer

My Story

In 2003 I arrived in Colchester, from South Africa, with my best friend for a six-week working holiday.

My friend had been doing care work for a couple of years; flying into the UK from South Africa twice a year for an eight-week period. She eventually convinced me that this would be a great adventure, whereby I would earn enough money to pay for the visit, including a long overdue two-week trip to Germany to catch up with an old friend. I was lucky and our placements were around the corner from each other.

I absolutely loved every minute of my new challenge; knowing that it was such a wonderful opportunity to do something different and, hopefully, do it well.

I was very anxious the first morning as I was trying to remember the handover notes that had been left for me in my bedroom. However, once I had familiarised myself with the layout of the house, opened the kitchen cupboards to find what I needed to set the first breakfast tray, I became more absorbed in the tasks required of me and started to relax and enjoy my work.

My Clients were Mrs Montgomery (86 years old) with dementia and Mr Montgomery (97 years old) who had all his faculties but his mobility was a little compromised. The house was large; it had been home to three children, their nanny and a housekeeping couple, who had provided support to my highly successful Clients. In no time at all my days started to fly by.



A day in the life of a Patricia White's Live-in Carer continues on the next page...

A Typical Day

My day started at 7:30am and I would go downstairs to open all the curtains, any windows as required, get the newspapers in and then set up for breakfast. Mr and Mrs Montgomery both enjoyed different breakfasts; cereal and yoghurt, juice, toast and marmalade were always set out, along with fresh and dried fruit. Filter coffee for one and tea for the other, but always porridge for Mr Montgomery or a cooked breakfast when requested.

When breakfast was almost ready, it was time to wake Mrs Montgomery with a cup of tea. While she was enjoying this, I would get her clothes ready for the day and all her items ready in the bathroom for her shower. Some of her medication was to be taken on waking and the rest I would have ready on the breakfast table for her.

I would then get her downstairs and seated so she could enjoy breakfast with her husband, who had another Carer come in to assist him in the morning with his ablutions.

While Mr and Mrs Montgomery were eating breakfast I would quickly go upstairs and tidy Mrs Montgomery's bedroom and bring down any washing and put that on. Once they had finished breakfast, I would escort them into the drawing room where they would sit together and read the papers until tea at 11am.

In the morning I would make appointments (hairdressing, medical, social) and liaise with the cleaner and gardener. I would do grocery shopping at least once a week and arrange any dry-cleaning, library visits and pharmacy requests. I would also prepare a light lunch.

The afternoon would consist of teatime, a drink from the trolley at 6pm and dinner at 7pm which was the main meal of the day. Mr and Mrs Montgomery would return to the drawing room until 9pm at which time I would take Mrs Montgomery upstairs and get her undressed, washed and into bed. I would then ensure that the house was secure and wait for Mr Montgomery to get settled before turning in myself. Once again, certain medications would be required at dinner time for both Clients, and there was also medication required at bedtime.

It could be a very long day, but once I was familiar with the routine I found more time to relax on days when all my responsibilities were up to date.

Each morning and evening I would do a quick write-up on the mood, health, medication and toileting of my clients. I would also write a quick reminder of calls and visits etc., so their family could keep abreast of things.

Please Note: The Clients' names have been changed to protect confidentiality.



Compliments

Share your experience

The majority of our Clients and self-employed Carers are referred to us through recommendation.

Should you wish to share a positive experience, compliment a member of the Head Office team or a specific Carer, contact us directly.

Or post a review on our Facebook page
www.facebook.com/PatriciaWhitesAgency



Contact us



0800 542 4088

Lines are open 9am-5:30pm Monday to Friday.



patriciawhites.co.uk



info@patriciawhites.co.uk

Patricia White's, Aviation House,
Cross Oak Lane, Redhill, RH1 5EX

Complaints

Our commitment to you

As part of Saga Healthcare, we strive to ensure that our Clients are treated fairly. If you are dissatisfied with our service, we take your concerns very seriously.

It is, therefore, important to us that our process for handling your concerns is clear and transparent and that you are kept fully aware of how your complaint is progressing.

We gather anonymous feedback through our regular Client and Carer surveys. This feedback gives us a chance to understand what we can do better.

Should you wish to raise a concern – the first step is to contact us directly.

Should we be unable to resolve your issue, or you wish to take a more formal route then contact our parent company Saga Healthcare. Email services.customer-relations@saga.co.uk or call **0800 092 3700**. Lines are open weekdays 9am-5:30pm.

Alternatively you can write to:

Customer Relations Department

Saga Services Ltd
Middelburg Square
Folkestone
CT20 1AZ



 **0800 542 4088**

Lines are open 9am-5:30pm Monday to Friday.

 **patriciawhites.co.uk** **info@patriciawhites.co.uk**

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