

QUALITY SERVICE
QUALITY CARE

Hornets Care

Hornets Care is a family owned business operating from Hertfordshire, UK

Call: 01923-442-937

WHO WE ARE

Hornets Care is a family owned business operating from Hertfordshire, UK. We aim to ensure that all our services are delivered with the highest level of care and sensitivity. We are responsive to our clients' needs and we are as flexible as possible in order to ensure that all services we provide are accessible to anyone who requires them. Our staff are from diverse backgrounds and are all highly trained in what they do, meaning that you will always receive quality service, and total understanding when dealing with us. If you see fit, insert information here with regards to company registration no., address, etc.

WHAT WE OFFER

Hornets Care offer a range of services to help the elderly, vulnerable, and infirm live as comfortably as possible. Our services are designed to surpass the expectations of our clients and their loved ones. We offer personalised, tailored support to our clients, with the sole purpose of providing the best possible care for every single client.

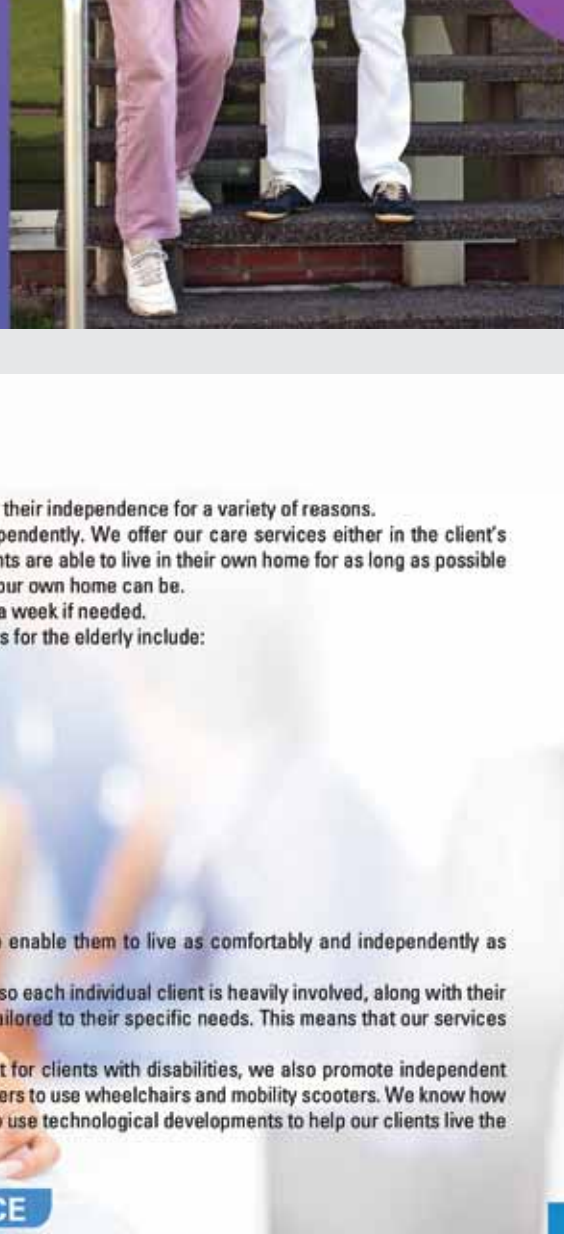
We are aware of, and will always respect the cultural and religious diversity of our clients. We collect all of the information we can about our clients to make sure that we are always providing the best care possible. We hold all and any information we have on our clients in the strictest confidence in accordance with the Data Protection Act and other national laws.

WHAT WE DO

Hornets Care is dedicated to providing the best possible care at all times to each and every client. We tailor our care to suit the individual needs of every client. We work closely with clients and their families to arrange and provide the best care plan for their needs. We provide support and care to those in the most vulnerable position, we endeavour to support, care for, and help our clients with any aspect of everyday life necessary. We understand how important a sense of independence is, so we will assist and support clients in doing as much as they can on their own, while always being there to provide help when it is needed.

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OLDER PEOPLE

As people become older, they may lose certain aspects of their independence for a variety of reasons. Hornets Care is here to assist older people in living independently. We offer our care services either in the client's home, or in a care home, but we will also ensure that clients are able to live in their own home for as long as possible as we understand how important the comfort of living in your own home can be. We can provide our services 24 hours a day, seven days a week if needed.

Our personalised home care and institutional care services for the elderly include:

- Daily personal care
- Meals
- Budgeting
- Paying Bills
- Shopping
- Cleaning
- Medication
- Companionship

DISABILITY CARE

Hornets Care caters for service users with disabilities to enable them to live as comfortably and independently as possible.

Personalised care is at the heart of our service provision, so each individual client is heavily involved, along with their loved ones, in the creation of a care plan package that is tailored to their specific needs. This means that our services are sensitive to individual needs and disabilities.

As well as providing a supportive and caring environment for clients with disabilities, we also promote independent living by offering services including training our service users to use wheelchairs and mobility scooters. We know how quickly technology can move forward, so we endeavour to use technological developments to help our clients live the life they want.

LEARNING DISABILITIES SERVICE

Our personalised care packages also offer support to our clients who have learning difficulties, providing support and assistance coping with everyday challenges, and therefore improving quality of life for our service users. We are patient and understanding with all clients, getting to know their hopes, their fears, and everything in between so that we can find the best way to help users live full and fulfilling lives.

Our success in this field is based on the ability to work creatively to find issues to any challenges that may arise. This includes offering support to loved ones who care for those with learning disabilities.

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LEARNING DISABILITIES SERVICE

We can help those with learning disabilities with:

- Living at home independently
- Skills building to manage your money
- Travel training to gain confidence and independence
- CV preparation, job searches and role play for interviews
- Learning to stay healthy and exercising
- Support with medication and health appointments
- Discovering new hobbies and activities
- Accessing vocational training and work experience
- Managing correspondence and household bills
- Working towards independence with personal care tasks
- Building social skills used to develop friendships

DOMICILIARY HOME CARE

For many, living at home is one of the most vital ways to feel like they are living a full and independent life. Hornets Care's domiciliary home care is here to assist those who want to stay at home while also receiving the treatment that they need. We offer help to those who want to keep living at home but may need support at certain times during the day, or with specific tasks such as cooking, washing, and shopping.

As our services are tailored to the individual needs of each specific client, we are able to carry out a range of tasks for our clients, these may include, but are not limited to:

- Recuperation assistance
- Convalescence support
- Help with rehabilitation
- Companionship
- Personal Care
- Food Preparation/Provision
- Cleaning
- Budgeting

We offer live, or 24/7 care from our highly trained staff, who help us provide support to enable independent living, wherever possible, and will always respect the privacy and dignity of our service users. Our trained carers can also provide medical support where necessary, including catheterisation, convone, PEG Feeding and suppositories.

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MENTAL HEALTH CARE

Our clients who suffer from the challenges of mental health conditions can also benefit greatly from the person-centred care that Hornets Care provides.



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MENTAL HEALTH CARE

We go out of our way to ensure that we have a deep understanding of our clients' mental health status by receiving information from specialists in the field. We believe that the more information we have, and the more we learn about each individual client's needs, then the better the quality of service we can provide. Our staff have a great deal of experience working with those with mental health issues including personality disorders, and challenging behaviours, and they use this experience to ensure that all service users are given the best possible care and are as comfortable as possible at all times.

The tools and know-how that we have, helps us to provide a greater level of care, and also to give our clients an insight into their mental health conditions, and help give them the necessary tools to identify and manage the triggers for certain behaviours, and feel a greater sense of control over their mental health problems.

Our services are not only tailored at the start of a client's care, we will also tailor and alter the service we provide to match the changing condition of a client wherever necessary, so that our service users are receiving the best care at all times.

HOME CARE

Hourly Visiting Care

Hornets Care provide quality home support to any that desire it. Many people much prefer to continue living in their own homes when possible, around familiar surroundings, with the comfort of family and friends close by. This can be one of the most important aspects of maintaining a feeling of independence.

We are fully aware of how important living in your own home can be, and we will provide all of the necessary support we can to ensure this happens.

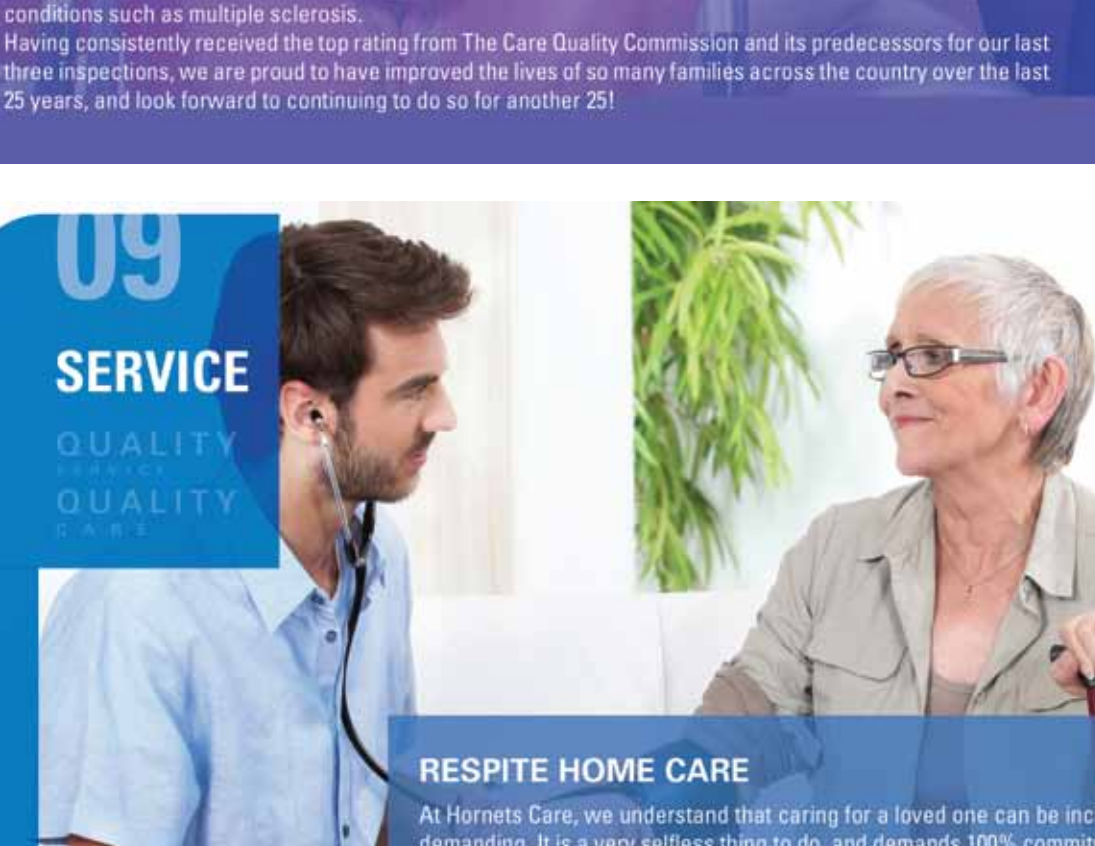
Hourly visiting care is there to help those who wish to remain independent in their own home, but require a level of support in order to do so. Whether the client has lost confidence following a household accident, that extra support is needed after a hospital stay, or simply that a service user's needs have increased.

Services that we provide to our clients who choose to live at home include, but are not limited to:

- Laundry
- Ironing
- Cleaning services
- Shopping
- Personal care
- Household chores

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FALLS PREVENTION SERVICE

We also offer a Falls Prevention service as we are aware that many of our clients are concerned about a fall in the home, this can be a cause of great anxiety to them and we are there to help alleviate that. This concern about falling is common, so much so that Age UK have a dedicated awareness week to the subject every year, they say

"A fall can destroy confidence, increase isolation and reduce independence" (Source Age UK)

Having a carer simply popping in once or twice the day can, in many circumstances, be enough to make a noticeable difference, and to help our service users feel more comfortable in their home.

LIVE-IN CARE

Hornets Care Live-In care means our clients can benefit from full-time, Helping Hands' award-winning care in their home.

This service provides an incomparable level of support which allows even our clients who require around the clock care to remain in the comfort and familiarity of their own home whenever possible.

Experience has taught us that finding the right person for each service user is of the utmost importance. Therefore, great care is taken to ensure that we are providing the most appropriate carer to match the requirements of each client.

Our professional live-in carers will work with our client to ensure that they are getting the best care for you, tailoring all services to suit the specific needs of each person. The carers we provide include, but are not limited to:

- A carer with a certain level of experience and/or specialist training
- A carer who can drive
- A choice of male or female carers to support your personal care needs
- Somebody who shares a hobby or interest
- A carer who is comfortable looking after your animals

Our live-in care is a very flexible service, whilst most of our customers are older, we are supporting a growing number of people between 18-65. We help to enable younger people to live full and independent lives. Services range from supporting students with physical disabilities at university, to support for those with progressive conditions such as multiple sclerosis.

Having consistently received the top rating from The Care Quality Commission and its predecessors for our last three inspections, we are proud to have improved the lives of so many families across the country over the last 25 years, and look forward to continuing to do so for another 25!

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RESPIRE HOME CARE

At Hornets Care, we understand that caring for a loved one can be incredibly mentally and physical demanding. It is a very selfless thing to do, and demands 100% commitment at all times.

No matter how committed you are to the needs of the person you are looking after, you also need to ensure that you take the time to look after yourself, which can often be challenging.

That's why we offer Respite Home Care when it is necessary. Whether you need a few days away just to recharge, or you are in need of a longer rest period, one of our professionally trained and friendly temporary carers will take over from you and ensure that your loved one is given the best possible care while you are away, giving you the time to focus on yourself.

We also offer Emergency Respite Care, this service provides a carer to step in and take care of your loved one if you become ill, are taken into hospital, or any other reason you become suddenly unable to provide the care necessary.

We have a large pool of temporary carers to ensure that we can respond at very short notice in an emergency situation, providing Emergency Respite Care across Hertfordshire.

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WHY HORNETS CARE?
QUALITY OF CARE
By tailoring all of our care packages to the needs of each specific client, we can guarantee that we will always provide the best possible care for our service users. Our top rated, award winning services can cater for the needs of clients with a wide range of needs. Whether a service user needs occasional care in their home, full time home care, or institutional care, we will always provide the best services and the best carers. We do not believe that personal care is something that can be rushed, and we are therefore happy to take as much time as necessary to work out and arrange the right care plan to perfectly suit the needs of our clients. We hold our clients in the highest possible regard and they will always remain central to our organisation. We are a care organisation, and have been for 25 years, because we care about our clients, and it is this care for those we are responsible for that drives our passion to provide the best care to each individual client. We understand that the quality of life of those we care for is of paramount importance, not only to Hornets Care as an organisation, and each individual member of our staff, but also to our clients' friends and families, we work tirelessly to ensure that all people are involved are 100% happy with the care being provided.

CARE TEAM

The attitude and character of our care team is fundamental to achieving the aims of Hornets Care. To ensure that our expectations of ourselves are maintained, we select staff based on personal qualities that match our stringent and thorough selection criteria, these include experience, passion, and a desire to help those in vulnerable or challenging situations.

We believe that it can never be too careful when it comes to selecting staff for such sensitive and personal roles, this is why we work hard to make sure that all members of the Hornets Care team are of the highest order in terms of providing care to, and understanding and empathising with our clients.

All Hornets Care staff need to demonstrate the essential Hornets Care qualities of compassion, competence, commitment to our ethos, and effective communication both with us and with our clients. We know we have the best care team available, and we do not make this claim lightly. We offer constant support to our care team, and support them in any additional training they choose to undergo during their time with us.

Our staff are not only selected because they are the best, but also because they continuously strive to improve. This means that when you come to Hornets Care for assistance, you will receive exactly what you need. Our bespoke services are centred around each client's personal necessities, and a suitable carer will be selected from our large team by matching their skill set to the direct needs of each client.

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CONTACT US

To find out more about our person-centred care packages, or if you have any questions, we can be contacted in the following ways:

Telephone: 01923-442-937

E-mail: info@hornetscare.com

Address:

Head office: 29 Hemming Way, Watford, WD25 0BY

Office: 01 ST Marys Road, Watford, WD18 0EE

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