



We deliver excellent  
**home care**  
*with compassion and a cheery smile*

# Welcome!

*We're glad you're here and we're looking forward to helping you.*

Would you like to stay in your own home, but are finding you need a little extra care and support in order to do so?

Maybe you'd like someone to simply share a cuppa and a story with, or perhaps you need more specialist home care to keep you well.

No matter your care need, we have wonderful care assistants who truly care, are compassionate, get phased by nothing and treat you with the upmost dignity and respect.

You are unique and we treat you as such!

When our Care Assistants come to visit, they bring with them **compassion**, coupled with **knowledge** and **training**, as well as a **personality** that delivers **smiles** and **laughter** too.



CARE

Caremark  
The mark of excellent care



They offer me **kindness, support**  
and are always **cheerful**



# Why Caremark?

“Improving quality of life, no matter race, religion, gender or social standing is the resounding and steadfast heartbeat of Caremark”

”



# Our Values

Our values of **Professionalism, Safety** and **Care** enable people to remain at **home safely**, securely, protected and well-cared for - with **dignity**.

Our added values of **Fun, Joy** and **Cheer**, deliver smiles and **laughter** too, meaning our customers look forward to our visits. We are excellent at knowing when to **inject humour** and when our customers require **peace and calm**. Our aim however, is to leave every customer, wherever possible, smiling as we say our farewells until the next visit.

Finally, our values of **Honesty, Transparency** and **Trust** provides family members that added **peace of mind** that their loved ones are being cared for to a level resonant with family members, but with the added benefit of **training** and qualifications in specialist subjects where required.

# Our Services

- Companionship
- Live-in Care
- Personal Care
- Respite Care
- Night Care
- Alzheimer's Care
- Dementia Care
- Parkinsons Care
- Medication Management
- Specialist Care
- Complex Care
- Learning Disabilities
- Physical Disabilities
- Stroke Care
- End of Life Care
- And more.

Whether you're looking for companionship once a week, or if you need more specialist care round the clock, we'll work with you to build a plan to suit your exacting needs.

Our website details all of the care services we provide which you can access by scanning the QR code below:





“

We are **forever grateful**  
to have found them

”



It's hard to describe the **transformation** to my life that Caremark has made!



# Our team

We recruit on **personality!**

*That's how we find so many wonderful people.*

We are **professional**

We are **safe**

We are **caring**

We are **fun**

We are **joyful**

We are **cheery**

Wonderful people that we **train, support** and continually **develop** to be the best care assistants you could possibly **wish** for.

We welcome people into our family who have warm hearts, a caring nature that can see the best in everyone, patience, the aptitude to stay calm under pressure, topped off with the ability to bring joy and cheer with

every visit, always leaving you well cared for, and with a smile.

Whilst we are confident you will be happy with any of our care assistants, we match you with someone that suits your needs and personality. We also do our absolute best to ensure continuity of care by allocating you with your regular care assistant on an ongoing basis.

“

*Every care assistant that came to support us was **amazing** and **compassionate**. I cannot explain how **grateful** I am to every single person at Caremark.*

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# Caremark Ealing

Our 10-year journey in Complex & Clinical Health Care, aided by a registered Nurse Trainer, has equipped us with invaluable experience and expertise.

Our focus on complex conditions is one of our core strengths. Our team of highly trained and compassionate care assistants is well-versed in providing specialised care for these conditions.

Our dedicated professionals have experience in working with children on the autism spectrum. We offer personalised care plans that cater to their unique needs,

ensuring their comfort and development.

Our commitment extends beyond providing physical care. We aim to enhance your overall well-being by promoting independence, dignity, and quality of life. We work closely with families to create a supportive environment that fosters growth and positivity.

We understand that everyone's journey is unique, and we are here to walk that path with you. Our mission is to be your trusted partner on the path to well-being, offering comprehensive care solutions that make a

meaningful difference to your life.

Whether you require dementia care, end of life and palliative care, home care, or support for children living with learning disabilities and autism, we are here to provide compassionate, reliable, and professional care services. Our commitment to excellence is unwavering, and we look forward to serving you and your loved ones with the highest level of care and compassion.

*Frances & Moni Fasesin*



“

We aim to enhance your overall well-being by promoting **independence, dignity, and quality of life.**

”



# Benefits of home care

- You can stay in your own home with all your home comforts
- No need to sell your home and move to the unknown
- Home care is flexible and tailored for you
- Retain independence and your preferred lifestyle
- You only pay for the care you need
- Flexible services tailored to your own needs
- One-to-one, individual care
- Companionship and connection to your community
- Excellent family involvement
- Keep pets close
- Maintain close relationship with family and friends
- Familiar routines and environment can delay age related illnesses



# Choosing the right care provider

When the time comes that you are looking for additional help, you'll want to find a care provider that you can **trust** and **rely** upon. One that takes time to **understand** your very individual needs, daily routines and **preferences**. You'll also want to engage with a company that has excellent, **well-trained** care staff with a large **support network** behind them.

At Caremark, all of our staff are trained to the regulatory body and our own exacting, high standards. With more than 120 Caremark offices nationwide, we have more than 5,000 Care Assistants deliver excellent home care on a daily basis.

## Why choose Caremark?



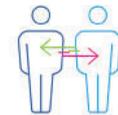
Personalised  
care



Excellent  
standards



Cheery  
visits



Allocated  
Care Assistant



Family  
contact



Confidentiality

# Next steps



## Get in touch

The first step is to have a chat with us. Our office team will spend time talking to you in order to understand your personal situation and the type of home care and support you need.

## Free Assessment

The next step is for our support team to meet with you in your home where they will make their initial assessment. They will discuss your individual needs, challenges, goals, life enjoyment as well as assess your home and surroundings.

## Care Plan

We create a care plan that is as individual as you – right down to detailing your favourite cup and saucer and chocolate bar! Of course, it contains all the important details too such as medication, timing frequency and so on. Once approved by you, we move onto the next stage.



My care assistant is one in a million  
and I do not know what I would do  
without her.



### Care Assistant Assigned

We carefully match our customers with their Care Assistant based on a wide-range of criteria, but most importantly, based on personalities.

### Start of Care

Your care with Caremark will begin, care that has been tailored specifically to meet your individual needs.

### Regular reviews

Your care package will be reviewed on an ongoing basis to ensure you are happy with the care you receive and that we adapt to any changes in your needs or wishes.

**Address**

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