



**UNLIMITED CARE
PLUS**



**Outstanding, Sensitive
Domiciliary Care**



Our Mission Statement

With extensive experience in home care, we understand the importance of finding a care provider with the skills and compassion to care for your loved one. Our mission is to give families peace of mind and the comfort of knowing they will receive the best care available every time.

Maintaining a staff of trained, compassionate, skilled carers is central to our mission. All of our carers share our core values, and we recognise and reward them for their hard work and exceptional performance. Providing personal and reliable care means supporting and developing our great carers and their skills at every step of their professional journey.

We want as many people as possible to retain the choice to stay in their own homes for as long as they can. We ensure that families can continue to enjoy special, memorable moments together, safe in the knowledge that their loved ones are in capable and caring hands.

Our Empathetic Care Team

Our excellent care team offer you support through every step of your journey, beginning with your initial expression of interest through to your care delivery. If you need advice, organisation, or interactive care package options, we can customise and adapt our services in accordance with your needs.

At Unlimited Care Plus, we ensure that our staff team can meet your language requirements and that the worker is suitable to your specific needs and circumstance. We respect and want to champion your independence and guarantee that access to all our services is appropriate and suited to your individual requirements.

We want to encourage your loved ones to get involved with your care without compromising its quality.

What We Believe

Our principles are the foundation of everything we do at Unlimited Care Plus, with our key values underpinning every act of care our staff provides.

Kindness and Compassion

We act with kindness and compassion to provide the best quality of care at all times. Our friendly and dedicated carers will always meet you with warmth and a smile; with Unlimited Care Plus, care doesn't have to feel clinical.

Respect

By treating each and every one of our clients with dignity and sensitivity, we maintain our service users' independence and pride.

Highest Quality of Care

We always provide the highest standard of care, adapting and responding to our clients' changing needs for as long as you need us.

Reliability and Punctuality

We adhere to the client's schedule as closely as possible, making the caring experience a warm and genuine one. Let us work around you so that life isn't all about appointments.

That Something Extra

We pledge to be diligent and mindful of the client's changing health and care requirements, continually improving their quality of life with friendly, personalised care.

Embrace Cultural Differences

Unlimited Care Plus welcomes all cultural differences. We promise to be respectful of your religion, ethnicity, sexual orientation, or any other factors that make you and your loved ones who they are. Our staff will always dress appropriately and respect our clients' home and surroundings.



What Makes Unlimited Care Plus Different?

All our carers receive professional, specialised training before meeting our clients. We carefully match the best carers to your specific requirements, offering real care solutions and personalised care plans designed to support your family's needs.

Free, No-Obligation Care Assessments: Request a visit from our team to carry out a full assessment of your care needs. This allows us to understand your personal preferences in addition to the formal care and support you require.

Funding Your Care: Options Available to You Many people assume that home care is financially out of reach, but there are various funding options available to help you or a loved one remain in the comfort of your own home.

Personalised Care: We understand what you are going through. We started Unlimited Care Plus to provide the best care possible, tailored to individuals and delivered with passion and dedication.

Why Choose Unlimited Care Plus as Your Domiciliary Care Provider?

Unlimited Care Plus specialises in providing home care to dependent adults, carefully matching carers to meet the needs of our clients.

Positive Recommendations: We grow through word of mouth and positive recommendations based on our consistently great service to our clients and carers.

Regulated Service: We are registered with the CQC (Care Quality Commission) and work closely with Social Services Departments and health professionals to ensure we offer high-quality, compliant care.

We Look After Our Carers: We know that happy and confident carers provide excellent care. Training is a core part of the carer induction process, with ongoing specialist training and yearly updates. Our specialist carer support team is always available to offer help, advice, and a listening ear.

Fast Response: Our efficient support staff allow us to act quickly on each client's behalf, often starting work within 24-48 hours of being asked.

Why Unlimited Care Plus?

We carefully select our staff, taking on only the best. We offer highly competitive pay rates, flexible working hours, and ongoing personal support and training.

Joining Unlimited Care Plus is Simple Our three-step application process respects your time and busy schedule.

Apply online. Complete the application form online, send it by post, or visit our office. We'll call you to arrange an interview if we think we are a good fit for each other.

What You Receive

Unlimited Care Plus wants to support you in living your life to the highest potential within your home with as little interference as possible. Considering this, your care is tailored to your needs, adapting to your preferences and requirements to ensure a bespoke and quality package. Furthermore, we can combine our services to ensure all areas are covered when it comes to your healthcare.

- **Personalised Services** – we provide expert domiciliary care services tailored to your needs.
- **In-depth Information** – you will receive comprehensive information and context concerning our services, geographical coverage, and applicable costs.
- **Respecting Your Home** – it's a big step to open your home to someone, and we ensure all our team acknowledge and are sensitive to your privacy.
- **Local Knowledge** – we maintain a team of compassionate carers across the country who understand your location and its local facilities.
- **Around-the-clock Support** – take comfort in 24-hour assistance and daily visits.
- **No-obligation Care Assessments** – one of our team members will visit you to build an understanding of your personal needs and preferences, ensuring we can provide a bespoke service.
- **Daily Visits** – ranging from one hour to a full day. Our minimum visit length is subject to your location.
- **Night Support** – our service is available if you require reduced assistance, either in the form of Sleeping or Waking Night.



Quality Domiciliary Care Services

Domiciliary Care Built Around Your Needs

We provide person-centred home care services tailored to your needs.

Holiday Care:

Our care service can support you during time away in the UK or abroad.

Hospital to Home:

We support people being discharged from the hospital, whether you need help through the entire process or after an operation.

Live-In Care:

Our live-in care service provides a Carer or Support Worker to move into your home, supporting you in living freely and independently.

Night Care:

We offer night-time care and support, whether for reassurance or hands-on care, with sleep-in or 24-hour waking nights service.

Palliative Care:

Our palliative care service supports patients with life-threatening illnesses to remain in the comfort and dignity of their own home.

Personal Care:

Our discreet personal care service supports you with day-to-day living, allowing you to remain independent in your own home.

Respite Care:

Our respite care service supports clients with various conditions, including Alzheimer's, Multiple Sclerosis, Strokes, Cancer, and more.

Specialist Care:

We develop a comprehensive person-centred care plan based on your identified needs, regularly reviewed to ensure its suitability.

Social Companionship:

Our highly-scalable service can meet any level of requirements, from company on outings to support with household chores or simply a chat over tea.





Minimum Visit Times

To guarantee you receive the best quality of care, we believe a visit from our staff should never feel rushed. Dependent upon your location, minimum visit times range from 1 to 4 hours to ensure your safety within your home. This is especially important for the elderly or those with physical disabilities.

We are committed to building a relationship founded on genuine trust. Our team offer not only industry-leading personal care but also a committed and trustworthy relationship. With customisable visit lengths modified to suit your requirements, we ensure you get the most from your care plan. From daily visits to live-in care, we help you with domestic chores, community trips or checking you have everything you need.

Unlimited Care Plus and Personalisation

In 2007, the Government published 'Putting People First', an agenda that dictates how care providers should approach your independence and offer you greater choice and control over your life in all situations. At Unlimited Care Plus we offer more than help with your personal care needs, we also offer support with your personal budgets – we provide informed advice and encouragement, which is crucial to helping you make the right decisions concerning your life.

At Unlimited Care Plus, we are as adaptable as our staff, seeking to find solutions to problems as opposed to dwelling on them. We encourage meetups to discuss any challenges and identify solutions, ensuring our services correspond with the Personalisation Agenda.

We will consult with you every step of the way to achieve the best delivery of your care. We always aim to achieve the best possible outcomes for you, whether financed by the council, independently or by personal care budget holders. Unlimited Care Plus's support is not limited to personal care. We provide a wide range of services, including domestic help, household management, and day trips to organise a holiday.

Further information concerning 'Putting People First' is available on the Transforming Adult Social Care (TASC) website at www.tasc.org.uk.

How We Deliver Our Service

The following steps outline the fundamental stages we follow at Unlimited Care Plus to deliver a tailored, compassionate care service.

1. Upon receiving your enquiry, we will examine your requirements and provide an overview of the services we offer, as well as a summary of pricing.
2. We will send an assessor to visit you and conduct a care and risk assessment. Once this has been completed, we can offer a bespoke care plan.
3. We complete your care plan in conjunction with you and your family.
4. We will select staff members to support you in accordance with your needs and requirements and organise a meeting if there is any additional information required.
5. Your care service begins.

Note: Unlimited Care Plus is aware that in an emergency, a care package must start immediately. In these circumstances, we will condense our service process and commence an immediate assessment to support an earlier response.

Funding Your Care

People often assume that personal care can be expensive; however, numerous finance options are available to ensure you, or your loved one can remain within the comfort of the home. Local Authority or NHS Continuing Healthcare Team Funding is available if you qualify. Below is a brief explanation of the types of support available.

Personal Budget is a lump sum that is set aside to cover your healthcare requirements. You can accept the amount personally or as a direct payment, or you can request your local authority to use this money on your behalf. Your budget can also be allotted to a trust fund and managed by a family member or social worker if needed.

Personal Health Budget is an allowance that is offered to those with a recognised health concern. The NHS offers three options for a Personal Health Budget: Notional Budget, Real Budget Held by Third Party, and Direct Payment.

Individual Budgets are similar to Personal Budgets. They provide greater flexibility involving other sources of support. These include Supporting People, Disabled Facilities Grant, Independent Living Funds, Access to Work and Community Equipment Services.

Direct Budget offers you complete control of your care package and provider. Finances are given to you directly to buy services for your care needs.

Further information regarding finance options is available at www.dh.gov.uk.

Quality Assurance and Recruitment Standards

Unlimited Care Plus is defined by the exceptional standard of care we provide. We take huge pride in our thorough internal quality assurance and recruitment systems.

Our team are required to possess the relevant qualifications and experience so they can offer an exceptional service. Candidates are subject to Disclosure Barring Service (DBS), POCA and SOVA checks, work history, qualifications, health declaration, experience, and reference checks. Furthermore, all new starters are highly trained to ensure their performance is reflective of our company values. Their induction includes comprehensive compulsory training courses, including manual handling, disease control, basic life support, fire safety and medication sections.

At Unlimited Care Plus, we monitor our team's performance through shadowing, annual audits, random checks, and regular supervision. We ensure consistent compliance with The Care Standards Act, The Regulations of Care Act, the DoH Code of Practice and all current National Framework Guidelines.





FAQs

Q. Is Unlimited Care Plus registered with the appropriate governing bodies and professional associations?

A. Yes – we are registered with the Care Quality Commission (CQC). This ensures you only receive the highest quality of care and staff. All our certificates cover our domestic services countrywide.

Q. Will someone visit my home before I start receiving my service?

A. Yes – at Unlimited Care Plus, we conduct a thorough Care Assessment to ensure that the package of care we provide is bespoke and accommodates to your needs. Our evaluations take around an hour and include an overview of requirements and a general risk assessment of the area in which you will receive your care.

This evaluation enables us to understand individual requirements better and designate staff with the required skills to suit your personality and preferences. We hold lawful accountability to guarantee a frequently assessed care plan for every household in which we offer a care service.

Q. Will I always receive care from the same carer?

A. At Unlimited Care Plus, we want to provide personal and consistent care. In the event of holidays or absences, we provide more than one carer to you and your family to guarantee a level of professionalism and consistency.

Q. How will my care be managed?

A. All our specialised care packages are managed by our Registered Manager, who ensures your care is reviewed and managed regularly and effectively. We ensure we can be contacted easily should you have any concerns.

Q. What makes Unlimited Care Plus stand out?

A. Our experience has provided us with an in-depth insight and understanding of what our service users require. Our diverse catalogue of contacts guarantees flexible, compassionate, and experienced assistants.

We know how crucial experience is in this sector, and we only employ staff with certified skills and qualifications. We want you to feel confident and safe when using our service and our staff are highly trained in performing their duties. Furthermore, we provide an appealing package that remains reasonable without compromising on care quality.



Unlimited Care Plus Limited

Telephone: 0161 843 6136

E-mail: info@unlimitedcareplus.co.uk

Website: www.unlimitedcareplus.co.uk

Address: Imperial House, Hornby Street,
Bury, England, BL9 5BN



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