



We are a family-run home care company based in London, dedicated to providing the highest quality of support for our clients. Whether you need care for just a few hours or full-time live-in assistance, we are here to meet your unique needs and circumstances. From home-cooked meals and house cleaning to personal care and medication help, our compassionate team is committed to making your life easier.

Home care, also known as domiciliary care, means receiving support in the comfort of your own home. Our carers assist with daily activities, allowing vulnerable individuals, whether due to health issues or frailty, to stay where they feel most comfortable and secure.

Our home care services are flexible, offering just the right amount of help when you need it, so you can maintain your independence and stay connected with your local community.

Whether you need a little support for a few hours each week, several hours a day, or even live-in care, we're here for you—temporarily, intermittently, or on a long-term basis. At FeelCare, we ensure a minimum four-hour visit, making sure you feel fully supported and have the chance to build trust and rapport with your carer.





We believe that passion, compassion, and skill combine to create your true calling; caring isn't just a job. FeelCare carers go above and beyond to:

- Provide the best care possible, always striving for improvement.
- Offer care with dignity and respect.
- Embrace the differences among both clients and carers, growing stronger through rich diversity.
- Work collaboratively as a team while taking responsibility for ourselves.
- Be open, honest, and fair, showing respect for emotions and navigating challenging situations.
- Take pride in all our achievements, celebrating successes and learning from any shortcomings.
- Prioritise the wellbeing of our clients and carers in all that we do.
- Have fun and embrace life to the fullest!

Our services are designed to reflect your individual preferences, support needs and abilities - no care package is ever the same. Our experienced carers can visit you in your own home to support you with many different life and personal tasks:

- personal care
- household chores
- administration of prescribed medication
- companionship and socialising
- shopping, meal preparation
- support with eating and drinking
- attending appointments
- attending social activities
- and assisting with continence.

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“The level of care and attention provided to my husband, Stanley has been nothing short of outstanding. The FeelCare carers are experienced and have quickly understood Stanley’s quite complex needs and advanced Alzheimer’s.

Our live-in carer has been kind, responsive, responsible and kept him laughing! She is a pleasure to have around which is important when someone is living in your home. I was introduced to Christine the company’s founder at a desperately difficult time and I don’t know what I would have done without her and her team”

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- Mrs. Vera Coleman -

Brochure Directory

We pride ourselves on offering a wide range of specialist care services tailored to meet the diverse and complex needs of our clients. Understanding that each individual requires personalised support, our dedicated team is trained in specific areas including dementia, cancer care, post-operative recovery, palliative care, age-related frailty, acquired brain injuries, and comprehensive physical and mental health needs. Additionally, we provide respite care to support family carers and innovative pet therapy for emotional and psychological benefits.

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Dementia - Our main area of expertise

At FeelCare, we understand that dementia is a progressive condition that can significantly impact daily life. That's why we are committed to supporting not only individuals with dementia but their entire family as they navigate their new normal. We believe that with the right support and care, a person living with dementia can still experience a fulfilling life.

Our dedicated care team is trained and experienced in providing compassionate care for individuals with dementia. Our goal is to help our clients retain as much independence as possible, while ensuring their safety and wellbeing.

- We create a structured routine that offers comfort and familiarity, providing stability and reducing confusion.
- We encourage and assist our clients in getting out of the house and remaining an active part of their community, promoting social interactions.
- We continuously explore new hobbies and entertainment options that bring joy and stimulate cognitive abilities.
- We offer advice and support on incorporating dementia-friendly home appliances and décor, creating a safe and supportive living space.
- Our care team offers guidance on delicious and nutritious food choices to support overall wellbeing.
- We use sensory activities as a distraction and calming tool to help manage unsettled days.

Our Commitment to Specialised Dementia Care

Our team receives ongoing, specialised training in dementia care practices, focusing on the latest research and innovative care techniques. This training includes understanding the various stages of dementia, effective communication methods, and strategies to enhance quality of life for our clients.

Recognising that dementia affects each individual differently, we craft personalised care plans for each client. These plans are developed in close consultation with the client's family, healthcare providers, and our multidisciplinary team, ensuring a comprehensive approach that addresses medical, physical, emotional, and social needs.

We employ a range of innovative activities designed to engage our clients and maintain their cognitive and physical abilities where possible. This includes music, art, reminiscence activities, and exercise that cater to the abilities and interests of our clients with dementia.

We encourage and facilitate family involvement in the care process. Our service includes regular family meetings to help families understand and cope with the challenges of dementia.

By addressing all aspects of wellness, we strive to enhance the overall wellbeing of our clients, reducing distress and promoting a sense of peace and belonging.

Why Dementia Care is Our Focus

With the increasing prevalence of dementia worldwide, there is a growing need for specialised services that can provide high-quality, compassionate care tailored to this complex condition. By focusing on dementia care, we position ourselves as a leader in this field, dedicated to addressing the specific needs of this population. Through our comprehensive care plans and innovative approaches, we aim to lead with dignity, respect, and a sense of purpose.

By providing education, support, and direct engagement, we help families navigate the challenges of dementia, ensuring they have the resources and support needed to cope with their loved one's condition. We are dedicated to innovation and excellence, ensuring that our clients receive the most effective and compassionate care possible.

Age-Related Frailty

Our carers are trained to recognise the nuances of frailty, including decreased endurance, mobility challenges, and the increased risk of falls and injuries. They are equipped with the skills and tools to manage these challenges effectively.

We believe that every interaction with our clients should reinforce their dignity. Our carers are trained to offer assistance in a manner that respects the client's autonomy and choices. From personal care tasks such as bathing, dressing, and grooming, to assistance with meals and medications, each action is performed with the utmost respect for the client's preferences and privacy.

Age-related frailty can often lead to feelings of isolation and loneliness. Our carers are not just caregivers; they are companions who engage with clients in meaningful ways. They are attentive listeners, sharing moments of conversation, participating in favourite activities, and providing gentle encouragement for light physical and social activities according to the client's ability. This companionship is crucial in maintaining the emotional and mental health of our clients.



Palliative Care

Our palliative (end-of-life) care services are designed to ensure that your loved ones experience a peaceful and comfortable transition, surrounded by the care and support they deserve.

Our approach to palliative care goes beyond just medical assistance; we believe in creating a holistic and nurturing environment that encompasses emotional, physical, and psychological wellbeing. We work collaboratively with family members, friends, and fellow healthcare professionals to develop a bespoke support plan tailored to meet the unique needs and wishes of each end-of-life client.

Our dedicated palliative care team is composed of extensively trained professionals who possess the expertise and empathy necessary to provide the highest quality of care. We are committed to ensuring that you and your family feel safe, comfortable, and supported throughout this challenging time.

- Our carers are trained to provide compassionate assistance with bathing, showering, and toileting, respecting your loved one's dignity and privacy.
- We offer help with repositioning in bed, standing, and sitting, utilising hoists when necessary to ensure comfort and safety.
- Our team is experienced in administering and prompting medications, as well as providing support for pain management, to help alleviate any discomfort.
- We take care of changing bedding and housekeeping duties, ensuring a clean and comfortable environment.
- Our carers are skilled in preparing meals and snacks according to taste preferences and dietary requirements.
- For clients with specific medical needs, we offer support with catheters, stoma care, and PEG feeding, delivered with the utmost care and expertise.
- We provide ongoing companionship and emotional support, offering a comforting presence and a listening ear.

Post-Operative

At FeelCare Home Care Services, we understand that a smoother recovery at home is within your reach when you take the time to plan ahead and create a nurturing living space. Our specialised post operative and illness recovery care is designed to pro-actively prevent complications from surgery and support your safe return home. Our dedicated carers stand by your side, offering unwavering assistance for you and your loved ones throughout the entire recovery process.



- Assist in preparing your living space for optimal comfort and safety.
- Coordinate the acquisition of essential items, such as oxygen tanks, elevated toilets and medical supplies, as recommended by your doctor.
- Ensure that you have a well-stocked supply of nourishing food, ready for your return home
- Expert assistance with bathing, showering, and toileting, promoting your wellbeing and dignity.
- Mobility support, offering aid in repositioning in bed, standing, and sitting, with the use of hoists when needed.
- Housekeeping duties and changing bedding to create a clean and comfortable living environment.
- Complex care solutions, including compassionate support with catheters, stoma care, and PEG, feeding and skilful administration or reminders for medication.

Acquired Brain Injury (ABI)

Our ABI services are meticulously designed to provide tailored support and follow-on care, serving as a crucial step in the journey towards rehabilitation. As a home care service, our dedicated teams are committed to mitigating risks, enhancing independence, and facilitating the potential for full recovery whenever possible.

Our management team collaborates closely with individuals, families, community rehabilitation teams, medical professionals, and social workers. By fostering a partnership approach, we ensure a seamless transition through the next phase of the recovery process. We understand that the path to recovery is unique for each individual, and we are here to provide unwavering support every step of the way.

An acquired brain injury can have a ripple effect on an entire family. Our experienced team is dedicated to enhancing the overall quality of life for both the individual and their loved ones. We offer vital information, guidance, and emotional support to help families navigate the challenges that may arise. Our brain injury services focus on delivering high-quality care that promotes wellbeing, growth, and development, ensuring that each individual's potential is realised.

Our ABI services encompass a wide range of support to address both emotional and practical needs:

- Provide specialised care tailored to the unique requirements of ABI clients.
- Serve as a bridge between families, healthcare professionals, and case management teams, ensuring effective communication and coordination.
- Enhance families' understanding of brain injuries, equipping them with the tools to cope and support their loved ones.
- Collaborate seamlessly with multidisciplinary teams to document support needs, identify goals, address challenges, and mitigate risks within the rehabilitation program.
- Assist with discharge planning, offering guidance and connecting individuals to local ABI support resources.

Respite Care

Our respite care services are designed to provide compassionate, professional care for your loved one, offering you the time you need to rest and recharge. Whether you need a few hours off, a weekend away, or a longer break, we're here to help.

Our skilled care team works closely with you and your loved one to develop a customised care plan that ensures their comfort, health, and happiness during their time with us.

We offer flexible options to fit your needs, from part-time hours to overnight stays, ensuring that you have the support you need whilst you take the time you need.

- Our team is comprised of compassionate, highly trained professionals dedicated to providing the highest level of care.
- We believe in treating the whole person, not just the symptoms. Our holistic approach to care includes nutritional guidance, physical therapy, and emotional support to ensure overall wellbeing.
- Knowing that your loved one is in good hands allows you to take the necessary time for yourself with peace of mind. This break can help you return to caregiving with renewed energy and perspective.
- We offer resources and support for caregivers, including workshops support groups, and one-on-one counselling to help you manage the stresses of caregiving.



“A family friend highly recommended Christine, who provides care for her mum. My brother and I live and work abroad, and FeelCare has made our lives easier. Dad was diagnosed with MS 8 years ago. Although active and independent, his health has declined in the past 8 months. He was hesitant about having a carer, but the team treated him with dignity and sensitivity. Excellent care and support from professional carers like Greg, Tanya, Matthew, and Dalia have been invaluable. Building a relationship with Dad is important, and we are very pleased with Christine and her team. Dad settled in immediately, speaks highly of his carers, and loves the food. We cannot thank them enough”

- Mojon Ceta -





Cancer Care

Our specialised cancer care service is designed to support clients at every stage of their journey, whether they are navigating the complexities of treatment or recovering from surgery. Our goal is to provide care that is not only effective but also infused with empathy and respect, ensuring comfort and dignity in the familiarity of a client's own home.

Our carers are trained to provide comprehensive support that caters to the specific needs of each client. This includes assistance with daily activities, medication management, and transportation to and from treatment sessions.

Recovery at home after cancer surgery requires meticulous care to prevent complications and promote healing. FeelCare's carers are adept at managing post-operative needs such as wound care, mobility support, and pain management. They are trained to monitor for signs of infection or complications and work in close communication with healthcare providers to report and manage any issues promptly.

Our carers provide more than just physical support; they offer a listening ear and a comforting presence. They are trained in compassionate communication and equipped to provide emotional support, helping to alleviate feelings of anxiety and depression that often accompany cancer diagnosis and treatment. Our carers also assist in facilitating communication between clients, their families, and medical teams, ensuring that all parties are informed and supported.

Our carers help create a space that promotes comfort and relaxation, adapting the home setting to accommodate the physical limitations.

Mental Health

We are committed to supporting people with mental health needs through a comprehensive and compassionate approach. Our team employs Positive Behaviour Support (PBS), a person-centred framework designed to provide long-term assistance to those with learning disabilities, autism, and mental health conditions. PBS focuses on understanding the unique needs of each individual and developing tailored strategies that promote positive behaviour and enhance quality of life. By addressing the root causes of challenging behaviours and reinforcing constructive actions, we create an environment that fosters independence and wellbeing.

Our carers are equipped to support individuals dealing with mental health conditions such as depression, anxiety, or dementia. They receive training in compassionate communication and behaviour management strategies, helping them to provide not only practical support but also emotional and social interaction that is vital for mental wellness. This includes engaging clients in stimulating activities, providing companionship, and ensuring a routine that helps stabilise their mental health.

Our PBS approach not only benefits our clients but also ensures the safety and wellbeing of our carers. By implementing personalised support plans, we reduce the risk of challenging situations, creating a secure atmosphere for both clients and staff. Our dedicated carers receive specialised training in PBS, equipping them with the skills and knowledge to manage complex behaviours with empathy and effectiveness. We believe in the power of positive relationships and proactive support, enabling our clients to lead fulfilling lives while maintaining the highest standards of care and safety.



Physical Health

Our dedicated team is experienced in assisting clients with conditions such as multiple sclerosis, Parkinson's disease, stroke recovery, arthritis, and mobility impairments. We understand that each client's situation is unique, and we tailor our care plans to meet their specific requirements, promoting independence and enhancing their quality of life. From personal care and hygiene assistance to mobility support, our services are designed to ensure our clients feel comfortable, secure, and empowered in their daily lives.

We offer services that include medication management, meal preparation, and assistance with daily activities, ensuring that our clients receive the holistic care they deserve. At FeelCare, our goal is to support our clients in maintaining their dignity and achieving the highest level of physical wellbeing, enabling clients to enjoy a fulfilling and active lifestyle





Pet Therapy

At FeelCare, we understand the profound impact that pets can have on our wellbeing. That's why we're proud to offer pet therapy as part of our comprehensive home care services. Our therapy dogs can accompany our carers upon request, providing companionship, comfort, and joy to our clients.

- Help reduce feelings of loneliness, anxiety, and depression, promoting emotional wellbeing and improving overall mood.
- The simple act of petting a dog has been shown to release feel-good hormones such as oxytocin and serotonin, helping to alleviate tension and promote a sense of calm.
- Time with a therapy dog can encourage increased physical activity, through gentle walks or playful interactions. This can help improve mobility, cardiovascular health, and overall physical fitness.
- Activities such as teaching tricks, playing games, or engaging in conversation with the dog can help stimulate the mind, improve cognitive function and encourage communication, particularly for individuals who may be shy or have difficulty engaging with others.

Simply let us know if you're interested in incorporating pet therapy into your care plan. We will work with you to assess your needs and preferences, and match you with a therapy dog and carer who are the perfect fit for you. Whether you're looking for a furry companion to keep you company during your daily activities or simply craving some unconditional love and affection, our therapy dogs are here to brighten your day.

Frequently asked questions

How your support is arranged

Arranging support is quick and simple, once an initial care assessment has been carried out by a FeelCare care manager a care plan is produced which includes: your care needs, timings of your carer visits, interests, contacts, medication and so on. When completed and agreed by you, a suitable care team member can then be matched with your file and introduced at a convenient time.

How to change or cancel your care arrangements

If at any point in time you are unhappy with the care you are receiving you can call the office team to express your concerns, make changes or cancel your care. It is your home, your care and always your choice - with 24 hours notice you can tell us what works for you.

What your FeelCare carer can help you with

There are so many tasks and care needs a carer can attend to. The best thing is to call our team for an informal chat about what type of support it is you need - from household chores and cooking to personal care and medication support there's lots we can help you with.



What about your personal security

Every team member goes through rigorous recruitment screening before they begin work with FeelCare. You can rest assured that ID, background, references and qualifications are all thoroughly checked before a FeelCare ID card is created.

What happens when the office is closed

Our office phone number diverts to an on-call service answered by the FeelCare management team from 5 pm weekdays and over the weekend and holidays.

How can you pay for a FeelCare carer

We will send you an invoice at the end of every month for the hours of care provided, this can be paid by your preferred payment method i.e. bank transfer or cheque.

How FeelCare is accredited and monitored

If you haven't yet heard of the Care Quality Commission, they are the

independent regulator of health and social care in England. The Care Quality Commission inspect all health and social care providers and use the evidence they collect to create a report on the quality of care being provided.

What training does the team undergo in order to be a qualified carer

We offer bespoke training to our team to reflect specific needs -

- Understanding your role
- Positive Behaviour Support (PBS)
- Duty of care
- Equality and diversity
- Working in a person-centred way
- Privacy and dignity
- Awareness of mental health, dementia and learning disabilities
- Safeguarding adults
- Dementia Care
- First Aid
- Health and safety
- Handling information
- Infection prevention and control

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