



Helping Hands

Welcome to **Helping Hands Home Care**

Helping people live well in the homes and communities they love

TRUSTPILOT RATING



Rated **Excellent 4.8/5***



You've come to the right place

What is home care?

Home care is when you or a loved one receives care in the place they know and love most, without having to relocate to a residential care home. From personal care and housekeeping to companionship and nutrition support, our carers will come to your home, so your routines and lifestyle can remain consistent.

Who are Helping Hands?

For decades, we've been helping people to live well in the homes and communities they love.

We know living well at home means something different to each of us. That's why we take the time to listen and understand how we can best support your family. Whether it's regular companionship, assistance with the daily routine or support with more complex needs, our friendly team can help find care that's right for your family. When you call us, you'll know you've come to the right place.

We keep in regular touch with families, where that's needed, and can adapt the care we provide as things change. We're here to help your family to continue to live life to the fullest; because what matters most to you, matters to us.



The benefits of home care



A bespoke care plan to match your lifestyle



From 30 minute visits to round-the-clock care



Whether you're near or far, we keep in touch to help build your support plan together



Stay in the home you know and love, with familiar surroundings and sights

How to start your care journey

Call our friendly team today: [03301 625 439](tel:03301625439)

What care services do we provide?

Visiting care

Care from as little as 30 minutes a week.

This is ideal for those who need care little and often. Perhaps you or your loved one would benefit from help with the grocery shop once a week or support getting dressed in the mornings. If so, visiting care with a team of carers that you'll get to know well is the best option.



Live-in care

For round-the-clock support, we provide live-in care.



Whether it's for support with complex needs, regular companionship, help with the daily routine or to continue community activities, a dedicated carer is always on hand. Our carers are specially trained and supported by our qualified clinicians to provide personalised, tailored care solutions.

Respite care

Respite care offers short term support after a stay in hospital or when your regular carers are planning a break.

Some of the most common instances where people need respite care are after an accident, hospital discharge, recovering from surgery or covering a regular carer.



Dementia care

We believe that with the right support, customers can stay in the home they love, for longer.

Our dementia care is delivered by our expert carers who all receive specialist dementia training. From regular visits throughout the week, to 24-hour live-in care, our carers can provide peace of mind for families.



Palliative care

Palliative care is provided when a life-limiting or terminal condition is diagnosed.

For those living with a terminal or progressive condition, we offer support and help managing symptoms. We remain on hand to adapt the care we provide as things change and to keep you or your loved one as comfortable as possible.



Support for young adults

For individuals aged 18 years and over, we can provide support at home, work or university.

We're on hand to listen and create a bespoke plan for each individual, with our dedicated carers ready to be by your side no matter what, with a focus on maintaining and improving independence.



What more can we support with?



Companionship

Mental well-being is just as important as physical health, and companionship from our friendly team can enable customers to really get the best out of life.

Nutrition support

From sharing a passion for great food to trying out new ideas we can help with everything from meal preparation and grocery shopping all the way through to the kitchen clean-up afterwards.



Housekeeping services

Our carers can help with cleaning, laundry, ironing, dusting, vacuuming and watering house plants, so you or your loved one can focus on the things that you enjoy the most.



Community support

We understand that life extends beyond home, so we'll accompany customers wherever they need to go, whether it's for an appointment at the GP surgery, a trip to the hairdressers, supermarket, garden centre or work.

Personal care

We'll be there to support your family with dignity for every part of the daily routine, whether it's getting dressed and ready for the day or settling down for a peaceful night's sleep. Rest assured that our carers are trained to provide dignified support.



Clinical care

We can support you with a range of needs, from administering eye drops to managing a catheter. For those living with more complex conditions, our specialist nurses support and oversee delivery of care.

Why choose Helping Hands?



Decades of experience

We have been helping people live well at home and in their communities since 1989, and have supported tens of thousands of families across the nation.

We find the right carer for you

We have over 150 local branches and 6000+ carers across local communities in England and Wales. All carers are fully trained and directly employed by us, with our team of clinical nurses on hand to support with care packages and training, ensuring the highest quality of care.



Supported by qualified clinicians

Our carers are specially trained and supported by clinicians to ensure the right level of support for individual needs, including PEG-gastrostomy care, bowel and stoma management, and catheter and continence care.

Regulated by



CQC and CIW regulated

All our branches are monitored and regulated by the relevant bodies, the Care Quality Commission or Care Inspectorate Wales. This includes independent inspections on quality and safety standards, to give you peace of mind that we do what we say we will do.

Person-centred care

Each care plan is flexible and fully tailored to individual needs and requirements. Our dedicated team remain on hand to adapt care as things change.



Carers who love working with us

We directly employ our carers and provide them with fantastic employee benefits, including holiday pay and a pension package, to ensure that we retain the very best carers.



**Behind every five star
review, there's a story.**

**We are proud to be
part of so many.**

TRUSTPILOT RATING



Rated **Excellent 4.8/5***

You're in the most trusted hands

For decades, we've helped tens of thousands of families across the nation to live well at home and in the communities they love.

Great care relies on great carers.

That's why we find those special people with the upbeat warmth and compassion to provide the highest quality of care. We're proud of our carer training programme and importantly, the ongoing support we provide to our carers so they can deliver care that goes above and beyond, every day.

TRUSTPILOT RATING



Rated **Excellent 4.8/5***

We are proud to be trusted more than any other provider for home care

Rated "Excellent" 4.8/5 on TrustPilot from 3500+ reviews, with **95%** of those received being 4 and 5 stars.

'GLASSDOOR'

Scored **4.3/5**

Our employees love working here

On Glassdoor we are rated with a score of 4.3/5, and in a recent survey, **93%** of our carers said they would recommend us to someone as a care provider.



We have tried various care companies over the years, but nothing comes as close to perfection as Helping Hands has been in the past 5+ years. In the last few years of being with Helping Hands, I have had a team of carers that I can trust as I would my family, and I consider my carers part of the family.

Andy Kemp, customer



Customer Feedback

We're proud to deliver amazing service to customers every day



Rated **Excellent 4.8 out of 5*** on  **Trustpilot** based on 3500+ reviews



I count myself very fortunate in having been introduced to Helping Hands & would heartily recommend them to anyone. My life is much easier since Helen became a part of it!

Kate Morris



Their level of service and professionalism is outstanding ...Susan has a natural warmth about her and this passes over to those in her care.

Mr Martin



Helping Hands have enabled Mum to slowly adjust to being home after 3 months in hospital/rehabilitation... the change in her mental health is clear to hear and see. As we live a long way from Mum it gives my sister and I peace of mind that Mum is in good hands.

Lyn



The carers are exceptional, caring and have managed to build a solid caring relationship with our Dad. They go beyond at times and we can rely on them every day.

Lisa



In praise of our Helping Hands Team - where to begin! Not only are they unfailingly reliable, professional, good natured and pleasant, they will also step in to cover a last minute emergency. The relief and reduction in stress is priceless. Thank you.

Judith



Helping Hands vs. care agencies

There are two main options for choosing a care provider: either an 'introductory' agency or 'fully managed'.



Helping Hands is fully managed, and this means your care is completely regulated by the CQC and CIW. It is managed by a local team, all costs are included, and we will provide a replacement carer if your usual carer is ill or unsuitable.



What is introductory care? An introductory agency simply finds a carer for you, which means the service is not regulated and does not include training for the carers. With an introductory agency, you, the customer are expected to cover any illness.

	Fully Managed Service	Introductory Agency
Are they fully regulated by the CQC and CIW?	✓	✗
Are carers employed directly?	✓	✗
Is care fully managed and organised by a local team?	✓	✗
Do costs include assessment fees, weekends and any replacement care?	✓	✗
Will care be provided if the carer is sick or unsuitable?	✓	✗



The care that my dad has received during the first few days has been very good and brings reassurance to his family that he is being well looked after.

Stokle, customer





Next steps...

1

Call our team or visit our website

Call our friendly care team for a chat today on **0330 818 4335**, any day of the week. Or visit **helpinghands.co.uk/welcome** for more information on what types of care are available.

2

Book your free, no-obligation home care assessment

One of our Helping Hands care managers can visit you at home to discuss your requirements, so we can provide a personalised care plan.

3

Finding the right carer for you

If you are happy to proceed, we will partner you or your loved one with the right carer and start care as soon as possible.

4

You're in trusted hands

Relax, with the peace of mind you or your loved one is being looked after by Helping Hands - trusted more than any other homecare provider.

TRUSTPILOT RATING



Rated **Excellent 4.8/5***

*from 3500+ reviews, more than any other home care provider as at 01/2025

FAQs

1. What's the difference between live-in and visiting care?

Live-in care is when one of our dedicated carers provides you or your loved one with person-centred care 24 hours a day. Whereas visiting care gives you the flexibility to choose when and what frequency you would like our carers to visit.

2. How much does care cost?

The cost of care depends on the level of support you require. We will work with you to find the most cost-effective solution for you and your loved one.

3. Do we get to choose the carer?

For live-in care, we do our best to choose a carer who shares the same values as you or your loved one. Our team take the time to get to know your family, and will then provide profiles of carers that would be a suitable match. After that, the choice will be yours. With visiting care, we aim to keep a small group of carers in place to support you for as long as you need.

4. Do your carers go through background checks?

Yes, all our carers go through a Disclosure and Barring Service (DBS) check and we also request references from our carers. You can have full confidence that we have the right person to care for your family.

5. What duties can carers help with?

We take the time to listen and understand how we can best support your family, whether it's regular companionship, support to continue with community activity or a helping hand with the daily routine. Support could include oral hygiene and bathing, to household duties including washing the dishes, the laundry and helping prepare meals. Support continues outside the home too, including accompanying you or your loved one to medical appointments, favourite local activities and to family events. We are here to provide companionship, so you or your loved one will never feel isolated.

6. Will we have the same carer all the time?

We believe in continuity of care, so we aim to keep a small group of carers in place for as long as possible. We will always guarantee cover if a carer is unable to attend, so that you or your loved one never has to go without care.



For more FAQs visit our website:

helpinghands.co.uk/faqs

Get in touch

Call us for a chat today
and book your free assessment on

03301 625 439



To learn more about our
services, visit:

helpinghands.co.uk/welcome

