



COUNTY CARERS

PROVIDING THE BEST CARE SERVICE



“I really cannot express my gratitude to County Carers for the provision of the live-in care they have provided for my elderly parents. It has completely changed my view of carers. The live-in carer is totally devoted to their wellbeing both mentally and physically. My parents are so happy and content with the twenty-four-hour care she is providing.”

Elaine K



An overview of County Carers and its founder

As an award winning domiciliary care company based in the South East, County Carers believes that the most important thing is to source carers with the right qualities in order to provide exceptional levels of care.

Founded and managed by Eloise Wakeford, County Carers has cultivated and developed an elite team who all share the same philosophy and vision—to provide tailor-made, person-centred care to enable their clients to remain at home living a safe, independent and fulfilled life.

Eloise has a strong legal background practising criminal law, as well as 20 years' experience in the care industry, which gives her the edge in business and is the key to her success. Since being appointed Registered Manager of a residential home at the age of 19, Eloise has gone on to establish County Carers and use her skill, knowledge and integrity to benefit the elderly community. Eloise has created a management team with exceptional leadership skills and extensive experience in hospital, residential and domiciliary settings, some of whom she has worked with for over 20 years. It's the strength of the management structure that gives the clients peace of mind, and 24-hour support to the care team.

“What makes us different to our competitors is simple,” explains Eloise. “It is because we provide an exemplary service based on a unique outlook on domiciliary care.” County Carers guarantees continuity of care through a team of regular carers at set times for daily visits, or on regular rotation for their live in clients, and Eloise cannot emphasise enough the importance of continuity of care and the confidence and reassurance that it gives to clients.

“We believe that when you reach the point in life where you need care or extra help and support, you should receive the highest standard of care, from a carer who not only has the expected level of training and experience, but from someone who you would choose as a friend,” she says.

The company's experienced care managers offer a personalised service built around the individual's needs, choices and preferences, and great importance is placed on matching clients with carers who best suit their requirements. Communication with clients and their families is a priority for County Carers and is often something which others overlook.

Training and development of staff is key to providing the exceptional service that County Carers is renowned for. County Care Academy was introduced to deliver all in-house training “A visionary in health and social care training and development, specialist leaders in the industry delivering acclaimed training programmes to achieve excellence”.

The vision for the future, County Carers intends to continue to expand its services across different areas whilst at all times maintaining the company ethos of continuity of care and person-centred care planning.

“We have grown organically through recommendations and referrals, never losing sight of why the company was founded in the first place. We will continue to expand the management team to support the company as it grows. We will never accept a care package that we cannot fully commit to, and always keep our promises to our clients.”



*Providing support
improves your quality
of life*

Live in Care

Choosing to have a live in carer is an advantageous and cost effective way of remaining safe, happy and independent in your own home. We provide a companion who delivers flexible care built around you, fitting in with your usual routine, offering as much or as little support as you require. Your live in carer can assist with the running of the house and day to day tasks such as shopping, cooking and cleaning. Your trained carer will also support any medical needs. Maintaining your routine, supporting your hobbies and interests, and providing emotional support improves your quality of life.

Our experienced care managers offer a personalised service built around your needs, choices and preferences. We ensure continuity of care through a team of a maximum of 3 regular carers who work on rotation for a minimum of 2 weeks at a time. From the information you provide us with, County Carers will propose suitable carers from whom you can choose who you want to care for you. This ensures that your carer(s) will have the necessary skill and experience to meet your needs, share personality traits and interests, and with whom you can build a friendship.

We provide you with carer profiles which detail each Carer's key attributes, skills, work history, personal qualities, family background, likes and dislikes. This will assist you when choosing the carer(s) most suited to your needs / preferences.

*Confidentiality is of
the utmost importance*

Our Bespoke Care Packages

We offer bespoke care packages to meet wide ranging needs. Our experience with high profile clients affords you the knowledge that your confidentiality is of the utmost importance to us and will be protected by the relevant NDA's. We are used to liaising with numerous parties involved in a client's care package including assistants and private medical staff, often internationally. These packages are provided from hourly visits up to long companionship visits and also cover a carer accompanying you on international travel. You will have the reassurance that your appointed care manager will co-ordinate your visits, and can provide a private nurse or GP on occasions when this is required. Should you wish for a manager to be on call 24 hours per day this can also be arranged. Please contact us to discuss your individual requirements.





Daily Visits

We offer daily visits in our local community ranging from 30 mins to companionship visits for hours at a time 365 days per year. Whatever your requirements we will be able to assist you. We offer a wide range of services which include but are not limited to:

- Support with mobility - including the use of equipment
- Shopping and errand services.
- Light housekeeping and laundry.
- Medication monitoring and assistance.
- Meal preparation and assistance with eating.
- Personal hygiene, washing and bathing assistance.

We pride ourselves on delivering continuity of care and once you have enlisted our services you can rely on us for support. A team of your own regular carers who always attend your visits on time thanks to our well-structured and maintained rotas.

Night Care

Our specialist night carers provide either waking or sleeping nights to give you the reassurance of night support. Whether you or a loved one require night care as a stand alone care package, or as an additional service to your current care package, we will be sure to meet your needs. - Night companionship for piece of mind - Prevention as a safety measure for clients who pose a high risk of falling - 24 hour monitoring and assistance due to recent or sudden illness

Specialist Care

We provide care packages for clients with varying needs including those who require carers with specialist skills. We have specially trained and experienced carers in a wide range of areas including (but not limited to)

- Stroke
- Spinal injury
- Multiple Sclerosis
- Parkinson's
- Cancer
- Diabetes
- Anxiety and Depression
- Behaviours that challenge
- Dementia / Alzheimer's
- Palliative care / End of life

Dementia / Alzheimer's

We are experts in providing care for clients with Dementia and Alzheimer's. We have witnessed the benefits of being cared for in your own comfortable surroundings with a small team of specialist carers providing 24 hour assistance. Through our years of experience we have developed specialist care plans to enable safe and happy living at home as a preferred option to a residential / nursing home Our specialist care plans include:

- Behaviour mapping.
- Personal and environmental risk assessment.
- Coping skills and techniques to minimise anxiety.
- Medication reviews with Gps and district nurses.
- Implementing a safer and more structured routine.
- Encouragement and support with cognitive stimulation.

Nursing Care

People with more complex medical conditions also have the option to be supported at home. If you have specific medical requirements, we have a team of nurse-led clinical carers who are specially trained to provide nursing care and meet complex requirements. Whether you need ventilated, tracheostomy and PEG – gastronomy care, or continence care (including support for catheter, bowel and stoma), or require regular insulin injections and blood sugar monitoring, a clinical live-in carer can support you. Our expert team of clinicians oversee all of our nursing care services, which are available for customers with various different care needs. Please contact us directly to discuss your needs.





Our Company Values and Ethos

Our team is like a family and we all work together to provide the best service for our clients. The management team has worked together in the care industry for over 20 years, and that solid foundation and wealth of experience is what allows us to operate in such a successful manner, providing an exceptional and reliable service.

All of our team share the same vision and our priority is providing tailor made person-centred care, to enable you or your loved one to remain at home living a safe, independent and fulfilled life. We have cultivated and developed an elite team to ensure we all share the same philosophy and deliver care like no other. Each and every Carer who represents us brings something unique to the team - the only similarity ... we all share the same vision and values! Something which is instilled in our team throughout our intensive induction and internal training and development programmes. We truly believe that our continuity of care is what sets us apart from the rest.

We provide the assistance you require but in a sensitive manner and with minimum disruption to your life and daily routine. Our aim is to have a positive impact on the lives of our clients and from the feedback we have received over the years, we are sure that you will be impressed by our refreshing approach to care in the community.

It was important to us to genuinely showcase our team and the company. All images within this brochure are of County Carer's clients and carers, that moments captured are proudly presented by County Carers, consent has been given by those featured.

*Enable you or your loved one to remain at home
living a safe, independent and fulfilled life.*

“County Carers are a wonderful organisation who looked after my friend in the last stages of her life at home to perfection. The carer they provided was so professional, warm-hearted and understood my friend’s needs extremely well. I cannot recommend them highly enough! The organisation were very good at listening to what my friend needed and communicating well with me. Thank you so much!”

Debbie B





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