



## Care2Care Services

Care2Care Services is a care service provider based in Sheffield, that has provided day care, home care, and companionship services throughout the city since 2008.

We have extensive practical experience, knowledge and skills gained from many years in the health and social care sector, backed up by a long established team of professionally qualified and experienced managers, administrators and care workers.

If you think you can benefit from any of our services, or just need more information, please don't hesitate to contact us.

We will be happy to help, either over the phone, or if you prefer we can arrange to visit you in your own home.

*"...Thank you for everything that you have done for me. I am really impressed with the service and my carer..."*

JB – Service User



# Home Care 2

Professional carers dedicated to meeting your needs with flexible, dependable, high quality, personal care and support in your own home.

Care2Care Services (Home Care)

Burton Street Foundation,  
Burton Street,  
Sheffield, S6 2HH.

Telephone: 0114 317 7942

Email: [info@care2careservices.co.uk](mailto:info@care2careservices.co.uk)

Web: [www.care2careservices.co.uk](http://www.care2careservices.co.uk)

## Our Aims

We aim to provide a comprehensive range of professional, high quality care and support services that are flexible, responsive and dedicated to meeting the needs of our Service Users and their carers.

We understand everyone who chooses our services is different. We aim to assess, plan and deliver your care with a clear focus on your needs and abilities.

By tailoring our services to meet your needs we aim to maintain your personal independence and dignity and enable you to live the kind of life you want to live.

## Our Services

Many people at some time in their lives need greater care and support, particularly when coping alone becomes difficult.

Care2Care Home Care can help by offering a range of care and support services in the familiar surroundings of your own home, including assisting you with:

- Personal care
- Rising and retiring
- Bathing and personal hygiene
- Meals
- Medication

all of which can be tailored to meet the individual needs of:

- Adults of all ages with:
  - Learning and/or physical disabilities.
  - Mental health problems.
  - Long-term illness, or conditions such as Dementia or Alzheimer's disease.
- People requiring additional care after being discharged from hospital.
- Older people with a variety of needs.
- People who need end-of-life care.
- Unpaid carers, enabling them to take a break from their long-term caring commitments.

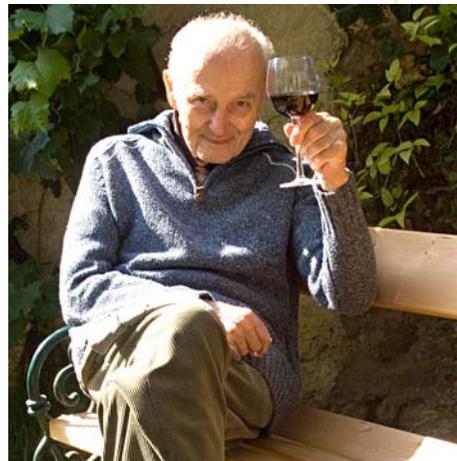
*"...I have a good laugh with my carers; they are always lovely and very good..."*

PB - Service User



*"...The service I receive is just perfect..."*

JR - Service User



## Our Quality

The views of our Service Users, whether complimentary or critical, are very important to us, and are invaluable in helping us to constantly evaluate and improve our care and service quality.

We regularly seek feedback from our Service Users, or their carers, by sending out questionnaires for them to complete and by making quality assurance visits.

We also actively encourage them to make any comments, suggestions or complaints they may have to their Care Worker or directly to our Care Manager. A copy of our **"What to do if you have a comment, suggestion or complaint"** leaflet is supplied to all our Service Users as part of their Welcome Pack.

Care2Care Services is regularly assessed by "Customer First", and is proud to confirm its continued commitment to, and compliance with, Customer First Standards by passing every assessment since receiving its first award in 2006.

Care2Care Services is inspected by and registered with the Care Quality Commission as a domiciliary care provider.

## Our Staff

Our managers, administrators and care workers have a range of relevant professional qualifications combined with extensive practical experience, knowledge and skills, gained from many years in the health and social care sector.

All our care and support workers are carefully selected, and trained by our sister company Care2Care Training to meet the requirements of National Care Standards. They have undergone full Criminal Records Bureau (CRB) checks and operate within a strictly monitored and enforced code of conduct. A copy of our code of conduct is supplied to all our Service Users as part of their Welcome Pack, and is available for inspection by all prospective Service Users.