



People
Partners



The people
who care





**With combined
experience of over
50 years, People
Partners is a leading
provider of homecare
in the Coventry &
Warwickshire area.**

About People Partners

We are fully registered and regulated by the Care Quality Commission (CQC) and we're rated Outstanding which is the highest rating. In fact, providing Outstanding care is at the core of everything we do.

As a long established homecare provider, People Partners has the experience and knowledge required to ensure that the care of you or your loved one is managed with the utmost compassion, discretion and of course care.

Privacy, dignity and respect are absolutely paramount in the support we provide.

And as a company we have a range of services which we can offer to support you or your loved one.

So whether it's occasional visits, full time support, or just a conversation to discuss the options open to you, People Partners could be just what you are looking for.



They are a 100% in everything. We tried three other agencies that could not suit my friend's needs. She is 98 and only needed care in the last five years. Continuity and communication are so important and are met every time. In her words "Best thing about the carers who come in, is they care".

Val C, Coventry

What makes us different?

We're regulated by the CQC and rated Outstanding – this is the highest rating they give. Many other homecare providers operate as introductory agencies, and as such are not regulated at all.

- All of our carers drive – meaning they don't have to rely on public transport.
- All of our carers are fully trained and DBS checked before we allow them to work.
- All staff have undergone specific COVID-19 and Infection Control training.
- Our caring staff are well paid, well trained, and well supported to provide compassionate care.
- If you or your loved one need us to take them anywhere then we charge mileage, but otherwise our prices are fully inclusive, meaning no nasty surprises when it's time to pay.
- We are flexible and don't tie you into long term contracts.
- Our person centred approach means we treat our customers as individuals, we value them and they are the reason we do what we do.
- We'll work in partnership with you to find the best level of support for you or your loved one, and to match our carers to your unique situation and care needs.
- We're local to you, as are our care staff, and we're not part of a big impersonal group or chain.





Thank you to you & your staff - the difference they have made to my mother is remarkable. All the anxiety has drained away & she is much more content now.

Stewart H, Coventry

Be involved in choosing your care

We work with our customers to design a bespoke package of care that supports and enables them to live as independently as possible; we will involve you in decisions every step of the way and when your needs change our support will also evolve to meet your needs.

Stay in the home you know and love

People Partners homecare helps you live the life you want in familiar surroundings, and by getting to know you, and your lifestyle, we will tailor a support package for your requirements.

Our compassionate carers will help you retain your independence and the upheaval of moving can all be avoided.

Cost effective care

Outstanding care may not cost as much as you think, and could be more cost effective than alternative options.

Nursing and Residential homes can be expensive and there are often many residents to be looked after by each carer. We will guarantee you individual care, and personalized support, and what's more, with People Partners homecare, you only pay for what you need.

Extensive training

The standard and quality of training at People Partners is second to none. All of our team are carefully vetted and are required to meet a high standard of training and supervision before they are allowed to start work, as well as being encouraged to continually develop their skills and knowledge through continuous professional development.

Our support for our care workers is also top class – and was recently assessed by the CQC as “Outstanding”.





I would like to thank the team who looked after Justine... I was so impressed with all the members of the team who were very professional but at the same time compassionate and loving.

Claudia, Coventry

Homecare Services

No two customers are the same, so each of our person-centred care packages are carefully tailored by our team to ensure that you are receiving the exact level of care that you need. Whether you are looking for occasional, or regular visits throughout the week, we'll be there to ensure that you feel safe, supported and independent.

With our homecare support you can choose to remain in your own home for as long as you want to, and you can make choices about how your care is delivered.

The care we provide is flexible to your needs, so if your care requirements should change or an unexpected situation arises, our team will work with you to provide support that is designed with you in mind.

Whether you need support with your personal care, mobility, household chores or getting out and about, or you have more complex requirements we'll be there for you.

Our individually tailored homecare service gives peace of mind to you and your loved ones, knowing that you are receiving the care you need, in familiar surroundings.



Funding for your care

If you need assistance to pay for your care then in the first instance we would recommend you contact the local authority and ask them to do an assessment of you or your loved one. They will assess the level of funding available to you. In some cases this may be sufficient for your needs, and of course there is always the option to "top-up" should you so desire.

Personal care

Your carers will support you and help you to maintain your independence, and can provide assistance with such activities such as bathing, dressing and going to the toilet safely, whilst promoting dignity and respect at all times.

Housekeeping

We can support you with your household chores such as cleaning, laundry and dusting.

Meals

We realise how important mealtimes are, and so we will work with you to ensure your dietary, nutrition and hydration needs are met. As well as preparing your meals we can do everything from helping you plan your mealtimes, to doing the shopping for you.

Medication

All our carers are trained and regularly assessed for medication competence, and can assist you to take the correct dose of your medication at the correct time.

Holiday care

In many cases our carers can support you by accompanying you on trips in the UK and abroad.

Errands and appointments

Whether it be getting to and from appointments with your GP, or other health provider or just picking up a few groceries, your carers can be there to support you with all your errands.

All our care staff drive and have the necessary insurance to be able to take you or your loved ones to any appointments.

End of life care

When a loved one is diagnosed with a terminal illness it often has a devastating effect on their friends and family too. We will provide compassionate care at a time when it is most needed, so you and your loved ones can make the most of your precious time together, in the place you feel most comfortable.

Companionship service & community activities

Not everyone needs extensive or complicated care, sometimes they just need someone to be there for some company.

Of course we can also support you with activities that help you live life to the fullest, whether this be going to church, taking part in activities or events, and meeting with family or friends, we can help you or your loved one meet their social needs and avoid the isolation that is all too common.

Emergency care

Whilst care is often planned in advance we understand that the unexpected can happen, and when it does we will do our utmost to provide much needed support.

Respite care

If you're caring for someone then sometimes you just need the reassurance that you are able to take a break and know that the person you support is in safe hands.

Dementia care

We recognise that consistency of routine and familiarity of care staff can be very important for those with dementia, so being looked after at home is often a better alternative to a care home and less disruptive too.

Our carers and management team undergo specialist and extensive dementia training to ensure they can provide the best of support and outstanding care for those with dementia, and with continuity in your care team you can establish a rapport and the trust that can be so important with dementia.

 Many thanks for your help and a special thank you to Kim - She is such a lovely person - so cheerful and willing.

Ann T, Coventry



What the CQC say

- Staff were exceptionally kind in their approach, displayed the right values, and had genuinely caring relationships with the people they supported.
- Staff were thoughtful and sensitive in their approach and creatively supported people to live their lives as fully as possible.
- There were enough staff to ensure people were safe. Staff had been recognised and praised for the excellent work they did supporting people.
- People were supported to have maximum choice and control of their lives.
- Very positive feedback was received in relation to the management of the service.

Inspected and rated

Outstanding 



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