



Regulated by



# What To Expect

## We can't wait to support you, here's what to expect with us

We understand choosing support for someone you love is a big decision. We've put together this guide to give you clear, practical information and an overview of what life with Thrive Homecare looks like.



☎ 01227 935977

✉ [hello@thrivehomecare.co.uk](mailto:hello@thrivehomecare.co.uk)

🖱 [www.thrivehomecare.co.uk](http://www.thrivehomecare.co.uk)

# What to Expect

We have a simple onboarding process, we hope it's as stress free as possible. You can call us anytime and we'll answer any questions you have along the way. From our very first chat to ongoing support, we focus on getting to know your loved one, their needs, their goals, and what makes them happiest, so we can help them truly thrive.



1. Following our consultation, you decide if we are a good fit for you and your family



2. We then make a personalised Care & Wellbeing Plan



3. You are introduced to your Health & Wellbeing Associate (carer) and also your Wellbeing Specialist



4. We'll always make sure you're happy before you sign the paperwork



5. We'll begin our regular visits and start to build that relationship




6. We check in with you regularly in those first two weeks and review how it's going



7. Based on our experience you will soon notice positive changes in outlook, engagement and activity



8. Just to make sure everything is as it should be, we conduct Quarterly Wellbeing Reviews and adjust the plan accordingly

 01227 935977

 [hello@thrivehomecare.co.uk](mailto:hello@thrivehomecare.co.uk)



[www.thrivehomecare.co.uk](http://www.thrivehomecare.co.uk)

# A Care & Wellbeing Plan

## What makes Thrive Homecare different?

We have a truly creative and holistic approach to support that sets us apart. We find innovative ways to bring joy, engagement, and meaning into everyday life. You can see real life examples of this in our Thrive in Action brochure.

We also take a unique approach to planning, using Care & Wellbeing Plans rather than traditional care plans. These go beyond simply meeting practical needs, focusing on the whole person, their goals, passions and interests, to help them live life in the fullest way possible.

Every plan is unique, a living reflection of the individual at the heart of it. Each plan covers:



**Personal Background:** life story, milestones, relationships, beliefs, and daily preferences



**Health & Practical Support:** medical needs, mobility, nutrition, personal care, safety, and access to professionals



**Wellbeing Goals:** emotional, cognitive, physical, and social support tailored to their interests



**Interests & Passions:** hobbies, creative pursuits, and activities that bring enjoyment or achievement




**Meaning & Purpose:** past achievements, ways to feel valued, and long-term aspirations

## Quarterly Wellbeing Reviews

Every person we support has:

- A dedicated Wellbeing Specialist - providing ongoing support, this is in addition to the regular visits from the Health & Wellbeing Associate (carer).
- Wellbeing Reviews - Every three months, we have a friendly catch-up to review wellness and wellbeing to make sure the plan always meets their needs.

 01227 935977

 [hello@thrivehomecare.co.uk](mailto:hello@thrivehomecare.co.uk)



[www.thrivehomecare.co.uk](http://www.thrivehomecare.co.uk)

# Your Care & Wellbeing Team

1

You'll be carefully matched with a **Health & Wellbeing Associate** (carer) or a **Companion** for regular visits.

2



Our **Health & Wellbeing Community Lead** provides oversight for any care needs.

Miśka Grzeško, Health & Wellbeing Community Lead

3



You'll also have regular contact and Quarterly Wellbeing Reviews with a **Wellbeing Specialist**.

Agota Szabo, Partnership & Wellbeing Lead

4



Our **Registered Manager** oversees the whole service and is always available if needed.

Rebecca Bennetts, Registered Manager

## Our Services

We know that needs can change, which is why we are flexible. Our companions are also trained as carers, so if your needs develop we can continue to provide support within the same trusted relationship.

- ✓ Companionship
- ✓ Daily Personal Care
- ✓ Live-In Care
- ✓ Wellbeing Support
- ✓ Admin & Practical Support
- ✓ Dementia Care

☎ 01227 935977

✉ [hello@thrivehomecare.co.uk](mailto:hello@thrivehomecare.co.uk)

🖱 [www.thrivehomecare.co.uk](http://www.thrivehomecare.co.uk)

# Keeping in Touch

## Keeping Families Informed

You can relax knowing you're connected and supported every step of the way. We'll keep you updated through both digital updates and personal chats, so you're always in the loop and any questions are answered quickly.

**One Touch Digital System**  
so you can see updates after every visit

**Direct Communication**  
with the Care & Wellbeing Team

**Timely Response**  
we get back to you as soon as possible, always within the same day

**Immediate Contact**  
we'll let you know straight away if any issues arise

**Oversight & Management**  
from the Care & Wellbeing Team



☎ 01227 935977

✉ [hello@thrivehomecare.co.uk](mailto:hello@thrivehomecare.co.uk)

🖱 [www.thrivehomecare.co.uk](http://www.thrivehomecare.co.uk)

# Colleague Wellbeing

## Looking After Our Team

The best support comes from an experienced team who feel valued, supported, and inspired. That's why we:

- ✓ Invest in training and professional development
- ✓ Provide a Wellbeing Programme which includes workshops and 1 to 1 coaching for all colleagues
- ✓ Foster a positive, collaborative and creative environment

By caring for our team, we ensure your loved one benefits from continuity, expertise, and genuine connection, delivered by motivated, skilled, and compassionate colleagues.

"Thrive Homecare's values match mine, people matter and every life has value and meaning. I really like the regular check-ins with team members to chat together about new ideas to enhance my clients days. We share creative ideas that lead to activities I can take to my clients and use practically."

**Elizabeth, Health & Wellbeing Associate**



☎ 01227 935977

✉ [hello@thrivehomecare.co.uk](mailto:hello@thrivehomecare.co.uk)

🖱 [www.thrivehomecare.co.uk](http://www.thrivehomecare.co.uk)

## How quickly can you start providing support?

**We get support in place as soon as possible.** This can be within 24 hrs for urgent needs but is usually within a week or two. The exact timing depends on your loved one's needs. Our priority is to start support quickly, but also to make sure it's the right fit for everyone.

## Are your associates DBS checked and fully trained?

**Yes.** All of our Health & Wellbeing Associates go through a thorough recruitment process, including references and enhanced DBS checks. A DBS check (Disclosure and Barring Service check) is a background check used in the UK to help employers make safer recruitment decisions. We also provide ongoing training, supervision and wellbeing support for our colleagues, because we believe the best care and support comes from people who feel valued and equipped.

## What are your fees?


**The cost depends on the level and frequency of support required.** Once we have established needs we can deliver a bespoke quote and talk you through it.

## What services can you provide and in what location?

**We provide companionship, wellbeing support, admin help and live-in care** right across the South East of England. If you're looking for **daily care visits**, we're based locally in Ashford, Canterbury, Whitstable and the nearby villages.

## Are you a regulated care provider?

**Yes.** We are registered with the Care Quality Commission (CQC), the independent regulator of health and social care in England. This means we are approved to provide regulated home care services and are committed to meeting the CQC's standards of safety, quality and professionalism. Our work will be inspected and rated by the CQC in due course, and we welcome that process as part of our commitment to transparency and excellence.

 01227 935977

 [hello@thrivehomecare.co.uk](mailto:hello@thrivehomecare.co.uk)

 [www.thrivehomecare.co.uk](http://www.thrivehomecare.co.uk)

# Testimonials

"It's like I've got mum back... and she's happier than I've seen her in years."

**Jean, daughter to Margaret**

"Having a dedicated companion visit regularly has truly uplifted my father's spirits. The bond they've formed is heart-warming."

**Emma, daughter to Jim**

"It's been remarkable how my friend has progressed and to see how comfortable and relaxed she has become. She was quite withdrawn in the beginning, but now seems to have integrated more and I feel this in part is due to you."

**Michael, friend to Penny**

"The care provider really do what they say. They matchmake the right kind of person to work with and help your loved one. My husband is 81 and has mixed dementia and cannot walk so their all-round approach really matters."

**Mary, wife to John**

"Your Health & Wellbeing Associate continually went over and above any expectations. They became friends and he derived so much comfort from her visits. She stayed with him until the end. I absolutely cannot fault the brilliant care provided by this organisation."

**Warren, friend to James**

At Thrive Homecare, our mission is to ensure older people enjoy the best possible quality of life. We aim to bring joy, purpose and connection back into the everyday, helping them to

## Live Life in Colour

 01227 935977  [hello@thrivehomecare.co.uk](mailto:hello@thrivehomecare.co.uk)

 [www.thrivehomecare.co.uk](http://www.thrivehomecare.co.uk)

