

Your Care Plus





We are delighted to welcome you to Your Care Plus.

Choosing a care provider is an important decision, and we want you to feel confident and reassured that you are in safe hands.

At Your Care Plus, we believe care should always be personal, respectful, and centred around you. Whether you require a little extra help each day or round-the-clock live-in support, our focus is on delivering care that makes you feel comfortable, secure, and valued in your own home.



This guide is designed to help you get to know us better.

Inside, you will find information about who we are, the services we provide, and how we work alongside you, your family, and our dedicated staff to ensure that your care is delivered to the highest standard.

Our Values



Compassion

We treat every client with kindness, respect and understanding

Independence

We support you to live the life you choose, encouraging independence wherever possible

Dignity and Respect

We safeguard your rights to privacy, dignity and choice

Quality and safety

We strive for the highest standards in recruitment, training and care delivery

Accountability

We welcome feedback, respond to concerns and are transparent in how we deliver care

About this guide



1. Introduction
2. Services
3. Our Promise
4. Training
5. Safeguarding
6. Financials
7. Your Rights
8. Frequently Asked Questions
9. Contact Us
10. Regulators

Director's Foreword



We are delighted to welcome you to Your Care Plus.

Your Care Plus was founded with a clear purpose: to make sure care is always delivered with the same compassion, respect, and dignity we would want for our own families.

Our philosophy is simple: “Would I be happy for this care to be delivered to our own loved ones?”

This guiding principle shapes everything we do and ensures that the care we provide is always of the highest standard.

For us, care is about more than practical support it's about building real relationships, offering companionship, and helping people live with independence and confidence.

We're here to walk alongside people on their care journey offering the right help at the right time, and adapting as needs change.

No two lives are the same, and we believe care should reflect that: personal, flexible, and always delivered with dignity and respect.

Great care starts with great carers, which is why we invest in our staff ensuring they have the training, encouragement, and rewards they deserve. When carers feel supported, the care they give is safer, stronger, and full of compassion.

With Your Care Plus, you're never just receiving care you're joining a community that puts people at the heart of everything.

Warm Regards

Jon & Nathan



Our Services

Hourly Care in and around Reading

We provide flexible hourly support to help you remain independent at home. Visits can range from 1 hour a week to several hours a day, depending on your needs.

Hourly care may include:

- Personal care (washing, dressing, toileting)
- Medication support
- Meal preparation and hydration
- Companionship and social support
- Household tasks and shopping
- Escorting to appointments or social activities

Live-in Care across the UK

We offer a complete live-in care service, where a trained care professional lives in your home to provide 24/7 support. Live-in care provides peace of mind, continuity, and companionship. It allows you to remain at home, surrounded by the comfort and familiarity of your own environment. Live-in care may include:

- Continuous day and night support
- Help with personal care, mobility, and daily routines
- Assistance with complex care needs
- Companionship and reassurance
- Supporting families with respite and peace of mind



Our Promise

We believe in regular and open communication. Care is not static, and your needs may change over time.

- We complete an initial care plan before your service starts.
- Your care will be formally reviewed after six weeks of starting with us.
- After this, reviews will take place at least every six months, or sooner if your needs change.
- You, your family, and your care workers are encouraged to request a review at any time.

How to Complain or Give Feedback

Your views are important to us. If you are unhappy with any aspect of your care:

Speak to your care worker or the office team.

If unresolved, contact the Registered Manager.

If you remain unsatisfied, you can contact the Care Quality Commission (CQC).

We also welcome compliments and feedback, which help us improve and celebrate what we do well.

Contact Us

Your Care Plus

20 Tudor Road, The Curious Lounge

Tudor Road, Reading, England, RG1 1NH

Tel: 0118 405 0233

Email: info@yourcareplus.co.uk

Website: yourcareplus.co.uk

Office Hours: Monday – Friday, 9:00 am – 5:00 pm

Emergency Line: 0118 405 0233



Your Care Plus will regularly send out surveys from us and CQC to ensure that we are providing the best possible service. We also work closely with CQC to remain compliant with our regulatory.

Training



At Your Care Plus, we want you to feel confident that the carers supporting you are fully prepared and understand your individual needs. Sometimes, a new carer may shadow an experienced colleague during visits so they can learn your routines before working independently. We'll always ask your permission first, and you're free to say no if you prefer.

We tailor training to you, making sure every carer knows your preferences and what matters most in your daily life. This helps us provide care that is not only safe and professional, but also truly personal.

We believe the best care comes from carers who feel valued. That's why we invest in our team with fair pay, proper training, open communication, and support for their wellbeing.

When our staff feel respected, the care they give is always compassionate and reliable.

Safeguarding

We are committed to protecting you from harm. All staff are trained in safeguarding and know how to report concerns. If you ever feel unsafe, please tel your carer, contact our office or speak directly to your local safeguarding team.

Confidentiality and Privacy

Your privacy matters to us. This Privacy Notice explains how we collect, use and protect your personal information.

What we collect:

- Your contact details and basic information
- Health and care information
- Details of family, next of kin or advocates
- Records of care provided
- Financial details for invoicing and payments

Why we collect:

- To provide safe and effective care
- To develop and review your care plan
- To communicate with you, your family and professionals
- To meet our legal and regulatory obligations

How we keep it safe:

- Paper records are stored securely in locked cabinets
- Electronic records are password protected and encrypted
- Only stay directly in your care can access your information

We may share your information with:

- Health Professionals (e.g GP, District Nurse)
- Local Authorities or NHS funders (if applicable)
- Regulatory bodies such as CQC (if legal required)
- Emergency Services when necessary for your safety
- We will not share your information with anyone else without your consent unless required by law

How long we keep it:

- We keep your records for as long as required by law (usually 8 years after your care ends), then securely destroy them.

Financials

We will provide clear details of charges before your care begins

Invoices are issued weekly or monthly depending on your preference

Payments can be made by direct debit or bank transfer

If you receive NHS or Local Authority funding we will liaise directly with them if needed

If you have any questions please contact our office team



Your Rights



You have the right to:
Access your information
Ask for corrections
Request deletion (in some circumstances)
Restrict how your data is used
Complain to the Information Commisioniers Office (ICO) if you are unhappy

Your Responsibilities



To help us provide safe and effective care, we will ask you to:
Treat our staff with courtesy and respect
Let us know promptly if your needs change
Give us at least 7 days notice for cancellations
Ensure your home environment is safe for carers to work in
Provide wifi for carers to complete their work



Frequently Asked Questions

What services do you provide?

We offer a wide range of personalised home care services, including personal care, companionship, medication support, meal preparation, light housekeeping, and assistance with daily living activities. Our care packages are tailored to meet individual needs.

How do you assess my care needs?

Before any care begins, we conduct a thorough assessment in your home to understand your requirements, preferences, and routines. This allows us to create a personalised care plan that fits your lifestyle and promotes independence.

Are your carers trained and vetted?

Yes. All our carers undergo a robust recruitment process, including enhanced background checks, professional references, and in-depth training. We also provide ongoing training and supervision to maintain the highest standards of care.

Can I choose the times and frequency of visits?

Absolutely. We offer flexible care schedules to suit your needs, whether that is a few hours a week, daily visits, or full-time live-in care. Your care plan can be adjusted at any time as your circumstances change.

What happens if my regular carer is unavailable?

If your regular carer is unable to attend, we will arrange for a fully trained replacement who has been introduced to your care plan, ensuring continuity of care with minimal disruption.

Do you provide care at short notice?

Yes, where possible. We understand that care needs can arise suddenly, and we will do our best to provide timely support, whether for hospital discharge, respite, or emergency care.

How do I pay for my care?

You can choose the payment method that works best for you. We accept direct payments from clients, local authority funding (where applicable), or a combination of both. Full details of payment options and invoicing will be explained during your care assessment.

What if I need to cancel a visit?

We understand that plans can change. If you need to cancel a scheduled visit, please provide at least 7 days' notice. Visits cancelled with less than 7 days' notice are chargeable.

Can I request documents in other formats?

Yes. We are committed to making our service accessible. Key documents, including care plans and invoices, can be provided in alternative formats such as large print, easy-read, or digital versions.

Please let us know your preference.

Contact Us

Office Hours

Our office is open:

Monday – Friday, 9:00 am – 5:00 pm

During these times you can contact us for:

General enquiries

Care scheduling and changes

Care reviews and feedback

Non-urgent concerns

Outside of office hours, we provide an emergency on-call line.

This is for urgent issues such as:

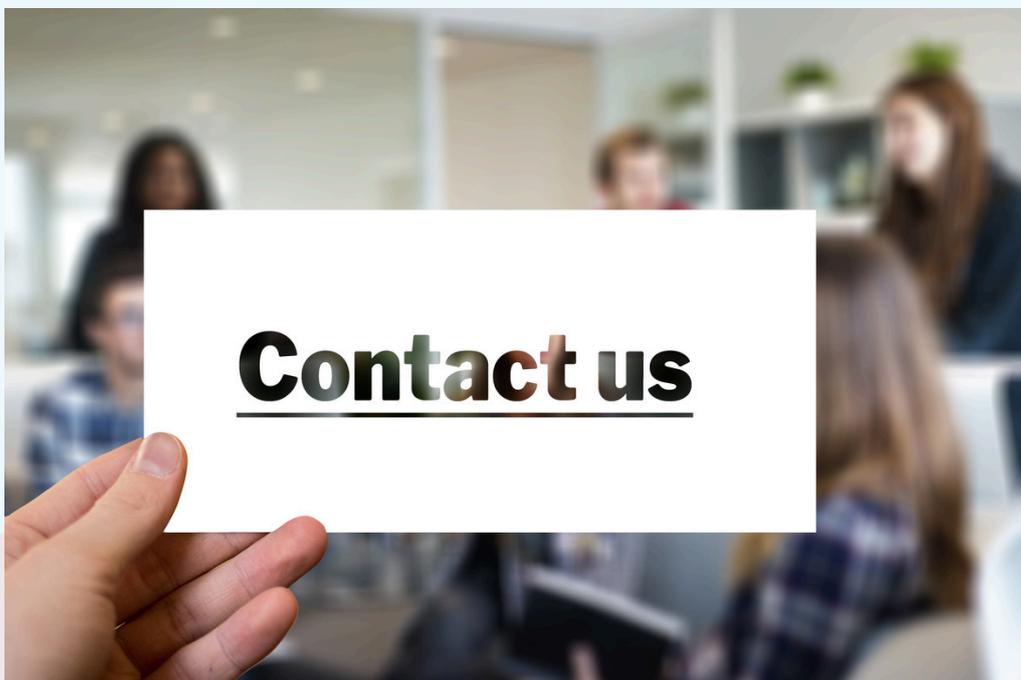
A missed or late care visit

An urgent safeguarding concern

An emergency that affects your immediate care

This line is available 24/7, ensuring you are never without support.

That said, if your concern is not urgent, you can also email us at info@yourcareplus.co.uk and we will get back to you as soon as possible during working hours.



Regulators

Registered With:



Your Care Plus is regulated by the Care Quality Commission (CQC), the independent regulator of health and social care in England.

The CQC monitor, inspect, and regulate care services to ensure they meet fundamental standards of quality and safety. As part of this process, inspectors may contact you or your family directly to gather feedback about the care you receive.

Your views are very important, and your honest feedback helps the CQC understand how well we are supporting you and where we can improve.

We welcome inspections and use them as an opportunity to continue improving the quality of care we provide.

www.cqc.co.uk 03000 616161

The logo for the Information Commissioner's Office (ICO) consists of the lowercase letters 'ico.' in a bold, dark blue, sans-serif font. The period at the end is a solid dark blue dot.

Information Commissioner's Office

You can contact the ICO at www.ico.org.org.uk or by calling 0303 123 1113

Contingency Care Notes QR
Code

