

# AUDLEY CARE

EXCEPTIONAL CARE IN YOUR OWN HOME







“We’re immensely proud of the work we do. From help with shopping and cleaning through to support seven days a week, raising the standards of home care is at the heart of everything we do.”

Joanna Lander  
Care Director, Audley Group

## OUR PROMISE

**At Audley Care, everything we provide is designed to enrich your life in your own home, whether you’re an Audley property owner or not.**

We are passionate about delivering exceptional care. We believe our years of experience in the industry, our training and expertise in providing care and our values of integrity and compassion are unequalled by any other provider.

### Heritage

Audley Care is part of Audley Group, which has been building and managing award-winning luxury retirement villages for almost 20 years. This means you can trust that we achieve unprecedented standards of service and care.

### Training

Our care assistants undertake industry leading training, including a minimum 12-week programme and additional specialist courses. We have the knowledge and experience to know what really matters in delivering care tailored to your specific needs.

### Our people

We know that happy and committed care assistants are the key to our success so we give them the best employee benefits in the industry. We truly believe if we look after our staff, our staff will look after you with integrity and respect.





OUR CARE



**We understand the importance of delivering exceptional care and you can expect the highest standards. Our services are tailored around your individual needs and if you ever want to change your level of care, we offer the flexibility to reassess your plan at any point.**

**Our discreet and friendly staff will help you with as little or as much as you want, including:**

- Assistance with getting up and going to bed, whatever the time
- Someone to go shopping with you or for you, or collecting prescriptions
- Someone to walk the dog or feed the cat
- A little help and company while recovering from illness
- Live-in, sleep-in night care or holiday cover
- Long term, short term or emergency care
- Someone to accompany you to appointments or social activities

“All the visiting carers have been lovely and have treated my father with great care. The whole team has been excellent and I would recommend them to anyone in our position.”

Andrew, son  
Audley Care, Willicombe Park

OUR FLEXIBILITY



**We understand your needs can change over time. But rest assured that should you ever need us, we will put your wellbeing, dignity and wishes first, helping you live an independent life from the comfort of your own home. Our wide range of services include:**

**Companionship**  
We will be there for you whether you want someone to accompany you to appointments or a companion to share your hobbies and interests. We can also assist with dog walking and shopping.

**Dementia**  
If you are living with dementia, we will work closely with you and your family, so we can provide a wholly personal service from a hand with daily tasks to simply lending an ear.

**Parkinson's**  
We train our care assistants to understand the needs of people living with Parkinson's. Our flexible care will give you choice and control so you can continue to live at home.

**Stroke**  
Our service is tailored around your rehabilitation. We will match our care assistants to your needs and draw up a care plan based around your choices.

**Multiple Sclerosis**  
Our care assistants are trained to provide support with mobility, hearing and speech problems, dizziness, tremors, pain or fatigue and will work with you to build daily routines that suit you.

**End of life care**  
Palliative care at home means you can stay in familiar surroundings. Our flexible around-the-clock care will be individual to you and constantly reviewed to meet your changing needs.



## ADDITIONAL BENEFITS

As a valued Audley Care customer, you will also be able to enjoy the following benefits at any Audley village:

- Indoor heated pool and gym
- Exercise classes and personal training (by appointment)
- Preferential rates for hairdressing, beauty and physiotherapy treatments where available
- 10% off any food and drink purchases in our restaurants, bistros and bars
- Reduced rate of £60 per night for a stay in our Guest Suites, including a continental breakfast

Find out more: [www.audleyvillages.co.uk/audley-club](http://www.audleyvillages.co.uk/audley-club)

## MOVING TO AUDLEY

Audley Care provides you with support in your own home, but have you considered the benefits of moving to an Audley Village? As well as the use of the health club, restaurants and Guest Suites you'll also have the peace of mind of:

- External upkeep of your property and the gardens
- Night Porter and security service
- 24 Hour staff coverage and CCTV
- On site care team
- Firstline home carers and call line services 24 hours a day, 7 days a week
- Preferential Audley Care rates





“Even if I won the lottery I’d still do this job.  
I love this job so much.”

Samantha Griffiths  
Branch Manager  
Audley Care, Binswood

## OUR PERSONAL CARE ASSISTANTS

As one of the UK’s most respected care providers, and a leader in its field, Audley is recognised, registered and regularly audited by the Care Quality Commission (CQC). So you can rest assured that your care assistant is rigorously trained and highly qualified.

## OUR SPECIALIST TRAINING

With an industry leading 12-week training programme, as well as additional specialist courses, you can trust our care assistants to provide unprecedented levels of around-the-clock, on-call service.

We demand exceptional standards and while other providers may have, unfortunately, fallen below this, we are committed to delivering care with a kindness, compassion and professionalism that is second to none.

## OUR COMMITMENT

We know that our people are integral to your happiness and wellbeing, so we do everything we can to make them feel valued and supported, which includes providing some of the best benefits in the industry. This means they will look after you in the same way we look after them, giving you the best possible care.







“The care for my grandmother has been fantastic... Each person has taken the time to get to know her and they all provide an amazing service. Thank you for everything!”

Catherine, granddaughter  
Audley Care, St George's Place

Our memberships, partnerships  
and registrations:





## WHERE TO FIND US

We offer Audley Care throughout the UK.  
Find the branch nearest to you.

**Binswood**, Royal Leamington Spa. **Chalfont Dene**, Chalfont St Peter.  
**Clevedon**, Ilkley. **Ellerslie**, Malvern. **Inglewood**, Kintbury. **Mote House**, Bearsted.  
**Redwood**, Failand, Bristol. **St Elphin's Park**, Darley Dale. **St George's Place**, Edgbaston.  
**Willicombe Park**, Royal Tunbridge Wells.

Opening soon:

**Cooper's Hill**, Englefield Green. **Stanbridge Earls**, Romsey.

Find out more about Audley Care

**0800 298 2212**

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

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