

PillarCare

# PillarCare

Quality care in  
your home for  
**independent living.**



[pillarcare.co.uk](http://pillarcare.co.uk)

At **PillarCare** we have been helping people live as independently as possible in their own homes since 1999. We provide professional care services to those living with a broad range of health conditions, complex care needs and learning disabilities throughout London and the UK. We understand having care is a big step and we work with each individual to create affordable, flexible, responsive care.

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## Person centred care

Knowing we are making a positive difference to people's lives drives all of us at PillarCare. We are committed to delivering the highest standards of care without losing a personal connection to those we care for.

Person Centred Care means that we work with each individual, encouraging full participation in delivering the right care for you. And unlike some other companies, we stay in touch. Our friendly, experienced Care Managers and Staff Supervisors are always on call and are committed to ensuring that we are there for you when you need us.

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## For your protection

Your home is your sanctuary. We all deserve to feel safe, especially at home. When selecting our Carers, we employ an extensive pre-screening and interview process, including comprehensive reference checks and a criminal record check at enhanced disclosure level (DBS). Many of our staff are qualified nurses/ medical staff, and all have at least 2 years' professional care experience prior to joining us.

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## Care packages

### Live-in Care

We witness every day how live-in care changes people's lives for the better, promoting the best possible quality of life for the longest time possible, and facilitating independence whilst providing companionship and security for couples and individuals.

### Hourly Day Care (6 hours minimum)

Whether you need help with your shopping, cooking and personal care, are convalescing after hospital or have specialist or complex care needs, we can provide a flexible Day Care package to suit you.

### Hourly Night Care

Based on 10 or 12 hours of care in your home through the night, night care is suitable for convalescence, complex care needs, those with learning disabilities or when a family member might need a break or respite.

### 24-Hour Care

Our 24-hour care is for people who need around-the-clock waking care, including those with complex care needs or learning disabilities, for end-of-life (palliative) care, or following hospital discharge when there are specialist care requirements.

### Integrated Care

PillarCare works differently to many other care providers, we work alongside your GP, consultant, hospital staff and your representatives to create a whole-person approach to the care we deliver for you.

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*“PillarCare have always been extremely helpful and courteous. They are fully aware of the difficulties in the home situation and have always been very supportive. They know that I could not manage without the good quality care which I receive.”*

*“Thank you so much for all your support and advice. You always heard and understood my worries; thank you for your patience and for always taking time and never rushing.”*

Mrs Brent, London

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*“I wanted you to know how much we all appreciated the flexible way you worked with us to ensure my parents had all the care they needed. The carers were superb and both my parents were able to build friendships with them.”*

Mrs J Berg, Kent

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*“The warmth and friendliness of your management team is greatly appreciated.”*

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*“The service is excellent in every way. However, the most impressive aspect of the service is the speed of response – in and out of office hours – which is especially important in ensuring care needs are met.”*

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*“We are absolutely delighted with (the carer), who has a very warm and ‘can do’ nature. She has already developed an excellent relationship with my father.”*

Mr R. Hacker, Westminster

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*“Thank you so much for all your help... All of you have been amazing! Your care truly means the world to me and my family.”*

Ms J. Weingarten, Kensington

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*“I have recommended your agency to lots of my friends.”*

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*“Thank you for finding such a lovely lady to look after Dad. Really caring.”*

Ms C. Fletcher, Stanmore

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*“A sincere Thank You for your kindness.”*

Mrs I Lee, London

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*“The long-term live-in carer was first class and very experienced... I was very appreciative of the general level of support to me over my mother’s increasing ill health.”*

Mrs M. Blumen, Finchley

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*“First Class. Our carer was knowledgeable, caring and dedicated.”*

Dr Manning, Barnet

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*“Questions or queries are dealt with immediately.”*

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*“Many thanks for supplying such excellent carers. I would be very happy to recommend PillarCare to friends.”*

Mrs B Levy, Suffolk

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*“Just to say thank you for all your help... All have been kind and thoughtful.”*

*“We continue to be very pleased with speed and efficiency. Any necessary changes are dealt with quickly and easily, i.e. a new carer at short notice.”*

*“Having an awareness of my wife’s complex needs and matching that with well chosen carers.”*

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*“The cares have a difficult job but carry it out with patience, understanding and common sense.”*

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### What our fees include

All our fees are fully inclusive, there are no hidden charges. We understand that the cost of care is often an unexpected expense. That is why our services are priced as a package to offer a tailor-made cost-effective solution and we work with each of our service users to give you the best value for money. Our fees include care service provision 365 days a year as well as the benefit of our on-call care managers, available 7 days a week from 8am to 9pm.

#### Daytime Hourly Rate

6 Consecutive hours (or more)  
Basic Rate: **£16.50 per hour**

Saturday & Sunday  
Weekend Rate: **£17.75 per hour**

#### Night Duty Rate

Per Night (10 hours waking-night care, flexible start time)

Weekday: **£165.00 per night**  
Weekend: **£177.50 per night**

#### Live-in Care

7 Days: **£945.00 per week**  
6 Days: **£810.00 per week**  
5 Days: **£675.00 per week**

#### Weekend Live-in Rate (2 days)

**£337.50**

#### Couples Live-in Rate (7 days)

From **£1,350.00**

#### 24 Hours Continuous Care (incl. 10 hours waking-night care)

**£426.00**

#### Live-in Respite Care

Per Week: **£1,400.00**  
and/or a minimum of 3 days care,  
starts from **£300.00** per day.

There is an initial registration fee of **£45.00**. Bank Holidays (including the 24th and 31st December) are charged at double the normal rate.

*“Dearest Robert, Heidi, Oona and everyone at PillarCare. A huge heartfelt thanks for your years of care and kindness to darling Reg.”*

Katy and James

Call us on 020 7482 2188  
or 0800 028 4645 to  
discuss your care needs.

[enquiries@pillarcare.co.uk](mailto:enquiries@pillarcare.co.uk) [pillarcare.co.uk](http://pillarcare.co.uk)

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For your protection:

