

PillarCare

The UK's award-winning homecare company



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.

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 agencies, we stay in touch. Our friendly, experienced care managers are on call 24 hours a day, 365 days a year; always there for you when you need us.

For your protection

We all deserve to feel safe, especially at home. We place great importance in the security, confidentiality and reliability of our management team and care staff, and ensure we are all trained in data-protection prior to entering your home.

When selecting our carers, we employ an extensive pre-screening and interview process, which includes comprehensive reference checks and a criminal record check at enhanced disclosure level (DBS).

Many of our carers are also qualified nurses or medical staff, and all of them have at least 2 years' professional care experience prior to joining us.

Care packages

Live-in care

97% of people prefer to stay in their own home rather than a care home, and many don't know that they can do so, regardless of their healthcare needs, for the rest of their lives.

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

Hourly day care (6hrs minimum)

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

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 operates differently to many other care providers; we work alongside your GP, consultants, hospital staff, and representatives to create a whole-person approach to the care we deliver for 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.

"As a former health care provider myself, I cannot say enough about the high standard of service of PillarCare.

One always wants skilled, observant and efficient professionals, but as important are the compassion and sensitivity with which the care is delivered. We had all these components."

- Irene, service user's wife

"The management team worked tirelessly and it made such a difference."

Sarah, daughter

"Thank you so much for looking after my mother so fantastically well. She has received truly superb care from all your staff over many months and I know that both she and all the family have really appreciated it."

Bernard, son

"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."

MsWeingarten, service user

"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."

MrHacker, son

"It's a weight off my mind to know that my parents are being cared for by the carers from PillarCare"

Sandie, daughter

"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."

MrsBrent, service user

"The excellent care from my carer really put me on the path to a speedy recovery"

Jackie, service user

"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."

service user

"Having dealt with several agencies previously, for my father, you really did make it easier. "

Stephen, son

"First class. Our carer was caring, knowledgeable, and dedicated."

Dr Manning, Barnet

"I would recommend using PillarCare to anyone whose parent has dementia, as they really understand and support the needs of the person having care, their family and their carers."

Sarah, daughter

"They were kind and caring every step of the way with mum's care and always had time to talk and answer questions."

service user's daughter

"They were considerate, highly reliable and discreet throughout, respectful towards my mother and attentive to her needs."

Michela, daughter

"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 Berg, daughter

"The job you did was incredible, all the carers were incredible - I'm so grateful."

Jon, husband

"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."

service user

"A sincere thank you for your kindness."

Mrs Lee, service user

"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 Blumen, daughter

"They make it easy to ask for help and advice and their knowledge and experience make it well worth having"

Natasha, goddaughter

"The carers have a difficult job but carry it out with patience, understanding and common sense."

Trevor, husband

"They were also flexible in meeting our specific needs and set up an efficient system of monitoring and feedback for us."

Angela, wife

"I felt fortunate to have found PillarCare which met our needs and more."

Irene, wife

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

Mrs Levy, service user

Care fees

We understand that the cost of care is often an unexpected expense; so we work closely with each of our service users to give the best value for money that we can. Our services are priced as a package to offer a tailor-made, cost-effective solution to suit you.

All our fees are fully inclusive, there are no hidden charges, and they include care service provision 365 days a year, as well as the benefit of our on-call care management team, available 7 days a week from 8am to 9pm.

Live-in care

7 days: £1,295 per week (£185 per day)

6 days: £1,110 per week

5 days: £925 per week

Daytime hourly rate

6 consecutive hours or more

£21.50 per hour

Weekend live-in rate (2 days)

£515

Night duty rate

10-12 hrs waking-night care

£21.50 per hour (from £215 per night)

Couples live-in rate (7 days)

From £1,680

24 hours continuous care (incl. 12 hours waking-night care)

£516.00

Live-in respite care

£2,100.00 per week

and/or a minimum of 3 days care,
starting from £300 per day

One-off registration fee

£45

Bank holidays (including the 24th and 31st December) are charged at double the normal rate.

Call us on: 020 7482 2188 to discuss your care needs

PillarCare

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