

# PillarCare




We are committed to delivering the highest standards of care whilst maintaining a personal connection to those we care for.

We treat every client as an individual and take time to understand who they are and how they want to live. We adapt our care to your family's requirements and the needs of your loved one.

We place great importance on the security, confidentiality, and reliability of our management team and care staff.

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



"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 of client*

# 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 and facilitating independence for the longest time possible, whilst also providing companionship and security for individuals and couples.

## Hourly day & night care

Hourly care is provided to people in their own homes when additional support is needed with day-to-day care. Whether you need help with your shopping, cooking or personal care, are convalescing after a hospital admission or have specialist or complex care needs, we can provide a flexible day care package to suit you.

## End of life

Our end of life care services prioritise comfort, dignity, and quality of life in the home. We create person centered care plans to meet individual needs. Our experienced professionals provide exceptional care and support for both the individual and their family, ensuring peace of mind during this difficult time.

**Our friendly, experienced care managers are on call 24 hours a day, always there for you when you need them.**



Providing families with peace of mind



# Our Concierge Service

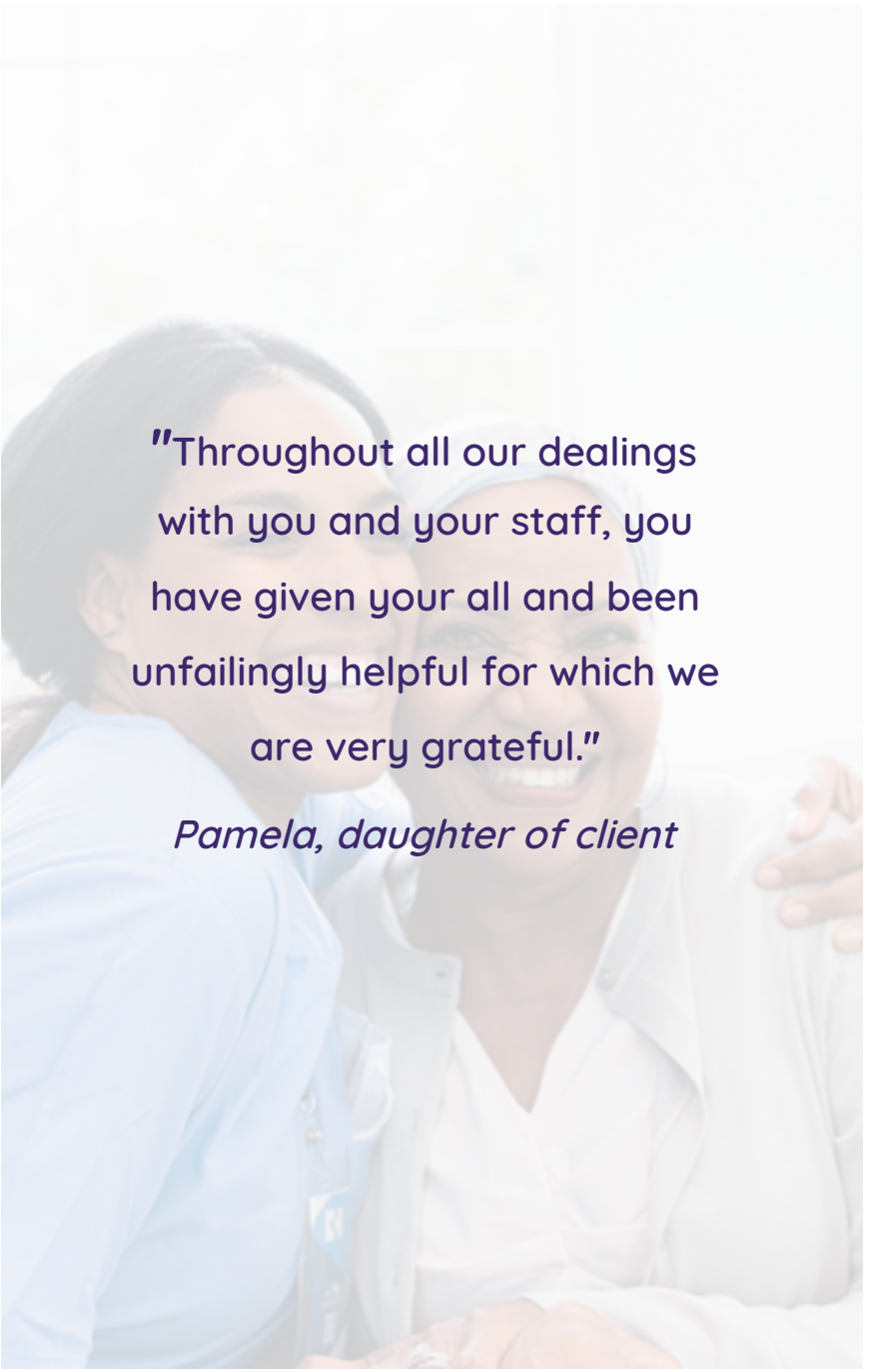
We recognise that caring for a loved one does not just end with providing care, there are often daily household tasks and responsibilities that need to be managed. Time is precious, lives are busy, and sometimes our family members live far away. All of our live-in care packages are inclusive of our concierge service that specialises in providing assistance to relieve the worry of managing these daily tasks and responsibilities.

We offer a comprehensive range of services that are personalised to the needs of our clients.

This concierge package includes but is not limited to:

- booking medical appointments
- assisting in arranging weekly shopping
- helping to access events in your community
- organising tradespersons for repairs
- travel arrangements, both essential and recreational
- planning a well-deserved holiday

We are here to assist you in providing the best care for your loved one to make their care journey easier, and provide families with peace of mind.



"Throughout all our dealings  
with you and your staff, you  
have given your all and been  
unfailingly helpful for which we  
are very grateful."

*Pamela, daughter of client*

# Care Fees

We understand that the cost of care is often an unexpected expense, so we work closely with each of our clients 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 of 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.

<b>Live-in care</b> 7 days: <b>£1,435</b> per week ( <b>£205</b> per day) 6 days: <b>£1,230</b> per week 5 days: <b>£1,025</b> per week	<b>Live-in respite care</b> <b>£2,450</b> per week and/or a minimum of 3 days care starting from <b>£350</b> per day
<b>Weekend live-in rate (2 days)</b> <b>£575</b>	<b>Couples live-in rate (7 days)</b> <b>£1,975</b>
<b>Daytime hourly rate</b> 6 consecutive hours or more <b>£23.50</b> per week	<b>Night duty rate</b> 10 - 12 hrs waking night care <b>£23.50</b> per hour (from <b>£235</b> per night)
<b>24 hours continuous care (inc 12 hours waking-night care)</b> 10 - 12 hrs waking night care <b>£564</b> per day	<b>One off registration fee</b> one-off registration fee is <b>£50</b>

Bank holidays (including 25th and 26th December) are charged at double the normal rate.

Providing You with Outstanding Care



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