



OLLIE CARE
YOUR TRUSTED COMPANION



CHOOSING HOME CARE WITH CONFIDENCE

Your Complete Guide from Ollie Care

Welcome to Ollie Care

Your Trusted Partner in Home Care

Choosing home care for your loved one is a big decision, and it can be hard to know where to start. At Ollie Care, we get it—you're looking for more than just services; you want genuine support that truly fits your family's needs. This guide is packed with useful tips, insights, and honest advice to help you make the best choice for your loved one.



Why Choose Ollie Care?

What Makes Us Different

We know you have options, so why choose Ollie Care? Here's what sets us apart:



Truly Personal Care

We tailor everything to suit your loved one's unique needs, routines, and preferences. It's not a one-size-fits-all approach—we listen, adapt, and work with you to create a plan that feels right.



Respect for Your Culture and Values

We're here to honour your loved one's traditions, beliefs, and preferences. Our team is trained to respect and integrate these aspects into daily care, so your loved one always feels comfortable and understood.



Care That Feels Like Family

Our carers aren't just doing a job—they're building connections. We choose team members who are not only skilled but genuinely caring, treating your family like their own.



Quality You Can Trust

Fully regulated by the Care Quality Commission (CQC), we uphold the highest standards in every aspect of our care. We keep up with the latest best practices to ensure your loved one receives the best support possible.



Our Services

Support That Fits Your Life

At Ollie Care, we offer a broad range of services designed to support your loved one in their own home, where they're most comfortable. Here's a closer look at what we provide:

1 Daily Personal Care
Assistance with everyday tasks like bathing, dressing, grooming, and mobility. We're there to help with the little things that make a big difference.

2 Companionship
More than just help around the house, we provide genuine companionship to brighten your loved one's day and keep loneliness at bay.

3 Specialised Dementia Care
Our team has the training and patience needed to care for those with memory loss, focusing on activities and routines that help maintain their quality of life.

4 24-Hour Live-In Care
For those needing constant support, our live-in care services provide peace of mind with round-the-clock attention, so your loved one is never alone.

5 Palliative and End-of-Life Care
We offer sensitive, compassionate care that focuses on comfort and dignity, helping families through challenging times with grace and support.



6

Flexible Respite Care

Need a break? We offer respite care options to give primary carers time to recharge, whether it's for a few hours, a weekend, or longer.

7

Night Care

We offer overnight support for individuals who may require assistance during the night. During waking nights carers assist with tasks such as getting in and out of bed, using the bathroom and providing reassurance and comfort through the night.

8

Mobility Assistance

Carers specialising in mobility assistance provide support to individuals with mobility limitations due to ageing, disability, injury or illness.

9

Additional Help Includes

- **Medication Management:** Ensuring your loved one takes their medication correctly and on time.
- **Meal Preparation:** Nutritious, home-cooked meals tailored to dietary needs and preferences.
- **Light Housekeeping:** Keeping the home clean and safe with light chores like laundry, dishes, and tidying up.



What Sets Us Apart?

The Ollie Care Promise

We know you want more than just care—you want peace of mind, trust, and a sense of partnership. Here's how we go beyond:



Building Genuine Connections

We focus on building lasting relationships, not just providing services. Our carers spend time getting to know your loved one's interests, likes, and dislikes, which helps us provide care that's truly engaging and personalised.



Customised Care Plans

We believe care should evolve with your loved one's needs. That's why we regularly review and adjust our care plans to keep up with any changes, big or small.



Easy, Open Communication

You're never in the dark with us. We keep you informed every step of the way, offering regular updates and always being just a phone call away for any questions or concerns.



Locally Rooted, Community Focused

Being part of the Manchester community means we're not just a service provider—we're your neighbours. We take pride in serving our local area and are dedicated to making a positive impact right here at home.



Always Learning, Always Improving

Our commitment to excellence means we never stop learning. We continuously invest in training and development to keep our team at the forefront of best care practices.

Your Essential Checklist for Choosing Home Care

Questions to Guide Your Decision

When it comes to choosing home care, it's all about finding the right fit. Use this checklist to guide your conversations with potential providers:

Assess Your Loved One's Needs

- What specific tasks do they need help with?
- Are there medical or emotional needs that require specialised support?

Ask About Caregiver Matching

How do they match carers with clients? Is it just about skills, or do they consider personality and preferences too?

Evaluate Flexibility

- Can the care plan be easily adjusted if your loved one's needs change?
- How quickly can they respond to unexpected situations or emergencies?

Understand Their Approach to Quality

- How do they ensure the quality of care? Are there regular check-ins or reviews?
- What's their process for handling complaints or feedback?





Look for Transparency in Costs

- Make sure you know all the costs upfront. Are there any hidden fees?
- Are they willing to work with you on flexible payment options or help you explore funding support?



Inquire About Technology and Tools

- Do they use any technology to enhance care, such as medication reminders or emergency alert systems?
- Are there any online platforms or apps where you can monitor your loved one's care plan, schedule and carer updates?



Ask about Caregiver Training and Experience

- What qualifications and certifications do the carers hold? Do they have experience with specific conditions (e.g., dementia, mobility issues)?
- How often do they undergo training or receive professional development?

Remember: It's okay to take your time and ask as many questions as you need. Choosing care is a big decision, and it's important to feel completely comfortable with your choice.



Preparing for Home Care

Making the Transition Smooth and Comfortable

Starting home care doesn't have to be stressful. Here are some tips to help make the transition easier for everyone:

Set up a Comfortable Environment: Make sure the home is safe and accessible, with any necessary modifications like grab bars or better lighting in place.

Discuss Preferences and Routines: Be open about your loved one's likes, dislikes, and daily routines. The more the carer knows, the better they can tailor their approach.

Introduce Caregivers Gradually: Arrange a meet-and-greet before care starts full-time. This allows your loved one to get to know the carer and feel more comfortable.

Stay Engaged: Keep communication lines open. Regular check-ins with the carer can help address any concerns early and keep the care on track. Quick Tip: Be patient with the process. It might take a little time for everyone to adjust, but with the right support, it will soon feel like a natural part of life.



Understanding Your Rights and the Provider's Responsibilities

Empower Yourself with Knowledge

Knowing your rights ensures your loved one receives the care they deserve. Here's what you're entitled to as a client:

1

Right to Personalised Care

Care plans should be customised, reflecting the unique needs and preferences of your loved one.

2

Right to Respect and Dignity

Every carer should treat your loved one with the utmost respect, safeguarding their dignity and privacy.

3

Right to Make Changes

If your loved one's needs change, you should be able to adjust the care plan without hassle.

Important Note: Always ask about the complaints procedure. A transparent provider will welcome feedback and have clear steps for resolving any issues.

3

Right to Clear Communication

You have the right to know who is providing care, how often it will be reviewed, and how to voice any concerns.

Exploring Funding and Financial Support

Navigating Costs with Confidence

Funding home care can be a concern, but there are resources to help manage costs:

1

Local Authority Funding

- Check if your loved one qualifies for support through a needs assessment by your local council.
- Direct payments allow you to manage your own care budget, offering greater flexibility.

2

Attendance Allowance

For those over 65 who need personal care, this benefit can help cover costs.

3

Carer's Allowance

- If you're caring for a loved one more than 35 hours a week, you might be eligible for financial support.

4

Charitable Grants

- Explore grants from charities dedicated to specific conditions, such as dementia or stroke recovery. Financial Planning Tip: Consider speaking with a financial adviser who specialises in long-term care planning. They can provide tailored advice to help you explore funding options and make the most of available resources.



Real Stories from Families We've Helped

What Our Clients Say



Ollie Care was exactly what we needed. They didn't just provide care; they brought joy back into my mum's life. Her carer, Mary, knows just how to brighten her day, whether it's a chat over tea or a stroll in the garden.

Jane
Manchester



I can't say enough good things about Ollie Care. They've been there for us through thick and thin, always ready to adjust as my dad's needs changed. It's been a relief knowing they're just a call away.

Mark
Salford



From the first phone call, Ollie Care made everything easy. They took the time to really understand what we needed and matched my grandmother with a carer who is not only skilled but also kind-hearted. It's been a game changer for our family.

Laura
Stockport

LET'S GET STARTED WITH OLLIE CARE

Ready to Find the Right Home Care?


At Ollie Care, we're not just about providing services—we're about providing peace of mind. Let's work together to find the perfect care for your loved one, so you can focus on spending quality time together.

Let's work together to create a care plan that meets your family's unique needs and brings comfort and support into your loved one's home.

Get in Touch

 info@olliecare.co.uk

 0161 533 3001

 St James Tower, 7 Charlotte Street,
Manchester, M1 4DZ