



A Modern Fresh Approach to Live In and
Live Out Care



Contents

8	Why Choose Us
9	Meet The Team
11	Services We Offer
13	Safeguarding
15	Blog
16	Governance
17	Contact Us

Why Choose Us

Fully employed carers

All of our carers are fully employed. They all pay tax and national insurance contributions and are dedicated to look after your loved ones.

All of our carers come with solid experience and some have caring qualifications. We offer additional training to keep their qualifications up to date too.

Quality resource every time

Regency understands first-hand the importance of having a quality, reliable, trustworthy resource and we pride ourselves on providing the best possible resource to suit your needs whether its childcare or elderly care.

All applicants we provide go through extensive vetting and checking procedures with supporting documentation.

Our bespoke matching service ensures a tailored fit for your requirement.

Perfectly matching your need.

We work hand in hand with you

You most definitely aren't just a "number" to us or the "next one on the list".

We work hand in hand with you to ensure we fully understand your needs.

Not our need - your elderly relative's needs.



‘You and your family are special. We value you and listening to you explaining what you need from a Regency Carer.’



Meet the team



Julia Bloomfield
Care Director

Julia studied Adult Nursing at the University of Plymouth and is a Registered Adult Nurse with over 12 years of experience specialising in care of over 65's.

Julia holds Level 5 diploma in Leadership for Health and Social Care and Children and Young People's Services, Adults' Residential Management and NCFE certificate in the Principles of Care Planning. Supporting this Julia is qualified in Falls Prevention.

Additionally, in compliment to her professional work Julia works voluntarily for a Christian charity for the last 8 years providing sponsorship for children's education and healthcare in the Gambia, West Africa and currently has 3 sponsored children aged between 5 and 16 years old.

In her leisure time Julia is an avid Exeter Chiefs Rugby supporter and enjoys going to the Gym.



Ruth Bucknell
Client Director & Founder

Ruth has over ten years experience in live-in care and Regency Private Care has been created to help other families achieve a quality service avoiding the many pitfalls that she herself experienced.

She is determined to ensure you receive a quality service and a long and happy placement. Ruth has a son, Ronnie, who is 10 years old, and has a God Daughter, Jessica, who is 23.



Phil Kane
Head of Finance

A Chartered Accountant, qualifying with Ernst and Young in Bristol before spending 2 years in their Melbourne office, Phil was formerly a director of Hargreaves Lansdown and Chief Executive of Houghton Stone.

After a successful turnaround of that latter business he left to concentrate on the SME market as a specialist adviser to growing businesses – focusing on helping them achieve their ultimate goals.

“Andrea was superb and could not be faulted with the help, support and guidance she gave our daughter after her operation. We and our daughter could not recommend her more highly. Thank you for such brilliant assistance at a very difficult time.”



Services We Offer

We treat both our carers and clients with the same ethos. We understand that all needs are different and we offer a bespoke service.

We will not only sustain day to day living, we aim to improve our clients quality of life and where appropriate, gently encourage our clients to broaden their activities.

At Regency we aim to provide the highest quality live-in care and we pride ourselves on ensuring the 'best fit' carer being placed with the client where perhaps they have shared experiences, hobbies or such like.

Our carers work hard to form a true bond with their clients often holidaying with them too.

Client dignity is of utmost importance to us and we will respect their needs and values with regard to ethnic origin, privacy, independence, religion, culture, sexuality and sexual orientation, political views, marital status and their right to make informed choices and to give them an attentive and flexible service offering.

'Our company ethos is a kind, warm and caring one.'

Companion and housekeeper
6-day week

Deposit 2 weeks

From £595 per week, ongoing payable 1 month in advance by standing order.

Live-in carer
6-day week

Deposit 2 weeks

From £595 per week, ongoing payable 1 month in advance by standing order.

Long term live-in carer
7-day week

Deposit 2 weeks

From £695 per week, ongoing payable 1 month in advance by standing order.

Domiciliary care
Hourly

Deposit 2 weeks

From £14.95 per hour, ongoing payable 1 month in advance by standing order.

Short term live-in carer
7-day week (up to 3 months)

Deposit 2 weeks

From £795 per week, ongoing payable 1 month in advance by standing order.

Safeguarding

We promote the ethos of 'if it's not reported it cannot be stopped'.

Regency's Safeguarding policy applies to all Regency personnel whether they work in a Regency office, in a service user's home or are engaging with other regulated agencies, local authorities or medical institutions.

We have a "No Secrets" safeguarding policy supported by a whistle blowing facility.

We work hard to ensure a safe environment and regularly take note of any updates from the Home Office Keep Safe booklet which is aimed at vulnerable adults.

We ensure everyone understands the role of the alerted and the process they must follow.

This includes:

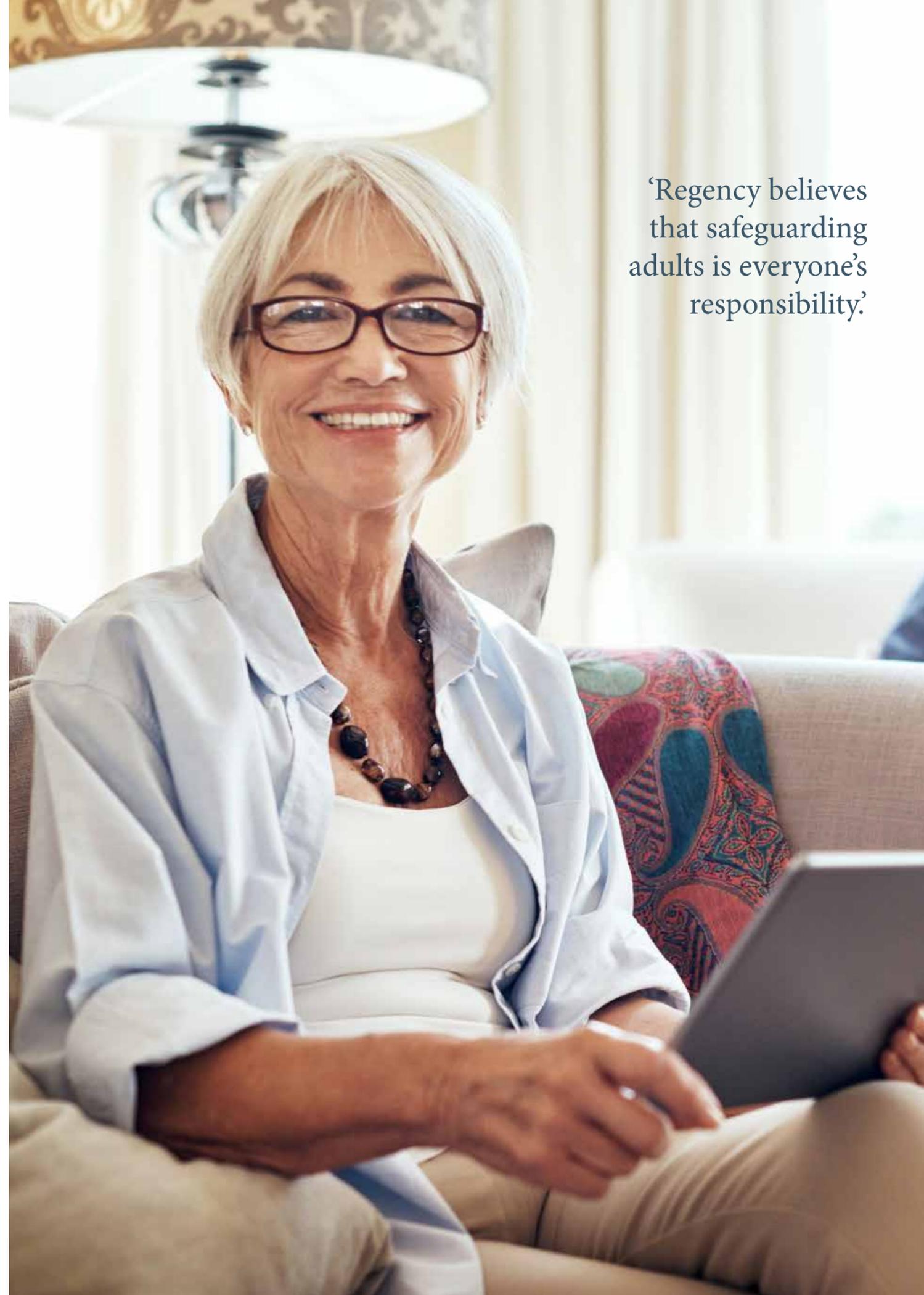
- Recognizing the signs and symptoms of abuse.
- The ability to recognize when someone is telling you about something that they do not like or want.
- Reporting to the line manager or any other appropriate agency.
- All roles and responsibilities are known and well understood.
- Responding sympathetically with careful listening and not being judgmental.
- Responding appropriately by ensuring the immediate safety of the person and themselves.
- Recording in the person's own words and sign and date the record as soon as it possible.

We follow all available guidance to ensure our safeguarding is as effective and robust as possible. We aim to have regular engagement with all relevant agencies to keep fully up to date to constantly improve our policy.

Regular training is provide to our employees and printed information is provided to our clients and/or service users. We monitor our performance and feedback to constantly iterate and improve.

Caring is the number one aim for us. We truly strive to comprehensively care in all aspects of our service offering. Safeguarding does not have to be a hard, harsh, uncaring policy and can be dealt with in a compassionate and effective way. Appropriate communication and the way this is delivered is key to a caring safeguarding policy.

Our employees are fully trained in how to quickly recognize and respond to any safeguarding issue fully supported with internal processes and procedures. We offer a 24 hour emergency telephone number and a whistleblowing email address. Both go straight through to the owner of the business and have a strict timeline for critical tasks.



'Regency believes that safeguarding adults is everyone's responsibility.'



Governance



This ensures the best value and level of service for both the client and the employed carer. We constantly review internal and external processes to ensure optimum efficiency directly contributing to increased customer satisfaction and speed of response.

We conduct regular assessments and have structured communications, both formal and informal. We regularly monitor the effectiveness,

management and provision of not only the Regency Private Care offerings but additionally the satisfaction of the clients and carers.

Alongside this we have a robust complaints procedure both for the client and carer which has been specifically designed to ensure that all complaints, comments and grievances are dealt with fairly and consistently.

‘Regency believes that safeguarding adults is everyone’s responsibility.’



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