

PRIME YEARS CARE AGENCY



Your Guide to

Home Care



Relationship-led care that brings care,
companionship, and connection to everyday life.





Home Is Best.



YOU'VE COME TO THE RIGHT PLACE

What is home care?

Home care means receiving the support you need in the place you know and love, your own home.

From personal care and everyday routines to companionship and support getting out and about, our care is designed to help you live well at home.

Personal Care | Companionship | Live-In Care | Respite | Community Support

Who Are Prime Years?



Care built around people, not just care plans.

We believe that great home care begins with a relationship.

At Prime Years, we take the time to get to know the person we are supporting — their personality, routines, interests, preferences, and the little things that make their day feel like their own.

Our aim is simple:

To help people remain at home, stay connected, and continue living life in a way that feels meaningful to them.

We also recognise something that can easily be missed in home care.

Someone can have all their practical needs met and still feel lonely.

That's why human connection is at the heart of what we do.

Our 5 Minutes Extra

We believe that sometimes the most important part of a visit isn't on the care plan.

Our 5 Minutes Extra gives our carers permission to slow down and make time for human connection — perhaps for a conversation, a cup of tea, a laugh, or simply a few moments of companionship.

Because five minutes can make a difference to someone's whole day.



Why Choose Home Care?

Choose home care to stay independent, comfortable, and connected in the place you know.



Stay in the home you know and love

Remain in familiar surroundings, with the routines, people and things that matter to you.



Support for you and your family

We keep in touch and work together to build the right support around you.



A bespoke care plan to match your lifestyle

Care planned around your individual needs, preferences, and routines.



From regular visits to round-the-clock care

Flexible support designed around the level of care you need.

How to start your care journey

Call our friendly team today: **01246 380721**

What Care Services Do We Provide?

Visiting care

Flexible care visits from as little as 30 minutes.

Visiting care is ideal when you or your loved one needs regular support at home but doesn't require someone living with you. Visits can be arranged around your routine and may include personal care, getting ready for the day, meal preparation, medication support, companionship or help with everyday tasks. You'll get to know a small team of familiar carers who understand how you like things done.



Respite care

Short-term care that gives families and regular carers time to rest, recharge or take a well-earned break.

Respite care can provide temporary support following a hospital stay, during recovery from illness or surgery, or when a regular family or professional carer needs time away. Whether you need support for a few days or a planned period of care, we provide a familiar, person-centred service that helps maintain your usual routines while giving families peace of mind.

Live-in care

For round-the-clock support, our live-in care provides a dedicated carer in your home.

Live-in care can provide greater reassurance for people who need more consistent support throughout the day and night. Your carer can help with personal care, everyday routines, meals, household tasks, appointments, companionship and staying connected with your community. Most importantly, you can remain in the home you know and love, with care built around your individual needs and preferences.





Personal care

Support with personal care, delivered with dignity, choice, and respect.

Our carers can support with everyday personal care such as washing, dressing, toileting and getting ready for the day.

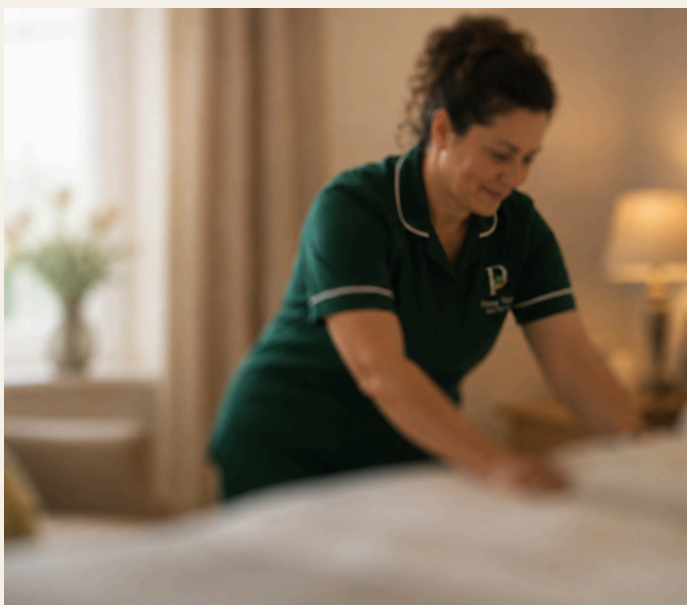
We work at the person's pace, respecting their privacy and independence while providing the reassurance and practical support they need.

Dementia care

With the right support, people living with dementia can continue to live safely and comfortably at home.

Our dementia care is delivered by trained carers who take time to understand the person, their routines and what matters to them.

From regular visiting care to live-in support, we provide consistent, person-centred care that helps families feel reassured.



End of life care

Compassionate support to help people remain comfortable and surrounded by what matters to them.

We provide sensitive care for people approaching the end of life, working alongside families and other professionals involved in their care.

Our aim is to provide comfort, dignity and reassurance while adapting our support as needs change.

Hospital discharge care

Helping you settle back home safely and confidently after a hospital stay.

Our hospital discharge care provides practical support during the transition home, from help with personal care and everyday routines to meal preparation, medication support and getting to appointments.

We work around your recovery needs, helping you regain confidence and independence while providing reassurance for you and your family.



The support I received after leaving hospital made all the difference. I felt safe, cared for and never alone.

- CLIENT STORY



Support for young adults

Helping young adults maintain independence and stay connected to everyday life.

We create personalised support around each individual's needs, routines, and goals, whether that means support at home, getting out into the community or maintaining everyday independence. Our relationship-led approach focuses on confidence, choice and helping each person live life on their own terms.

Personalised support

Care built around you, your needs and your goals.

Independence first

Empowering individuals to live life on their own terms.

Stay connected

Encouraging community, friendships and meaningful relationships.

Trusted and reliable

Consistent support from people you can count on, every step of the way.

More Than Personal Care

Care is about more than the practical things:

- Sometimes what someone needs most isn't another task completed.
- It's someone to talk to.
- Someone to share a cup of tea with.
- Someone to go for a walk with.
- Someone who notices when they're having a difficult day.



The power of animals

Spending time with animals can bring comfort, lift mood, and encourage connection for people with dementia.

Companionship & connection

Because feeling connected is an important part of living well.

Our carers can provide meaningful companionship, whether that means sharing a conversation, enjoying a favourite hobby, going for a walk, or simply having someone there.

We take time to build genuine relationships and help reduce loneliness and isolation.



Community support & connection

Helping you stay connected to the people, places and activities that matter to you.

Our carers can support you to get out and about, attend appointments, meet friends and family, enjoy hobbies, or take part in local activities.

We want to help you remain active, confident, and connected to your community.

Nutrition & mealtimes

Helping you enjoy good food and maintain healthy routines.

From planning meals and preparing food to shopping for groceries and helping with kitchen clean-up, we can provide practical support around mealtimes.

We can also encourage independence by involving you in choosing and preparing the foods you enjoy.



Household support

A helping hand with the everyday tasks that keep your home comfortable.

Our carers can support with everyday household tasks such as laundry, ironing, dusting, vacuuming, washing dishes and keeping things tidy, helping you spend more time doing the things you enjoy.

Staying connected

Because life doesn't stop at the front door.

We want the people we support to stay connected to the things they enjoy — whether that's a favourite hobby, meeting friends, spending time with family or getting out into the community.

Our goal isn't simply to provide care. It's to help keep life moving.



Understanding the Cost of Care

We believe in clear, honest guidance so you can make the right choices with confidence. There are several ways care can be funded, depending on your circumstances.

FUNDING OPTION	HOW IT WORKS	WHAT YOU NEED TO KNOW
 PRIVATE FUNDING Self-funded care	You arrange and pay for your care privately.	You have full choice and control over the care you receive and the carers who support you.
 LOCAL AUTHORITY FUNDING Council-funded care	Your local authority will assess your needs to determine eligibility and how much financial support you may receive.	If you're eligible, the council may contribute to the cost of your care. You may still be asked to contribute towards the cost depending on your assessment.
 NHS FUNDING NHS continuing healthcare	If your care needs are primarily health-related and meet NHS criteria, you may be eligible for NHS funding.	This is arranged following a referral and assessment by the NHS. Not all care needs will qualify.
 DIRECT PAYMENT More choice and control	You receive a personal budget from your local authority to arrange and pay for your own care.	This gives you the flexibility to choose the care and support that works best for you.



We're here to help

Funding can feel complicated, but you don't have to figure it out alone. We'll talk through your options, explain what's available and help you find the best solution for your needs.



No two care arrangements are the same—your care should be as individual as you are.

Personal Care | Companionship | Live-In Care | Respite | Community Support

Why Choose Prime Years?

Relationship-led care

We don't believe people should feel like a number on a rota. We build relationships that help people feel known, respected, and valued.

The 5 Minutes Extra

We make space for the human moments that can easily disappear when care becomes rushed and task-focused.

A Match Made

We look beyond qualifications and availability. Where possible, we consider personality, interests and compatibility when matching clients with carers.



Safe & professional

Safeguarding matters

Your safety, dignity and wellbeing are at the heart of everything we do.

Our staff are trained to recognise safeguarding concerns, follow the correct procedures, and know what steps to take to report and respond appropriately.

If something doesn't feel right, we encourage you or your family to speak up. Every concern will be listened to and taken seriously.



CQC regulated

Regulated by the Care Quality Commission (CQC) we undergo rigorous independent inspections to guarantee your safety and peace of mind.



Person-centred care

Care should fit the person, not the other way around.

We take time to understand your needs, preferences, routines and what matters most to you, so your care is shaped around your life and delivered with dignity, choice, and respect.

Your care plan reflects your individual needs, preferences, routines, and goals.



Our carers



Good care starts with the right people.

Our team are carefully selected, trained, and supported to provide safe, compassionate care while building genuine relationships with the people they support.

- ✓ Carefully recruited and DBS checked.
- ✓ Comprehensive training and ongoing development.
- ✓ Regular supervision and support.
- ✓ Matched where possible for the best fit.
- ✓ Kind, reliable and committed to making a difference.

What our team say

“

I love that we have the time to really connect with people. It's not just about tasks - it's about making someone's day brighter.

Team Leader
Care & Quality

“

Being a carer is about trust and respect. Knowing I can make a real difference in someone's life is why I do what I do.

Carer
Home Care

“

I'm proud to be part of a team that truly puts people first. From the office to the visits, we all work together to make care personal.

Admin
Client Support

Personal Care | Companionship | Live-In Care | Respite | Community Support

Behind every visit is a relationship



Good care is felt, not just delivered.

**The best care isn't only about what happens during a visit.
It's about feeling remembered, listened to and safe — feeling
connected, valued and knowing that someone genuinely
cares.**

What Our Clients & Families Say

“

It's the little things that make such a difference. Mum doesn't just have someone coming in to help her, she has someone who takes the time to talk to her, listen to her, and make her feel valued.

Daughter of a client.

”

“

Knowing someone is checking in on Dad and genuinely getting to know him has given our family such peace of mind. It feels much more than a care visit.

Family member.

”

“

What I really appreciate is that the care doesn't feel rushed. There is time to talk, time to listen and time to notice when something isn't right. That human connection means everything.

Client's family member.

”

“

Prime Years understands that good care is about the person, not just the tasks. They have helped Mum stay connected to the things she enjoys and feel more confident about everyday life.

Son of a client.

”

“

The carer has become a familiar and trusted face. Dad looks forward to her visits and, most importantly, he still feels like he is in control of his own life.

Daughter of a client.

”

Understanding Your Options

	VISITING CARE Regular visits that fit around your needs and lifestyle.	LIVE-IN CARE A greater level of support with a carer living in your home.	BOTH CAN INCLUDE
Support in your own home	✓	✓	✓
Companionship & connection	✓	✓	✓
Support with everyday routines	✓	✓	✓
Flexible care planning	✓	✓	✓
Best for	People that need support at specific times of the day or week.	People that need more consistent support day and night.	
Care that adapts to you	Care visits tailored to your schedule and needs.	A carer in your home providing support when you need it most.	

Care that works around you

Choosing the right type of care depends on your needs, routines, and the level of support you feel comfortable with.

Whether you need regular visits or more consistent support at home, we can help you find an approach that fits your life.



Our aim is simple: the right care, at the right time, in the right way for you.

Personal Care | Companionship | Live-In Care | Respite | Community Support

Prime Years vs. Introductory Agencies

Choosing care is about more than finding someone to visit

At Prime Years, we believe good care is relationship-led, properly organised and centred around the person. We take time to understand what matters to you, build the right care relationship, and provide consistent support.

Prime Years is fully regulated

Prime Years Care Agency is fully regulated by the Care Quality Commission (CQC). We provide professionally managed, person-centred care, with our team responsible for coordinating and overseeing your care.

What is an introductory agency?

An introductory agency primarily introduces a client to a carer. The agency does not provide the same fully managed, regulated care service, and the client may have greater responsibility for managing aspects of the care arrangement.

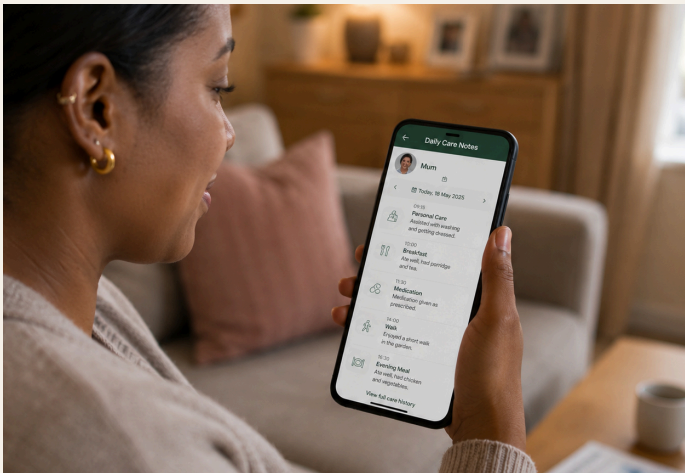
	Prime Years Care Agency	Introductory Agency
Is the service fully regulated by the CQC?	✓	✗
Are carers employed and managed by the provider?	✓	✗
Is care planned around the individual?	✓	✗
Is there a dedicated team supporting continuity of care?	✓	✗
Does the provider arrange cover when a regular carer is unavailable?	✓	✗
Is there a focus on building a genuine care relationship?	✓	✗

What Makes Prime Years Different?

Person-centred

Our care is built around people, not just tasks. We allow an extra five minutes after a visit for human connection where appropriate — time to talk, listen and make sure the person feels remembered. Because to us, care is not simply delivered; it is felt.

Our 5Ts: Time • Talk • Trust • Touch • Treasure



Digitalised care

Keeping you connected to the care your loved one receives.

Our digital care system allows clients and their nominated family members to securely access daily care notes and see which carer is supporting their loved one each day — providing greater transparency, reassurance, and peace of mind.

Client memory album

A personal album created with the client to capture the people, places, memories, and moments that matter to them.

We use it to help carers get to know the person beyond their care plan, encourage conversation, and keep meaningful memories at the heart of everyday care.



Your Care Journey

1

Let's talk

Call us for an informal conversation about what you or your loved one needs.



2

Let's get to know you

We'll take the time to understand your circumstances, routines, preferences and what matters most to you.



3

Let's find your Match Made

We'll consider the right carer or care team for your needs, personality, and lifestyle.



4

Let's build a relationship

Your care begins — but so does the relationship. We'll continue listening, reviewing, and adapting as your needs change.



Frequently Asked Questions

1. What's the difference between live-in and visiting care?

Live-in care is when one of our dedicated carers provides you or your loved one with person-centred care 24 hours a day. Whereas visiting care gives you the flexibility to choose when and what frequency you would like our carers to visit.

2. How much does care cost?

The cost of care depends on the level of support you require. We will work with you to find the most cost-effective solution for you and your loved one.

3. Do we get to choose the carer?

Yes. At Prime Years, we believe the right relationship matters. Our Match Made approach means we take time to understand your personality, preferences, routines and what matters to you. We then look for a carer who is a good fit. With visiting care, we aim to keep a small, consistent team around you so familiar faces become part of your everyday life.

4. Do your carers go through background checks?

Yes, all our carers go through a Disclosure and Barring Service (DBS) check, and we also request references from our carers. You can have full confidence that we have the right person to care for your family.

5. Will we have the same carer all the time?

We believe in continuity of care, so we aim to keep a small group of carers in place for as long as possible. We will always arrange cover if a carer is unable to attend, so that you or your loved one never has to go without care.

6. What can your carers help with?

Our dedicated team provides complete support to make everyday life easier, safer, and more fulfilling:

- ✓ Enjoying meaningful conversations and spending quality time.
- ✓ Supporting with bathing, dressing, and oral hygiene.
- ✓ Washing clothes, ironing, tidying, and keeping the home comfortable.
- ✓ Preparing nutritious meals and drinks to enjoy.
- ✓ Accompanying to medical appointments, activities, and social events.
- ✓ Helping with shopping and everyday errands.



For more FAQs, visit our website: www.primeyearscareagency.com

Home Is Best

Because home means keeping your routines, your memories, your loved ones and even the pets who make it feel like home.



Let's talk

Whether you're looking for a little extra help around the home, regular companionship, personal care, respite, or live-in support, we're here to listen.

Contact

Prime Years Care Agency Limited

Telephone: 01246 380721

Website: www.primeyearscareagency.com

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