



At Home Care

2026 BROCHURE



About Us

At Home Care is a domiciliary and live-in care provider supporting people to remain safe, comfortable and independent in their own homes. Our mission is ***"There's no place like home"***, and everything we do is centred around delivering high-quality, person-centred care that respects dignity, choice and independence.

We support individuals with a wide range of needs, including older people, individuals living with dementia, physical disabilities, long-term health conditions, complex needs and those requiring end-of-life care. Our services are flexible and tailored to each person's individual care plan.

At Home Care is regulated by the Care Quality Commission (CQC), and all care delivered must meet the Fundamental Standards of Care.

OUR VALUES

COMPASSION

We approach every client and their family with kindness and understanding.

DIGNITY

We honour the individuality of our clients by maintaining their self-respect and privacy.



RESPECT

We create trusting relationships by listening, responding, and valuing the needs and wishes of every person.

COMMITMENT

We are dedicated to providing reliable, flexible, and professional care that exceeds expectations.

OUR SERVICES

All services are delivered in line with individual care plans.



Live-in & Overnight Care



Specialised Care



Domestic Support



Meal Preparation



Companionship



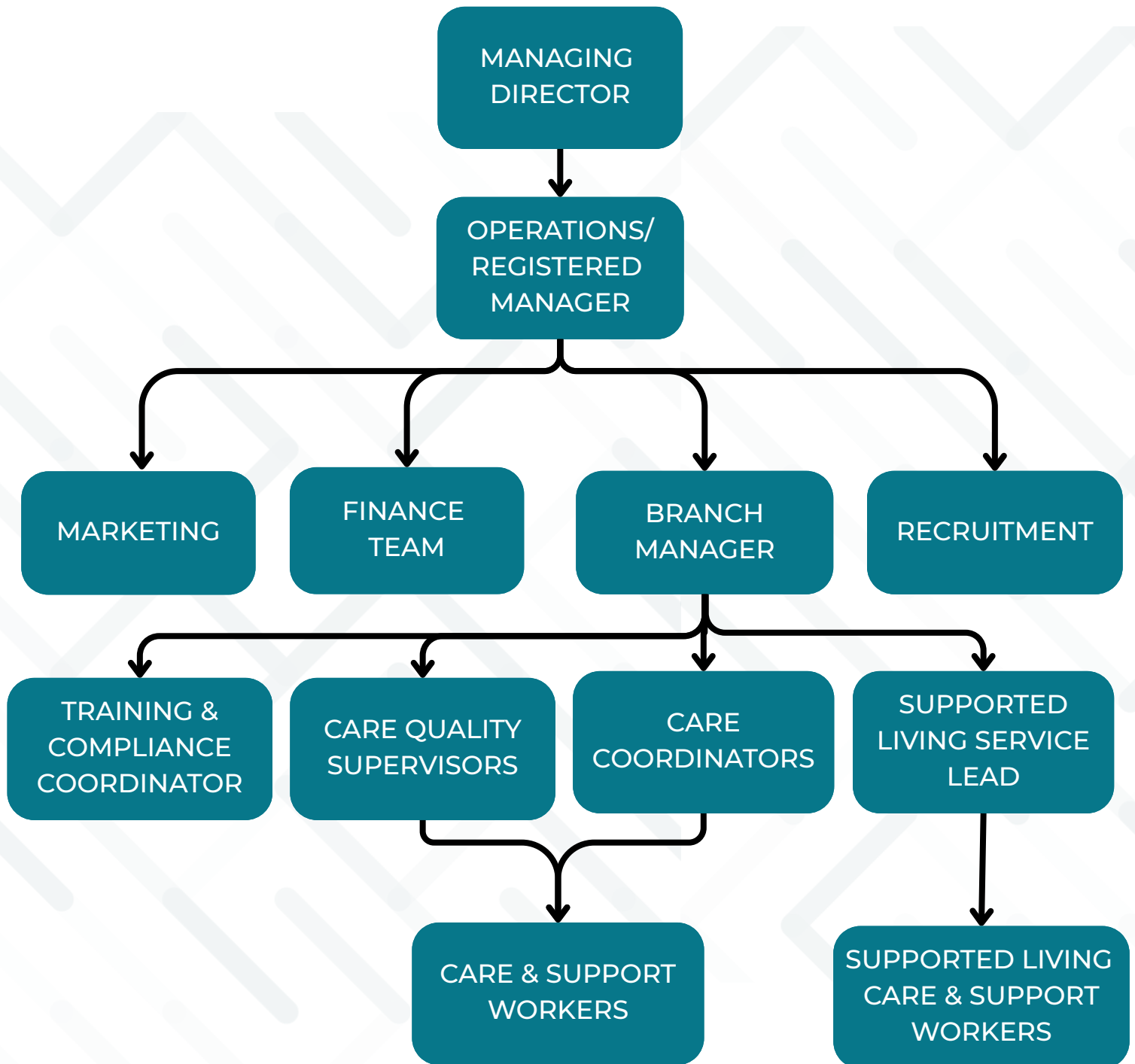
Medication Support



Personal Care

Organisational Structure

At Home Care operates with a clear organisational structure to ensure carers are fully supported and that care is delivered safely, consistently and to a high standard.



Organisational Structure



Managing Director – Ash Malik

Provides overall leadership and strategic direction for the organisation. He is responsible for ensuring high standards of care, strong governance, and that the organisation's values and mission are upheld across all services.



Operations Manager/Care Manager – Robyn Sparks

Oversees the day-to-day running of the service. She is responsible for operational management, quality assurance, compliance with Care Quality Commission standards, and supporting the wider office and field teams. Robyn works closely with care coordinators and field supervisors to ensure carers are supported and clients receive safe, effective and person-centred care.



Branch Manager – Charmaine Randle

Oversees the day-to-day running of the branch, ensuring high standards of care, compliance and service delivery. Charmaine leads and supports the office and care teams, monitors staff performance, manages operational issues and ensures clients receive safe, effective and person-centred care. She works closely with the Operations Manager, care coordinators and field supervisors to ensure the branch runs smoothly and consistently meets Care Quality Commission standards.



Supported Living Service Lead – Micheala Smith

Oversees the day-to-day delivery of our supported living services, ensuring individuals receive safe, high-quality and person-centred support. Micheala leads and supports care teams, oversees service delivery, monitors care plans and risk assessments, and ensures staff follow agreed procedures. She works closely with management, carers and external professionals to promote independence, choice and positive outcomes for the people we support.



Training & Compliance Coordinator – Melanie Arnold

Oversees all carer training and compliance, ensuring staff meet required standards and remain up to date with mandatory training, certifications and documentation. Melanie monitors compliance records, coordinates inductions and refresher training, and follows up on outstanding requirements. She works closely with the management and care teams to ensure carers are fully trained, competent and compliant with Care Quality Commission standards.

Organisational Structure



Care Coordinator - Gbemisola Emeaba

The team is office-based and manages rotas, scheduling, call changes, and daily communication with carers and clients. They ensure care plans are followed, travel time is appropriate, and that carers have the correct information for each visit. During office hours, care coordinators are usually the first point of contact for rota queries, availability changes, and day-to-day support.



Care Quality Supervisors - Melisa Agaci & Ama-Eyo Esin

Provide direct support to carers in the community. Their role includes carrying out supervisions, spot checks, competency assessments, training support, and care observations. They provide guidance on care delivery, support carers with concerns, and ensure care plans and best practice are followed.



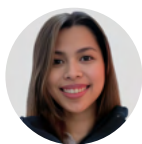
Care and Support Workers

Deliver direct, hands-on care to clients in their own homes. As a carer, you are responsible for delivering care in line with care plans, training, policies and procedures, maintaining professionalism, and reporting any concerns promptly.



HR Manager - Aurangzaib

Manager onboarding, DBS checks, right-to-work documentation, training compliance and ongoing suitability to work in care. They ensure regulatory standards are met at all times.



Finance Team - Ronilyn Baloco

Responsible for payroll, payslips and payment-related queries, ensuring carers are paid accurately and on time.



Marketing Team - Ron Mariano

Handles company branding, staff recognition, and communication.



What is domiciliary care?

Domiciliary care is professional care provided in a person's home, helping them with daily tasks, personal care, and companionship to maintain their independence.

Who can receive domiciliary care?

Anyone who needs support at home, including older adults, individuals with disabilities, those recovering from surgery, and people with conditions like dementia or mobility issues.

What services are included in domiciliary care?

Services can include personal care (bathing, dressing, toileting), medication assistance, meal preparation, mobility support, companionship, and household tasks like cleaning and laundry.

How is care tailored to individual needs?

A personalised care plan is created based on an assessment of the individual's needs, preferences, and health conditions, ensuring they receive the right level of support.

Can domiciliary care support people with dementia or complex conditions?

Yes, specialist care is available for individuals with dementia, learning disabilities, autism, mental health conditions, and those needing post-surgery/rehabilitation support.

What is live-in care?

Live-in care is a type of care where a professional carer resides in your home 24/7 to provide support with daily tasks, personal care, and companionship, ensuring you remain in the comfort of your own home.

Who can benefit from live-in care?

Live-in care is ideal for individuals with complex needs, including elderly people, those with dementia, physical or learning disabilities, post-surgery recovery, or mental health conditions who require round-the-clock support.

How much does live-in care cost?

The cost of live-in care at At Home Care varies depending on the level of support required and the specifics of the care plan. We aim to provide cost-effective care that is personalised and offers great value compared to care home alternatives.

What happens if the carer needs time off?

At At Home Care, we ensure uninterrupted support by arranging backup carers or rotating carers as needed. If the primary carer requires time off, we make sure that a fully trained and familiar replacement is available, so your care continues seamlessly.

WHY US?



Specialist Support

At At Home Care, clients benefit from caregivers with specific training for a variety of health conditions, ensuring they receive expert care that is tailored to their unique medical needs and promotes their well-being.



Flexible Scheduling

Care services are arranged to fit the client's schedule, whether they need a few hours of assistance per week or more extensive support, ensuring we can meet their lifestyle needs with flexibility and convenience.



Independence

At Home Care allows clients to maintain their independence while receiving assistance with daily activities, empowering them to live on their own terms.



Personalised Care

At At Home Care, our clients receive tailored support that is specifically designed to meet their unique needs and preferences, helping to enhance their overall quality of life.



Companionship

Caregivers provide not only practical help but also companionship, which helps alleviate feelings of loneliness and isolation.



Ashan Malik
Managing Director

At Home Care was founded on the belief that **everyone deserves to remain in the comfort of their home** while receiving the highest quality care. As director, my **mission is to provide exceptional, personalised support for each individual.**

Our team is **dedicated to creating a compassionate environment** where clients feel valued, respected, and empowered. We aim to **make the process of choosing care simple** and ensure our clients maintain dignity and independence in familiar surroundings.

At Home Care is a family that truly cares, offering companionship, personal care, and specialised support to help clients live fulfilling lives at home. Thank you for considering us as your trusted care provider.

Overall Experience ★ ★ ★ ★ ★



Submitted by: R S (Son of Client/Service User)

At Home Care is without a doubt the finest care provider we have had experiences with. From the first interaction when the assessment of needs was made, it was clear that there was genuine empathy and a sincere intention to provide the best level of care possible. Every single carer to date has not only arrived in a timely fashion and performed all of their duties consistently well, but has stayed for the entire duration of their call out, been friendly, kind and empathetic, going out of their way to provide the help requested or required. On a couple of occasions where a medical intervention was required, the carers responded professionally and immediately, notified me directly and kept me updated. They have significantly reduced my concerns with regard to my mother's ability to live independently whilst still receiving the support she needs. I honestly can't praise them enough and urge anyone who is unhappy with the care service they are receiving to contact At Home Care.

Client Charges

Duration	Weekday	Weekend
1 Hour	£28.90	£30.90
45 Minutes	£24.90	£26.90
30 Minutes	£22.90	£24.90
15 Minutes	£20.90	£22.90
Night Sitting (Per Hour)	£28.90	£30.90
Sleeping Night (22:00 - 07:00)	£139.00	£159.00

Bank holidays - Rates are charged at 1.5 times

Christmas - Rates are charged at 2 times

Get in touch with At Home Care today for a free, no-obligation quote on our care services. For live-in care quotes, please contact the branch directly.



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Email:
admin@athomecare.co.uk





At Home Care

Thank you for choosing At Home Care for your home care needs!

Our team is dedicated to supporting you and answering any questions you might have. If you're looking for details about our services, want to set up a consultation, or simply wish to connect, we're here for you.

Feel free to reach out via phone, email, or by visiting our website and completing the form on our 'Contact Us' page. We can't wait to hear from you and provide you with the compassionate, personalised care you deserve!

