





Welcome to TrustBridge Care

TrustBridge is a home care provider offering high-quality care and support to individuals in their own homes.

Our experienced, professional, and friendly carers adapt to your routines and lifestyle to provide personalized care shaped by you.

We create tailored care plans that are regularly reviewed to adapt to any changes.

“People who work for the company at the management level are easy to communicate with and ready to listen to any requests”

Ms Haynes

Our Care Ethos

TrustBridge was founded to deliver premium, personalized, dependable, and quality care to individuals in their own homes. We believe that quality care can only be provided by quality carers, who are supported to perform their best.



Why TrustBridge Care?

TrustBridge collaborates with your family, friends, neighbors, GPs, district nurses, and other health professionals to form a team dedicated to your safety and well-being.

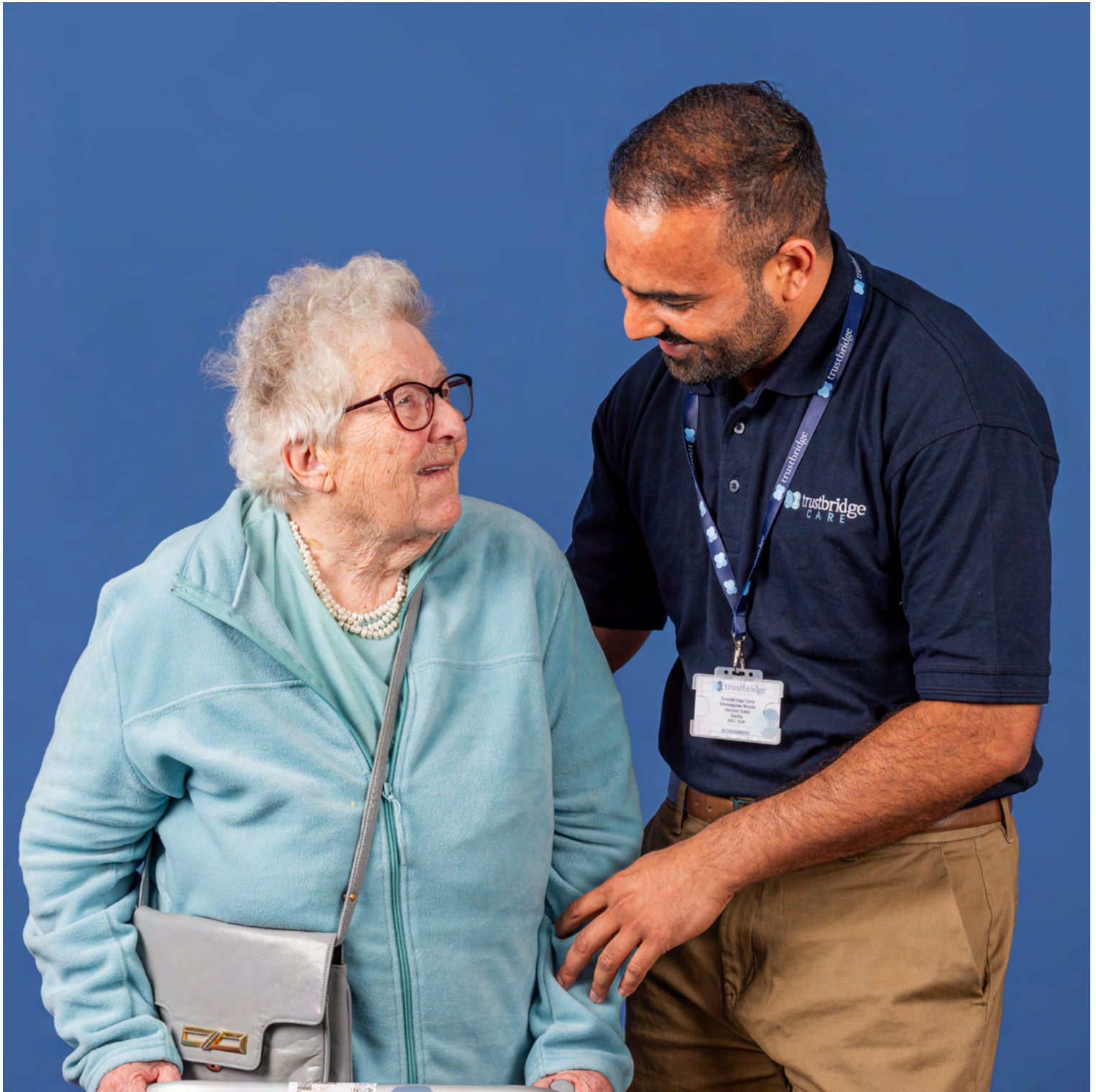
Our success is driven by recommendations and referrals, focusing on providing premium, personalized, dependable, and quality care. We are:

- Registered with and regularly inspected by the Care Quality Commission
- Employ experienced and friendly 'Dignity in Care' registered carers
- Maintain small teams of carers for good continuity
- Ensure staff are well-trained, well-paid, and willing to go the extra mile
- Provide attentive and caring management



“Their dedication and the lengths they are willing to go to ensure the well-being of those in their care.”

Mr Syson





What is Visiting Care?

Why Visiting Care?

Visiting care allows you to maintain independence at home and provides peace of mind for you and your loved ones. We offer flexible services that can easily adapt to your lifestyle, family, and priorities. It is a cost-effective alternative to residential care and enables relationships with carers. Benefits include:

- Suitable for long-term and short-term 'home from hospital' packages
- No major, disruptive moves
- Continuity of care
- Enabling and caring one-to-one relationships
- Maintaining the familiarity, comfort, and safety of your own home
- Care that adapts to suit you, not the other way around



“Always treated with dignity and respect. I am happy with the way they always listen to any input I give and communication between myself and carers is very good.”

Mrs C

Visiting care involves a carer visiting your home to assist with tasks you find difficult. Visits range from 30 minutes to 24-hour care. Our carers can help with:

- Your daily routine
- Preparing meals
- Administering medication
- Providing companionship
- Housework such as laundry and tidying
- Helping you regain independence after a hospital stay
- Providing personal care such as continence assistance
- Accompanying you to shops, doctor’s appointments, or social visits

Our Carers

Our primary focus is ensuring that the individuals who enter your home possess the necessary skills, experience, qualifications, and personality traits that align with your needs.

To guarantee a perfect match for your preferences, our diverse staff members bring a wide array of skills, backgrounds, and caregiving experiences.

Our Carers Are:

- Compassionate and caring
- Registered with Dignity in Care
- Thoroughly screened for criminal records
- Trained to Care Certificate standards
- Qualified to pursue diplomas in

Direct Employment

We directly recruit, train, and manage our carers rather than merely 'introducing' them to you.

This approach alleviates concerns such as negotiating pay, verifying insurance, or managing performance issues. Moreover, should a carer become unavailable due to illness or other reasons, we ensure continuous support without interruption.



“The staff are professional in their conduct, not only with me but also my family members”

Mrs Brind





Our Mission

To become the U.K.'s foremost provider of home care services.

We strive to set the standard in compassionate care, making a positive and lasting difference in the lives of those we support.



Our CARE Values

Care

Attentiveness

Respect

Excellence



Your Questions

What time do you start and finish in the evening?

Typically, we start visiting around 7 am and finish around 10 pm. If you have specific requirements, please let us know, and we'll do our best to accommodate you. We also offer nighttime carers and live-in carers.

What carer vetting is undertaken?

Our Quality System includes comprehensive checks on all our carers. TrustBridge conducts enhanced criminal record checks, DBS 'barred list checks', thorough interviews, and verifies at least two work references to ensure the suitability of our carers.

Can my carer accompany me on visits outside my home?

Yes, nearly all our carers drive and have business insurance on their cars. They can take you shopping, to friends, or to doctor or hospital appointments. We ask that you pay mileage and cover any parking fees.



Next Steps

Step 1—Phone us to arrange a free assessment meeting to discuss your precise needs and explain your home care options. The assessment helps us get to know you better and understand how we can help.

Step 2—After meeting us, decide whether you'd like to proceed with our service. We will create a bespoke care plan tailored to your unique needs.

Step 3—Once you make the decision, we can generally start quickly and review everything shortly after to ensure all is working well.





Success Stories

From my first contact with TrustBridge I have been very impressed. We had a very fast response to an emergency request for weekend care coverage.

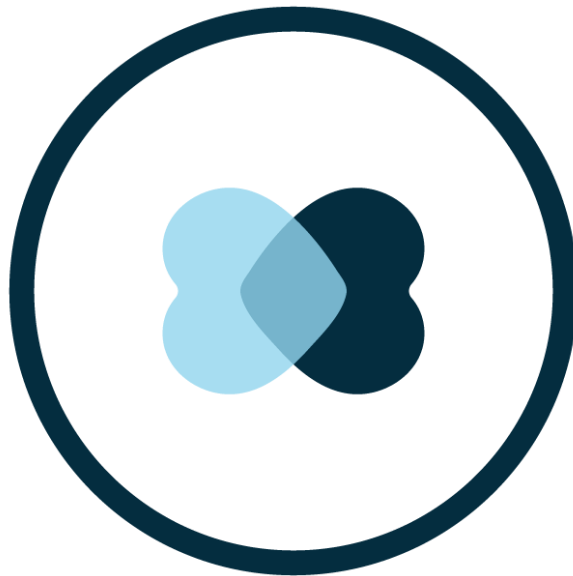
Since then we have had a couple of emergency situations. The whole team responded quickly and calmly to assist my Dad and the family. Everyone is kind, courteous, and professional, going above and beyond expectations. This is a well-run care company that will treat your loved one like a member of their own family. I do feel that my



My overall experience has been good, and my husband feels the same. My husband has adapted well to the situation of having carers and that has made me less worried. We have found that the experience is helpful because the care visits give me the respite I need and the time to myself to get ready. Carers have been very kind, patient and thorough in their work

Carers were very polite and respectful. Nothing was too much trouble. It was a joy to see them each time. Hygiene was to a high standard. Very reliable. We contacted you at short notice, but you were still able to meet my needs. First class with my medication. I did appreciate carers wearing masks due to me being at high risk with my ongoing breathing problems. Really miss the girls, but





www.trustbridgecare.co.uk

Second Floor, Gleneagles House,
Vernon Gate, DE1 1UP

Tel: 01332 340551

Email: derby@trustbridgecare.co.uk