

Wright Care at Home a multi award winning independent home care provider delivering care in Stamford and Bourne



keeping compassion at the heart of everything we do



Wright Care at Home

PROMOTING INDEPENDENT LIVING



23rd September 2020

Wright Care at Home was founded in January 2016 by a family of Directors. Founded and built on a family ethos we believe this sets us aside from other providers and keeps us focused on the importance of our roles. We believe in quality over quantity and by doing so we maintain a small focused, dedicated, and loyal team that pass this onto the people we provide a service to.

Samantha Davis-Wright has a history of varied roles within the care industry from care worker to management across different care settings. In her career she became aware of a growing need for care and support that had a family ethos. Her 'Father and Grandmother' were a crucial part in the launch of Wright Care at Home.

With a Grandmother who had worked within the NHS, and a father who had run a local construction business for over 20 years, Samantha had a wealth of knowledge at her disposal. With over 18 years of care experience Samantha was very aware of what good care should look like.

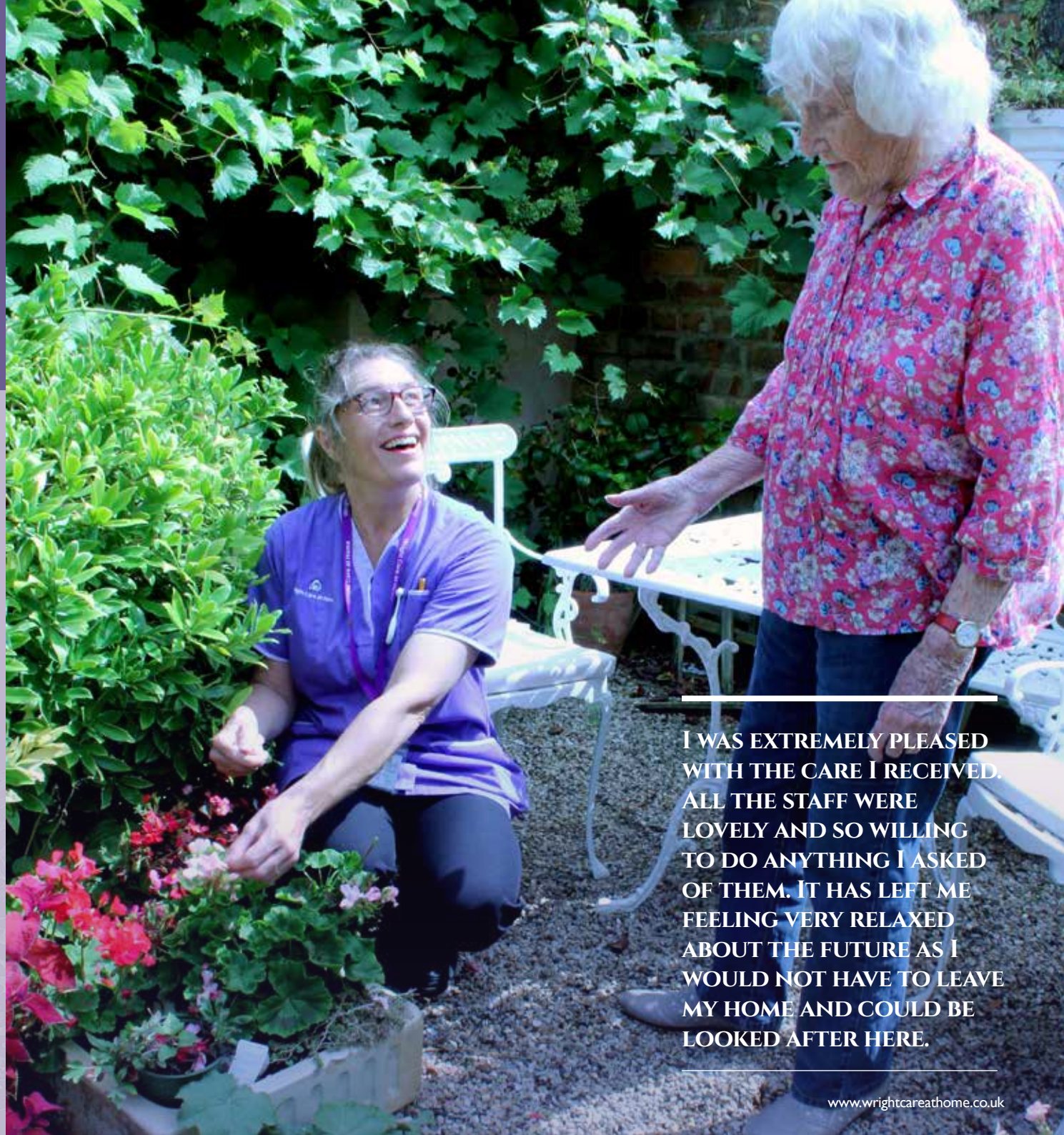
Simon Wright

April 1960 – June 2018 Our Co-Founder, gone but not forgotten.

Simon Wright had a passion for the service we delivered and was always behind the scenes when the company first registered in January 2016. He attended our first birthday party, and you could see his admiration for what we had achieved when we attended the Mercury Business awards in November 2017 where we were highly commended for two awards.



Our current Registered Care Manager, Sarah Poulton, has been with the Business from the very beginning. Sarah progressed to this role at the time of Samantha's Maternity leave, she has been part of the extended family for many years.



I WAS EXTREMELY PLEASED WITH THE CARE I RECEIVED. ALL THE STAFF WERE LOVELY AND SO WILLING TO DO ANYTHING I ASKED OF THEM. IT HAS LEFT ME FEELING VERY RELAXED ABOUT THE FUTURE AS I WOULD NOT HAVE TO LEAVE MY HOME AND COULD BE LOOKED AFTER HERE.

OUR MISSION

Our mission is and always will be to 'promote independent living' We believe in giving people the support and opportunity to carry out their daily routines as they always have whilst maintaining safety in their own home. Our goal is to always ensure we provide our customers with dignity, respect and maintain their wishes. Every individual is different, and we will always ensure our services are bespoke to meet those needs. Focusing on an individual's strengths to ensure they live an enriched and fulfilled life.



WRIGHT CARE AT HOME PROVIDED AN EXCELLENT SERVICE IN EVERY RESPECT. THE CARERS WERE PROFESSIONAL, KIND, CARING AND UNDERSTANDING OF ALL MY MOTHER'S NEEDS. THEY PROVIDED COMPANIONSHIP AS WELL AS PROVIDING PHYSICAL SUPPORT FOR HOUSEHOLD TASKS. TOWARDS THE END OF MY MOTHER'S LIFE, THEY PROVIDED MORE PERSONAL SUPPORT IN DIFFICULT EMOTIONAL CIRCUMSTANCES AND MAINTAINED HIGH STANDARDS OF CARE THROUGHOUT. THE OFFICE STAFF WERE EFFICIENT, FRIENDLY AND INCREDIBLY SUPPORTIVE TOO. THE ADMINISTRATION WAS EFFICIENT AND COMMUNICATION EXCELLENT AT ALL TIMES.



OUR GOAL

Samantha Davis-Wright the founder and director of Wright Care at Home has a history of working from a care worker on the frontline up to management level over a variety of different care settings. Working in care for the last 18 years she has a wealth of knowledge and experience seeing a demand for person centered care in the local community. With the support of her late Father Simon and Stepmother Margie her determination to achieve this began.

She set up Wright Care at Home to do just this. Samantha believed in giving something to others but wanted to follow her philosophy of what good care looks like.



MEET SOME OF OUR TEAM

Samantha Davis-Wright

Founder and Director



With the support of my Late Father Simon, and other family members I achieved a personal dream of setting up my own care company. Keeping my late Father's wishes and ethos for Wright Care at Home is something I'm proud of. He is still in some way part of all decisions we make day to day maintaining his legacy he joined me in, setting up this wonderful team. My role consists of managing the management team and ensuring they have all the tools and passion they need to continue delivering a great service whilst keeping compassion at the heart of everything they do. I support the drive of the business with new innovative ideas and ensure existing standards are maintained. Quality assurance is always at the forefront of my mind to ensure our ethos continues to be delivered.

Margie Wright

Director and nominated individual



I have a background of customer service and this coupled with an early family involvement with St John Ambulance set me up perfectly for supporting Samantha my Stepdaughter in establishing Wright Care at Home. I support the mechanics of the business such as premises, technology, and communications. I am also the nominated individual for the company enabling staff members to seek support from me at any time with their roles and career pathways. Working in this industry is extremely rewarding and being able to enrich the life's of others is a pleasure. Keeping our family ethos is important and I support the team in being able to ensure this is always at the heart of our service.



Sarah Poulton

Registered Care Manager



Emma Jones

Office Manager



Jane Abbey

Training and Retention Manager
Well-Being Manager



Emma Bradford

Cruse volunteer
Well-being champion



Fiona Stimpson

Care Coordinator



Nicola Vickovic

Care Ambassador



Tania Dixon

Care Ambassador



Gemma Nathan

Care Ambassador



Kerry Alexander

Care Worker



Donna Youngs

Care Worker



Cherie Hammond

Care Worker



Claire O'Donnell

Care Worker



Ashley Murray

Care Worker
(Medication Trainer)



Shannon Stubbs

Night Carer



Abbie Thompson

Night Carer - Stamford



Heather Wright

Bank Care Worker



Annmarie Mullen

Bank Care Worker



Jo Ryman

Care Worker - Bourne



Leanne Pearson

Care Worker



Kirsty Warren

Bank Care worker



Julie Taylor

Night Care Worker



Tracey Robinson

Care Worker Bourne



Chloe Lee

Care Worker



Kimberley Davies

Care Worker

OUR RECRUITMENT PROCESS

The Wright Care at Home recruitment process is extremely robust and thorough. We pride ourselves on our tailor made training to everyone offering our care team the opportunity to build new skills that will benefit the customers we support. Our customer's needs change regularly, and we deliver services to a diverse range of conditions therefore we regularly monitor our training methods to ensure we are meeting positive outcomes.

All our care team complete an enhanced DBS check and complete an extensive recruitment process consisting of written, face to face interviews and role play strategies. Training for our staff is very diverse, including both external and in-house training systems. We encourage employees to compliment their roles, and strive to build key champions within the business such as end of life and dementia champions. Even our administration team complete the same training as our employees ensuring that should there ever be an emergency someone is always quickly available to support our community.

We are always looking to succeed and improve the services we offer and in 2018 we developed a monitoring system where we can quality assure that carers are always punctual but also safe as lone workers. We know how important it is to be reliable when delivering such a valuable service.



In 2022 we employed our very own training and retention manager 'Jane' who has experience in many fields including nursing. This really compliments and takes our training to the next level.

'I CAN'T THANK WRIGHT CARE ENOUGH FOR THEIR COMPASSION AND CARE THE CARERS SHOWED OUR DAD AT A VERY DIFFICULT TIME. YOU ARE ALL A CREDIT TO THE PROFESSION. KEEP UP THE EXCELLENT SERVICE YOU PROVIDE'





OUR AIM

Wright Care at Home are a leading Multi-Award winning care provider. A family run company that supports those that wish to remain in their own homes however require support to do so.

- This could be short or long-term dependent on personal needs. We are a care provider who have a small but passionate team of care workers to assist you with maintaining a safe and high quality of life in your own home.
- We provide home care visits, and night care tailored to meet your specific needs.
- We are a company that keep 'compassion at the heart of everything we do'. We believe in our care team and will champion them and our customers to enable a fulfilled and enriched life.
- We provide our home care services in Stamford, Bourne and all surrounding villages.

We like to record special birthday's and anniversaries as well as helping you to celebrate national events and Holidays, such as Christmas, Easter and recently the Queens Jubilee. We encourage you to tell us about special events so we can ensure we make them momentous occasions.



'WRIGHT CARE LOOKED AFTER MY FATHER WHO WAS SUFFERING FROM TERMINAL CANCER. THE STAFF WERE ALL LOVELY AND LOOKED AFTER HIM VERY WELL MAKING HIM AS COMFORTABLE AS POSSIBLE IN HIS FINAL FEW WEEKS.'

'AS WITH ANY FAMILY, WHAT IS IMPORTANT TO YOU, IS IMPORTANT TO US.'



Margie Wright

Director and nominated individual



OUR SERVICES

24/7 Care and Live in Care

Finding the right care support can be incredibly daunting, if your choice and wishes are to remain at home, we can offer care support 24/7 365 days per year to ensure you have what you need at all times.

Meal Preparation

Nutrition is an important part of living independently and staying healthy. We can offer guidance and support with food shopping, meal preparation and offer dietary support.

Dementia Care

We understand how difficult and emotional it can be caring for loved ones with Dementia and Alzheimer's. Our experienced trained care staff can provide care to respond to different needs and behaviour.



Short term respite care

Recovering from an illness or a hospital admission, we offer short term care support packages to rebuild your confidence, develop new routines and help you get back to full strength and independent living.



Companionship Support

Staying in touch with the community is increasingly important for mental well-being. We can offer visits to provide a friendly face to remain socially connected in the community. Supporting you with any other emotions such as anxiety, loneliness, and confidence. From a cup of tea to an outing for the day we are here.



End of life care

Your wishes at this stage of your care are incredibly personal and we will ensure those needs are respected and provided with dignity enabling your end of life decisions to be upheld whilst offering those surrounding you emotional valuable support.

Personal Care

Reassurance, support, or assistance with Bathing, showering, and dressing. Our care workers are trained to provide your care with patience, respect and Dignity in a timely manner meeting your personal wishes and routines.



Medication Support

Prompting, assisting, or administering of your medication safely. Giving the peace of mind and reassurance that your medication is being taken as per your doctor's instructions.

Domestic support including laundry

We cover all your daily housekeeping needs such as hoovering, dusting, putting your bins out, feeding your pet and ironing. Whatever support is needed we can help with this from light chores to deep cleans.

Covid recovery

Providing you care and support either in your Covid recovery or Covid diagnosis following discharge home. Our care workers are fully equipped in their roles to provide your care meeting all infection control requirements and guidance.



WHAT'S IMPORTANT TO US

COMMUNITY BUILDING

We love to form professional links with other local care organisations, which allows us to provide a comprehensive support package. It ensures a positive culture is in place at all times and we can grow with your changing needs.

In 2019 we held a Red Cross First Aid session providing valuable information to the elderly and the local community on what to do in scenarios that happen in the home.



We also are trained dementia champions offering information sessions on living with dementia. Building a dementia friendly town where we live. You can contact our WCAH trainer for more information.

To us care is about everyone not just the individual. By working with other teams, we can ensure you have a positive and strength-based care delivery.

CHARITY EVENTS

Wright Care at Home pride themselves on championing the charities which support our customers.

Each year we choose 3 charities to support especially those that are local to the community and at the heart of our service.

We always encourage our customers to get involved promoting mental well-being and community access.

Since 2016 we have raised almost £7000 for charities such as 'The Stroke Association, Macmillan, Marie Curie and Sue Ryder.'

In December of 2019 we sadly lost one of our youngest members of the care team. Ellie was a wonderful young lady who carried the most infectious smile. In her memory and to always ensure she is part of our family we supported



the 'Ellie Star Foundation.' A charity to support young carers and provide support emotionally to our care team. More of our charity information can be found on our website.

We have completed a half marathon, hosted many bake sales, walked The Peak District Mighty hike and took part in many charity initiatives such as 'Wear it Pink and children in need.'

WHY CHOOSE WRIGHT CARE AT HOME?

Finding the right care for you or a loved one can be an emotional and unsettling time. Wright Care at Home will offer you guidance and support to make an informed decision about your care.

Family run business

Family owned from 2016 and continues to be. We believe in treating customers as we would want our loved ones cared for. Our customers and Carers are important to us, and we see ourselves as an extended family not just a team.

Dementia champions

We are trained dementia champions, encouraging our community to learn about dementia. Inspiring others to help those living with dementia live well.

Small, dedicated, and loyal team

Our team are valued from the day they start their career with us, we believe in encouraging and developing all our employees. Making them feel valued and at the heart of our service. A happy team means happy customers.

We keep compassion at the heart of everything we do

This ethos has been with us since day one. We care about you and everyone around you giving you the tools to live an enriched life.

Open, honest and transparent service

We believe in working with other professionals to ensure your care is right. By liaising with GPs, nursing teams and charities we can assure you receive the best care for you. By setting our communication standards high you will continue to be at the centre of your care.

You matter

We will go above and beyond in our daily requirements, wants, and wishes. Promoting independence, building on your strengths, and keeping companionship at the heart of your visit.



WHAT AREA DO WE COVER



Wright Care at Home are a leading independent care provider covering Stamford, Bourne and all surrounding villages. Please contact us to enquire if we can support you in your area.



Wright Care at Home

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Call us on 01780 489227 Out of hours 07961 519132
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