



Home Care Services in Maidenhead & Windsor



"I make it my mission to give our clients and their families complete peace of mind from day one, ensuring we deliver on our promise of providing the highest levels of care and customer service."

Sarah Marsden
Managing Director and Founder



"A care agency that really do care, I wish I had found we love care sooner. I would personally recommend We Love Care to any of my friends or family wishing to find a care team to look after their loved ones.

Client Testimonial

About Us



Home health care services in Maidenhead & Windsor

Founded in 2017, We Love Care is an independent and privately owned home care agency created with the vision of bringing a unique, superior and boutique private care service to the people of Maidenhead and Windsor and the immediate surrounding areas. Our goal was to create and grow into a care company which is large enough to deliver, but still small enough to maintain a very personal touch; something we are extremely proud of.

We Love Care was not built to be a big business delivering over 1000 hours of care into our community, nor was it founded with the plan to grow into a national company which eventually turns into a franchise in every town, with investors and owners who are not fully involved in the day-to-day services.



We Love Care was designed to be different, for each branch to remain niche, exclusive and of a highly superior quality. A company which only serves the private sector and doesn't subcontract directly from the local councils. A service which is genuinely able to tailor their care service based on each individual clients' needs. A company where the director knows each client and their families, who knows everyone's birthday and how they like their care plans delivered. A company which firmly has care and quality at its core, uncompromised by size/market demands and other issues that our competitors face. A company which attracts and retains the best staff who are rewarded, valued and appreciated accordingly.

Since opening our doors we can proudly say we have achieved our goal. Our culture, family feel and customer service standards are something which is continually praised by clients, families and our own staff. This has allowed us to tailor our care service based on individual client needs right down to the colour of their cup of tea.

As a team we regularly help out with non-chargeable extras such as picking up prescriptions/shopping on our way, a trip to the garden centre, or perhaps popping in on a client who is in hospital when their loved ones are not able to do so. Without doubt we are here to support not only our clients but their families also.

We Love Care has provided our community with the much needed option of personable, tailored, high quality care services, giving our clients and families absolute peace of mind that their loved one is being looked after as if they were one of our own family members. We like to think of ourselves as an extension to the families; on hand to be the eyes and ears for our clients' loved ones and a helping hand to our clients.

"We Love Care staff were extremely welcoming when we approached them and understood our situation and needs. All the carers that have come to the house have been professional, caring and cheerful. The timekeeping has been excellent."

Client Testimonial

Our Vision



We Love Care have a very clear vision on where we want to be and how we intend to get there

First and foremost we intend to become the number 1 choice for private home care services within our locations by doing things differently.

We want to buck the trend and become a provider which delivers care the way it should be delivered; with kindness, compassion, an open mind, flexibility and an outstanding level of customer service at all times.

Our other intentions include the following:

- ♥ We intend to provide a second to none, high level service which is always lead by our clients and their families, providing a service schedule which keeps them at the centre, tailoring our service to meet THEIR needs
- ♥ To continue to reassure clients that home care is a positive choice which can be enjoyed by our clients, giving their relatives peace of mind, assurance and an absolute pact of our dedication to their loved one
- ♥ To always go the extra mile and we incorporate this into our training and daily processes to ensure the team are always looking at "what else can we do to help?"
- ♥ To continue to recruit and retain only the best care workers, ensuring they are looked after as well as our clients and are always happy to come to work

We Love Care are a privately owned and independently run organisation who promise never to become a franchise

We Love Care have a clear and structured vision to expand our company further across the South East, improving the provision of care across our regions and becoming the number 1 provider in the private sector for homecare services.



"I found the staff very helpful and caring. They were willing to do anything asked of them and a little bit more. Nothing was too much trouble. They suggested, very often, things to help make our visits better. Very friendly and helpful staff."

Client Testimonial

Why Choose Us?



Our pledge to you

At We Love Care, customer service is our highest priority. It is so important to us that all of our customers are happy and feel valued and listened to by us.

We have very strict policies throughout our organisation which ensure this is at the forefront of the minds of all our staff, from our carers, to coordinators, through to director level.

We work very closely with all of our clients and their families to ensure we are always meeting their expectations and more. From the first day we are entrusted with your care we are making our pledge to you as a company to abide by our values and the standards which we have set for ourselves; a pledge we will always honour.



- ♥ We pledge to let our clients lead their care plan; something we actively promote and want our clients to do. We work for you and we will do things how you like them done, right down to how you receive your rotas and paperwork.
- ♥ We pledge to care for all our clients as if they were our own loved ones with the same passion, care, attention to detail, love and kindness.
- ♥ We pledge to always let you know if someone is running late or if we have had to make a carer swap within your pool of allocations to cover sickness.
- ♥ We pledge to ensure all carers have in-depth training on your care plan and on your personalised requests before any visits, to avoid you having to run through the routine again.
- ♥ We pledge to support you with any changes in care that you require.
- ♥ We pledge to assist you with any funding requirements or social services intervention, including occupational therapist assessments and new equipment needed.
- ♥ We pledge to do everything in our power to ensure you are happy and satisfied with the service received by We Love Care.

"Finding We Love Care has proven to be the answer to my prayers. Having previously had a bad experience with a care provider, we had some concerns before signing up. Suffice to say, we need not have worried. It was the best thing we ever did."

Client Testimonial

The We Love Care Way



Sarah Marsden Managing Director and Founder

My love of care began in 2017 after owning and running my own specialist social care recruitment business for many years and also leading a large care team who were working on temporary assignments within local care homes and home care agencies. I noticed many issues within the sector which worried me deeply, one of which was that owners were having difficulty in recruiting and retaining a quality workforce. This didn't seem to be a priority, nor was it something they seemed to care very much about at all and secondly, I noticed that the level of customer service to clients was not at the forefront of providers' minds.

One thing I was sure of without a doubt, was that any care agency can only be successful if their staff were happy and motivated and if they had the right level of high quality staff working for them. I felt strongly that this needed to be addressed within the industry. I knew there was a gap in our community for a smaller agency, delivering a higher level of personalised care service. Even though I loved my recruitment career, I wanted to do something which gives back to our community and helps others outside the corporate world where I worked at the time. Since starting We Love Care I haven't looked back and I can honestly say that I am the luckiest business owner.

Here are just a few points that sum up the We Love Care way

- ♥ Professional, well presented and fully trained/experienced staff
- ♥ A personalised and tailored care plan led by you
- ♥ Family and Friends app with live view on all visits for their loved ones
- ♥ Outstanding customer service values
 - ♥ Dedicated carers chosen by you
 - ♥ Meet and greets for all staff
 - ♥ Dedicated times
 - ♥ Excellent reputation
 - ♥ Regular reviews

"The carers and the company go out of their way to help but also to accommodate everyone in all areas, including financial and they have succeeded with my mother and me. It is a massive relief to know that such a company and such people are in our lives, available to help whenever needed and to such an extent."

Client Testimonial



Live In Care



Live in care is a very popular service and assists our clients with more complex care needs or clients who want 24/7 assistance within their home.

Live in care is an alternative to residential care and it enables our clients to live comfortably within their own homes without worry and anxiety, with care services on their terms and devised from their choices.

No stone is left unturned in terms of the small details of how you like things. The services will be delivered in your home after all and we want to blend in with your routines and systems seamlessly and we promise to deliver a care package in which you are in charge of and which has been tailored to your exact requirements.

At We Love Care our current live in carers have become almost part of the family to our clients. This is achieved by We Love Care only placing live in carers with long term availability, where a relationship can be continued, familiarity is in place and expert experience on clients routines can be achieved.

At We Love Care we pride ourselves on being able to offer the best care assistants to our clients and we have very strict processes within the company to ensure carers are matched to our clients, based on not only specialist experience required, but also personality. All of our clients are involved in the process of selecting their own care assistants with regular reviews with our relationship director to ensure you are always happy.

All of our live in packages and carers are monitored regularly with daily conferences with our care manager and are all maintained with the highest level of training.

We understand at We Love Care that sourcing a care service for the first time can be a worry. We make it our mission to give you peace of mind as quickly as possible.

We Love Care are able to provide specialist live in carers for both single customers and couples in these areas:

- ♥ Dementia and Alzheimer's
- ♥ Physical Disabilities Care
- ♥ Learning Disabilities Care
- ♥ Elderly Care
- ♥ Stoma Care
- ♥ Brain Injury
- ♥ Palliative Care



"We have all been so happy with the care you have provided for my Nan during the last 6 months. It's a huge comfort to know you all treated her like family and gave her the respect and dignity she deserved. All the carers were punctual, reliable and caring. We were always notified of any concerns immediately."

Client Testimonial

We Love Care provide home care services into our local community working with clients with varied needs and requirements in terms of the assistance they require.

Home care is a very popular service with the objective of allowing our customers to stay safe and comfortable within their own homes for as long as they wish.

We Love Care offer an uncompromised service with a superior level of care and dedication to all of our clients.

All of our care packages are devised with our client in the driving seat. You tell us what you would like assistance with and how you would like that support to happen. It may be that you require a short-term solution after a hospital discharge, or you may require a full care package with several visits a day. Whatever it is you require, We Love Care can help by offering the below:

- ♥ Visit times between 7:00 AM and 10.30 PM 7 days a week, 365 days per year
- ♥ Visit durations of 30 minutes upwards
- ♥ Out of hours emergency assistance
- ♥ Specialist carers available for clients with a Dementia or Parkinson's diagnosis
- ♥ Specialist carers available for clients with Learning Difficulties
- ♥ Specialist carers available for clients with Diabetes and Epilepsy
- ♥ Short term and long term care packages available
- ♥ Assistance with all types of personal care
- ♥ Assistance with continence management
- ♥ Medication administration and prompting
- ♥ Hospital discharge rehabilitation
- ♥ Meal preparation
- ♥ Light housework
- ♥ Physio exercises
- ♥ Welfare checks



"Dad was well cared for with great respect and dignity. His regular team of carers engaged with him as a person and chatted, sang and laughed with him. The family's wish for Dad to remain at home for his palliative care was supported and enabled by We Love Care even on his last day. Thank you."

We Love Care provide an array of services into our elderly community ensuring their dignity, independence and choices are respected at all times.

Support can be offered in many ways and all of our clients like things a little bit differently from one another. That is the beauty of We Love Care, everything is personalised and tailored to the way you choose.

We are there to assist you with being happy, healthy, comfortable and safe in your own home as long as possible and YOU tell us how you want us to do that! All clients can be assured that they will be allocated a main care assistant for their visits, a carer chosen by you and matched by personality and experience required.

All of our We Love Carers are vetted to the highest of standards and you can be safe in the knowledge that they are all vetted to the strictest of standards whilst having regular contact with our We Love Care relationship director to ensure you are happy at all times.

All our services really do have a special touch that private care should have; we put you first and go over and above to make sure you are happy, healthy and well cared for at all times, offering an uncompromised level of care from a high level care assistant.

Some of the tasks we assist clients with currently are:

- ♥ Mobility assistance in getting in and out of bed and around the home
- ♥ Assistance with personal care – washing, dressing, toileting
- ♥ Medication administration and management or prompting
- ♥ PA assistance with bills and household maintenance
- ♥ Specialists within Parkinson's and Dementia care
- ♥ Meal preparation and light housework duties
- ♥ Companionship and outings
- ♥ Welfare checks
- ♥ Hospital visits
- ♥ Emergency respite
- ♥ Physio



"We Love Care enabled my Mum to live out her last few months at home with her husband and her family. Her wish and our promise to her was to die in her own bed; a wish which was fulfilled with your help. Thank you for going above and beyond. At a time when we often felt abandoned, you "got it". Thank you for caring."

Client Testimonial

Disabilities



We Love Care provide a fantastic service for clients who have physical disabilities, brain injuries and learning disabilities. We Love Care have staff whom are specialists within these areas and can offer excellent support for our clients to help maintain independence and achieve their goals and ambitions.

We Love Care offer an uncompromised service with a superior level of care and dedication to all of our clients. All of our care packages are devised with our client in the driving seat. You tell us what you would like assistance with and how you would like that support to happen.

We Love Care can offer our clients with disability needs:

- ♥ Visit times between 7:00 AM and 10.30 PM 7 days a week, 365 days per year
- ♥ Visit durations of 30 minutes upwards
- ♥ Out of hours emergency assistance
- ♥ Specialist carers available for clients with Learning Disabilities
- ♥ Specialist carers available for clients with Brain Injuries
- ♥ Assistance with all types of personal care
- ♥ Assistance with continence management
- ♥ Companionship/social inclusion and outings/days out
- ♥ Medication administration and prompting
- ♥ Short-term and long-term care packages available
- ♥ Meal preparation
- ♥ Light housework
- ♥ Physio exercises
- ♥ Hospital discharge rehabilitation
- ♥ Welfare checks



"We have been so delighted with the carers from We Love Care, we can tell the company takes a lot of pride in their recruitment and selection and it shows within their service."

Client Testimonial

Palliative Care



At We Love Care we understand how difficult, upsetting and worrisome making arrangements for Palliative Care can be.

We Love Care are experienced within this area and assure all of our clients the most sensitive and respectful service at all times.

Our objective is to ensure families and friends are able to focus on time spent with their loved ones, ensuring we take all the day to day care needs and worries away from them and helping them achieve their goal of remaining within their own home for as long as they can.

When we receive a Palliative Care package through as a company, we put all hands on deck to make sure we do all we can to serve all needs and wants during this difficult time, making sure we go over and above accommodating every small detail required.



All Palliative Care packages are lead and closely managed by our company director, who liaises with the families daily to see what else we can do and to cater for any needs 24/7.

We Love Care are able to offer the following care services into our palliative care packages:

- ♥ Personal care needs
- ♥ Meal preparation
- ♥ Liaison and working in partnership with the district nursing team
- ♥ Housework and errands
- ♥ Companionship
- ♥ Visits from 30 minutes upwards
- ♥ Dedicated carers specialist and experienced within Palliative Care

"Since starting with We Love Care, I have seen my father go from being depressed and at the edge of turmoil due to another care company, to becoming happy again and confident in his care. He has begun to really enjoy his carers coming over in the mornings rather than dreading them. We Love Care are a company like no other! They really do care."

Client Testimonial

Our Staff



We Love Care only recruit the best staff! It's very easy to find people who are willing to do care work but it's much harder to find good quality staff with the highest of standards within care.

We can honestly say we have the best team in the local area. Our team are all highly trained and experienced and all share the same ethos and drive to deliver outstanding care.

The We Love Care office team work closely in partnership with a specialist recruitment company in order to attract and most importantly retain our team.

We strongly believe a happy team is a successful team and we are very proud to say we have achieved both of those objectives.

All the team at We Love Care go through an intensive induction programme and all have the following minimum training requirements:

- ♥ Care certificate intensive training
- ♥ Medication management and administration
- ♥ Safeguarding
- ♥ Food hygiene
- ♥ Fire safety training
- ♥ First aid training
- ♥ Infection control
- ♥ Moving and handling
- ♥ Health and safety

We offer all of our team the following:

- ♥ Guaranteed hours
- ♥ Minimal travel time between clients; we make sure staff are not sat in the car too long
- ♥ Best rate of pay in the area
- ♥ Excellent incentives
- ♥ Career plans
- ♥ NVQ qualifications
- ♥ Continued support and mentoring

We Love Care also pride ourselves on continuous monitoring of the quality of our team. We do this by:

- ♥ Tracking all visit log ins and log outs
- ♥ Detailed instant care notes in which family and friends can view in live time
- ♥ Management supervisions
- ♥ Unannounced spot checks
- ♥ Feedback reviews from clients



"We have been so pleased with We Love Care and couldn't ask for a more responsive service. Our care plan is very detailed and changes on a continual basis. This has never been an issue and things are swiftly changed when needed and all carers are briefed to ensure a seamless transfer. We are very happy with We Love Care and all of their team."

Client Testimonial

Meet The Team



Sarah Marsden

Founder/Director
Nominated Individual,
Mental Health Champion
& Safeguarding Lead



Zoe Eaton

Deputy Manager
& Safeguarding Lead



Melissa Blackwell

Registered Manager,
Safeguarding Lead
& Medication Champion



Emma Norris

Care Administrator



Rebecca Ward

Dementia Champion



Martina Phelan

Parkinson's Champion



Anna Shillam

Palliative Care Champion



Mia Cook

Epilepsy Champion



Kayleigh Batkins

Care Coordinator



Jody Wall

PA to Director

We Love Care only recruit the best staff! It's very easy to find people who are willing to do care work but it's much harder to find good quality staff with the highest of standards within care. We can honestly say we have the best team in the local area. Our team are all highly trained and experienced and all share the same ethos and drive to deliver outstanding care. The We Love Care office team work closely in partnership with a specialist recruitment company in order to attract and most importantly retain our team.

We strongly believe a happy team is a successful team.

"We have been so happy since receiving care from We Love Care for our mother, they have really worked hard to make sure the rota times work for us as a family and have accommodated all of our requests actioning them quickly and efficiently."

Client Testimonial

Will I have the same carer or different ones every day?

We Love Care pride ourselves on providing dedicated care assistants so you can really get to know your carer. We then allocate a back up for holiday periods and sickness.

How do you make sure your carers turn up on time and carry out the tasks they are supposed to?

All care staff are heavily monitored, we are able to monitor live arrival and departure times and we have a system in which they must write notes for all allocated tasks before being able to log out of the visit. We will always see if anyone is running late or if anything has been missed. This same tracking app is also available to loved ones and relatives who can also view everything in real time.

Do your carers speak a good level of English?

All of our care assistants are fluent in English, which is a requirements of our strict recruitment process.

Am I able to tell you what type of tasks I need completing or will you tell me what you need?

Absolutely! YOU are in charge of your own care plan and we will only advise when requested. You are the boss and we complete the tasks you want and need in exactly the way you ask us to.

I am unable to pay your fees, how do I apply for funding?

If you have any financial concerns we are more than happy to assist you in applying for funding with your local council and can support you all the way with your application.

Do you provide overnight care or short-term assignments?

Yes we do, please do call in our office and we can let you know our availability.

Do you give allocated times for visits or a window?

We always dedicate a time to our clients as requested by them. We then turn up at that time, no earlier and no later.

If you have any further questions please do not hesitate to contact us.



"After trying services with a few local providers we can state that We Love Care is by far the best! They attend calls on time, go over and above in providing excellent all round services. Their carers are at a much higher standard than elsewhere, we are happy and speak highly of the company which is not the experience we had with other service providers in Maidenhead."

TESTIMONIALS



We contacted We Love Care to help with the care of my terminally ill wife, whilst we were caring for her at home. We found the manager and her team to be absolutely fantastic – really and truly caring. I would have no hesitation recommending them.

Family of Client

We Love Care are brilliant, we have nothing but admiration for the whole team. After being with a care agency who just didn't seem to actually care, We Love Care are a revelation. The carers go above and beyond in helping my mother-in-law and we feel relaxed in the knowledge that she is being properly cared for. My husband and I would like to thank you from the bottom of our hearts and we appreciate everything that you do for her. The care is excellent. Thank you to the whole team.

Family of Client

Following my mother's free 6-week carers after a hospital stay, I was desperate to improve on the care service my mother received. It took a while to look at all my local options, reading reviews etc. I am very thankful I chose this provider. My mother needs care with a catheter which she hates and can't see to herself and she is also very muddled, but every carer provided has been kind, patient, friendly and helpful as well as quick and efficient. I find the app a great help as my mother lives alone and I am able to check each visit thereby picking up any problems. The carers can be relied upon to note any health problems. The carers have now got to know my mother and her requirements, including changing her TV channels!

Daughter of Client

After a fall, my father aged over 90 was no longer very able to look after my mother who had Alzheimer's. So we used We Love Care and requested a live in carer. The carer was brilliant. She kept the house spotlessly clean (because it had been in a dreadful state before – hardly recognised it when I went to visit). When my father died at the beginning of 2021 she really helped to engage mum in conversation which helped stimulate her brain. The staff that covered the breaks for the live in carer were also very kind, considerate and engaging.

I would thoroughly recommend We Love Care.

Daughter of Client

We Love Care looked after my Nan for around six months until she went into a home and I can honestly say I don't know what we would have done without them. The carers are extraordinary and nothing was ever too much for them, they really care from their hearts. The team in the office provided me and my family with the support we needed throughout the whole experience and helped us to really understand my Nan's Dementia diagnosis as this was so new to my family. I can't recommend them enough they truly are amazing! If you're looking for someone to treat your loved ones like they are family, then this is the right company for you!

Granddaughter of Client

"The team truly are amazing and from the moment I went out on my first care run I was in absolute awe of how special and important the job they do is. I love coming into work and I love watching our new clients transform under our care, alongside watching my team progress and grow within their careers. I truly do have the most rewarding role."

Sarah Marsden - We Love Care Founder/Director



Home Care Services in Maidenhead & Windsor

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