



Dedicated Care and Support at Home



SweetTree
Home Care Services

Supporting people to reach their full potential

Care the SweetTree way

At SweetTree Home Care Services we believe in the true meaning of the word 'care'. We care about building relationships with our clients and their families. We care about nurturing respect between our clients and their carers. We ensure that freedom of choice, individuality and dignity remain firmly in the hands of those we care for.

For some of our clients, the SweetTree model of care means reassurance and companionship for a few hours a day. For others, it means 24-hour live-in care, with complex lifestyle assistance and the attention of an expert team of carers, managers and clinical advisors. There is no typical SweetTree care package, as every care need and journey is unique.

At SweetTree, we design our care around you. Whether you are in need of care at short-notice, respite support, post-operative care, rehabilitation, or long-term care, it's our role to connect with you and your family to create a service that truly works. The first step in this process will always be an initial meeting and assessment, to make sure we understand how we can help.



"Eddie enables my husband to continue to spend time outdoors. It's where he's happiest, and where he feels most connected to the people he loves."

Award-winning care provided by an award-winning team

Our team

At SweetTree we understand that to be the best we must employ the best. From the very earliest stages of our team recruitment process, we are looking for more than just knowledge and experience in home care – we are looking for warmth. Genuine compassion is not a career qualification, it is a core human quality.

We strive for excellence in our teams' expertise, in their communication skills, and in their service delivery, and we rigorously research the history and qualifications of all of our applicants.

As employers, we have been recognised as an 'Investors in People Gold Standard' organisation. We invest heavily in the on-going training and accreditation of the individuals in our team and are proud to say that our own SweetTree training carries the highly regarded AIM Awards Quality Mark.

We are prouder still of the people who represent us every day. The SweetTree family includes Admiral and registered nurses, physiotherapists, occupational therapists, dementia experts, psychologists, massage therapists, and even horticulturists! If there's one thing that unites them all it's that every SweetTree team-member is more than a professional carer – they are by nature, caring professionals.

The SweetTree Charter

At the heart of everything we do at SweetTree is a dedication to improving the quality of life of our clients, our team members, and the wider community. We strive to:

- Provide the highest quality care and support possible
- Treat people with respect
- Encourage independence and self-fulfilment
- Embrace individuality
- Enhance self-esteem
- Preserve dignity
- Support self-expression
- Recognise the right to take risks
- Promote freedom of choice
- Continually evolve and improve what we do

Meet Barry Sweetbaum



In 1992, Barry founded SweetTree Home Care Services with registered nurse and director of operations, Nicki Bones. Together, Barry and Nicki have shaped a home care service unlike any other.

"Like all of the team at SweetTree I am committed to making sure that we provide our clients and their families with the highest quality of care and support possible. As a team we are continually evolving and improving our practices. But it is the founding principle of 'supporting people to reach their full potential' that underpins everything we do. This is the heart of how we care, and why we started the service."

You can call Barry on 020 7624 9944 or email barry.sweetbaum@sweettree.co.uk

Unique care – created for you

Your care package will be entirely unique to your situation. We focus on delivering a service that is crafted around your choices.

Our support services are designed to be flexible and adaptive to your changing preferences, needs, and abilities. Flexibility ensures that you and your family are able to regularly discuss with the SweetTree team the support you require, and how best we can accommodate any changing circumstances.

SweetTree's team of dedicated care managers take overall responsibility for coordinating the care services you will receive. They are responsible for organising care packages, communicating with health care organisations and partnering providers, and keeping abreast of legislative changes in the sector. Most importantly, our care managers are responsible for promoting strong, supportive relationships between the SweetTree team, you, and your family.

Our initial care assessments will always be free, to ensure you have the flexibility to find the right support from the start. This is also true of our on-going reviews, meaning you can adapt or change your care arrangement at any time.

"For three years I have had the perfect carer."

What are the SweetTree support steps?

1

Talk to us

You can contact the SweetTree team to discuss support options, or just for an informal chat.

We also offer a 24 hours a day, 365 days a year emergency service.

2

Your care assessment is free

Once you have contacted SweetTree, we'll organise a free care assessment. We will talk openly about your immediate needs, as well as any thoughts or visions you have for the future.

3

Your care plan is tailored to you

According to your preferences and situation, we will match and introduce you with a carer who best fits your lifestyle and care needs. Together, we will build a care plan that incorporates activities and services that work for you.

4

Your plan is flexible and free to exit

At any time you can add services of interest to your care plan, or remove activities that no longer fit your lifestyle. As your needs change, your carer/s and the SweetTree team can speak with you and your family to adapt your care package.

Meet Nicki Bones



Co-founder of SweetTree and director of operations, Nicki is a registered nurse with more than 30 years experience in areas supporting people at home and in the community.

"I believe that regardless of their level of need, everyone should have the opportunity to live independently in their own home, with dignity, freedom of choice, and control over their life. At SweetTree we make this vision a reality by employing the best people we can, and by adopting a team approach to the provision of all our services."

You can call Nicki on 020 7624 9944 or email nicki.bones@sweettree.co.uk

Did you know we can also provide more complex support such as...

- PEG feeds
- Medical gasses
- Stoma and catheter care
- Oxygen therapy
- Nebulisers
- Care of a tracheotomy
- Non-Invasive Positive Pressure Ventilation (NIPPV)

Meeting your needs

Many of the initial calls we receive about SweetTree's services are from clients and families who are unsure about the type of support they require, or who are worried about having an as-yet unknown carer in their home. We understand. Our clinically led team are here to walk with you through the evolution of your care journey, to address your questions and concerns, and to find the care – and carer – that is best matched for you and your needs.

Hourly care

To ensure continuity and the building of genuine relationships, our provision of care comes at a minimum of two hours. This and additional hourly support can be arranged for any time you need it – including waking nights or sleep-ins, weekends, and holidays.

Live-in care

For clients requiring 24-hour care, a 'live-in' care arrangement can sometimes be the best option. Live-in care gives you access not only to the high quality care, but also offers the reassurance of 24-hour support and companionship in the comfort of your own home.

Respite and adhoc care

We understand the value of short breaks, holidays and respite for both individuals receiving care, and their families. Our respite care service provides temporary relief to anyone caring for a loved one. We can also provide hospital to home support.

We can connect you with:

- Home planning, equipment and aides
- Advice on benefits and entitlements
- Telecare response services
- Liaison with GPs and specialists
- The arranging of respite breaks
- Emotional and psychological support

Just some of the things that we can help you with:

- Companionship and socialising
- Preparing meals and support with eating
- Shopping and external chores
- Assisting with outings and community-based activities
- Washing, bathing and dressing
- Promoting and administration of medications
- Managing continence
- Light household cleaning
- Assisting with washing, ironing, laundry and linen
- Support with a handyman, driver and gardener

Our on-going commitment to quality care

As a provider of social and health care services, SweetTree is committed to delivering the highest quality person-centred care with dignity and respect. We are visited and assessed by the Care Quality Commission (CQC) – the independent regulator that ensures care providers in England deliver safe, effective and high-quality services.

The CQC has commented on the excellence achieved by our team in ensuring that clients not only feel they understand the care and support that is available to them, but that they also feel they can express their views on the way their care is delivered. We are proud that SweetTree has consistently met CQC standards and we continue to strive to be an outstanding provider.

We have a well-established and experienced management team. Our externally accredited training programme is comprehensive and mandatory for all carers. Important knowledge and skills such as safeguarding adults must be updated every year.

Critically, at SweetTree the care conversation is always two-way. We have an excellent track record of working in partnership with our clients, their families and representatives as well as building effective working relationships with others involved in your care and well-being. From the very beginning of your SweetTree relationship, we welcome your comments and ideas, and will continue to grow our service around your feedback. Our door is always open.

Meeting CQC's expectations

- ✓ Safe
- ✓ Effective
- ✓ Caring
- ✓ Respectful
- ✓ Well-led

Meet Polly Landsberg



With over 35 years' care experience, home care service manager Polly brings to SweetTree the gifts of experience in senior health visiting practitioner management and NHS community nurse leadership. With a degree in nursing and a diploma in health visiting, Polly is a cornerstone of the SweetTree service.

Responsible for the day-to-day management of the service, Polly oversees a large team of carers, and ensures the consistent delivery of high quality, person-centred care.

"I am so grateful for you sending Adaeze. I cannot think of anyone nicer, kinder, more hard-working. I really enjoy having her look after me."

We focus as much on our clients' interests and preferred lifestyle, as we do on the personal care and support they require. We want our clients to have fun – regardless of whether this involves a day out shopping, a trip to meet friends, or enjoying something less active like listening to music at home.



We look forward to speaking to you

For further information on our services and fees call our team today

020 7624 9944

Polly Landsberg, manager of our specialist home care service:
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SweetTree

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