# The SweetTree Charter

The SweetTree Charter and Mission Statement are the guiding principles behind everything we do. Together they create the foundation for the culture of SweetTree and define how we operate as a care provider.

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

#### Free Care Assessments

We understand that choosing a care provider is an extremely important decision, therefore SweetTree provide a Free assessment of care needs to ensure clients have the flexibility to find the right support.



#### SweetTree Home Care Services 1 Coleridge Gardens London NW6 3QH

#### www.sweettree.co.uk

Ask our team about our specialist care services; Learning Disabilities, Dementia, Palliative Care, Brain Injury and Neurological Conditions



**INVESTORS IN PE©PLE**<sup>™</sup> We invest in people Gold Providing high quality live-in care & support in your home





# Who We Are

Since 2002, SweetTree has helped more than 14,000 people to live more independently in their own homes.

We are proud to have been a Sunday Times Best Company to work for, plus we have Investors in People Gold and are rated as Outstanding by CQC.

Live-in care offers you peace of mind, continuity of support and the opportunity to plan each day as you choose. This can be provided on a short-term basis to help recover from a hospital admission/illness or on a longterm basis to enable you or someone you love to remain in their own home.



# What can SweetTree help you with?

24 hour live-in care provides peace of mind for everyone. Our highly trained care team can support clients with the following;

- Personal care and hygiene
- Companionship during social events
- Household cleaning and laundry
- Shopping and chores
- Collection of medications
- Preparation of meals
- Helping to care for the family pets
- Support and companionship on a holiday
- Accompanying to hospital and doctor appointments
- Support to continue enjoying hobbies and activities
- Assurance that someone is there whenever you need them

We can also provide support with more complex care needs where people need assistance with equipment such as; hoists, catheters, PEG feeds and nebulisers.

> Supporting people to reach their full potential...

# Our Team

At SweetTree we make our vision a reality by employing the best people and by adopting a team approach to the provision of our services.

Recruiting the right people is a fundamental part of our success. Our care teams not only need knowledge, skills and experience in the ways of best practice in care but they also need warmth, compassion and excellent communication skills. Genuine understanding and the 'will to get it right' are required to ensure that people benefiting from our services have the best quality of life possible.

### What our clients say

#### My carer has been a soft pillow to my very broken soul"

"We really appreciate all your commitment and hard work. It means a lot and makes a huge difference!"

"My mother's carer is very intelligent and professional, always giving great advice."

"Thank you for enhancing both of my parents" lives, the family are very appreciative of all that you did for them"