



**SweetTree**  
Home Care Services

*Home Care*

Inspected and rated

Outstanding ☆





## Home care that makes a real difference

SweetTree was founded in 2002 by Barry Sweetbaum and Nicki Bones, who set out to change the definition of what 'High Quality' home care looked like.

For Barry, this was all about mirroring the amazing care that a lady name Margie provided to his mother over 30 years ago when she was ill with cancer. Nicki, a Mental Health Nurse, also wanted to show that care can be delivered differently.

Using their decades of experience in a variety of care settings, they have created an organisation that helps individuals who receive care and those who provide it to reach their full potential.

SweetTree has now supported over 20,000 people and as well as being rated 'Outstanding' twice in a row by the Care Quality Commission, it has been accredited with Investors in People Gold and named three times as one of the UK's Best Companies to Work For.

### Welcome from our Home Care team

At SweetTree, we understand that choosing a home care provider can be daunting. Not only are you trusting someone to come into your home, you are trusting them to take care of your well-being and help you maintain your lifestyle and identity.

That's why one of our dedicated care managers will spend time with you carrying out a free assessment, discussing not only your support needs but also your interests and lifestyle. Our goal is to match you with a carer whose experience and interests complement your wishes.

Our team has a vast range of skills, from nursing to end of life specialists and trained physiotherapists. We also have a dedicated, highly trained dementia care team. Whatever your needs, we can be flexible in developing a care package tailored to your requirements.



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*Staff were extremely caring for people who used the service and their families... Staff supported people to reach their full potential despite their health condition and wellbeing.*

*People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests.*

CQC Report December 2020

### Our Home Care services in London

Our Home Care service is where SweetTree began 20 years ago. Our aim continues to be to provide the highest quality service to facilitate our clients remaining in their own homes with dignity, independence and control over their lives.

Regardless of the level of support needed, a member of the SweetTree team is available 24 hours a day, 365 days a year.

For some, the reassurance and companionship gained from having one of our carers visit for a few hours a day to assist around the house will be enough. Others will require more intensive support which can be provided on a live-in or live-out basis.

Our team at SweetTree will work with you to design an individual package centred around your needs and wishes to allow you, or your loved one, to live life, at home, to the full. If your needs change, our packages are flexible and we can meet specialised dementia and complex care needs including PEG feeding, stoma and catheter care.



### Our Home Care services include:

- Companionship and socialising including going on outings and assisting with community-based activities
- Preparing meals and support with eating | Shopping, including collecting pensions and medications
- Washing, bathing, dressing and undressing | Supporting and promoting continence care
- Light household cleaning | Assisting with washing, ironing and bedding
- Support with day-to-day admin such as making GP appointments.



## Professional and attentive carers allow clients to maintain independence

Support workers fulfil many roles from helping clients who have reduced mobility or have returned home after a stay in hospital, to providing practical and personal support with making meals, washing and dressing.

The time SweetTree devotes to getting to know the client and their needs and wishes enables them to be matched with a suitable carer to provide good, unhurried company. Most important of all, our support workers allow individuals to maintain their quality of life and independence in their own home. Here are some of our clients' stories.



**Ian Addleston**, 84, realised he needed home care after having a stroke which affected his right side. His daughters helped him to find out about care options but the first care provider he chose was, in his words, a disaster. He said his carer was very rough in the way he handled him.

When he discovered SweetTree, he said it was like chalk and cheese. SweetTree matched him with Linda who became his live-in carer in September 2020.

*"She is very knowledgeable and very attentive, she is very good and I have no complaints. She's also a really good cook. She takes me to the shops and to visit my daughters,"*

he said.

Although he describes himself as an independent person, Mr Addleson accepted that, because of the impact of his stroke, he needed live-in support and the arrangement is working well. SweetTree ensure when his support worker has time off that a replacement is provided.

**Mary Edwards**, 97, required quality care after staying in hospital with a broken ankle, in addition to developing arthritis and fading eyesight. However, going back to her own home was essential.

She explained: "I've lived here for 35 years and have made some wonderful memories. It gives me an enormous amount of independence."

After some bad early experiences with another provider, Mary switched her live-in care to SweetTree and was very appreciative of their professionalism.

Mary said: "SweetTree are very efficient and conscientious. They get stuff done and don't leave you waiting on them."

Mary was matched with her carer, Ibi, and the pair have built an excellent relationship with each other over the past five years. Mary said: "I feel very safe with Ibi. She's physically strong and very alert, which is important for my needs."

## Our fees

We understand the importance of having a clear idea of your care fees and what you are paying for. With SweetTree, you can rest assured there are no hidden fees.

Our fees include every part of the SweetTree service, from the ongoing accredited training that our support workers receive, to the oversight and expert-led management of every care package.

We have a banding system with costs dependent on the level of care required, and we will provide an accurate cost after we have carried out a specialist free assessment of your needs. We may also be able to assist you to understand what funding routes, such as Attendance Allowance and NHS Continuing Healthcare, might be available to help pay for our home care services.

**Prices for our Home Care service start 'from'**

**Day care £22.50 per hour**

**Hourly waking night £24.00 per hour**

**Sleep-in £16.95 per hour**

**Live-in care from £160.08 per day**

See our [website](#) for more information about what our services include.

To other people considering live-in care, Mary says: "You just can't beat the one-to-one attention."

**Jubilee Brecker**, 78, lost mobility in her legs, and with SweetTree's support is regaining her confidence to walk with a stick.

She has night-time care from SweetTree, who matched her with Irene.

Jubilee explained: "Irene wakes me up, gives me breakfast and helps me to bath and dress as I don't feel comfortable trying to do this myself.

"I'm very happy with Irene, we get on very well and we talk. She's very good, it works well."



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*Your questions about*  
**Home Care**

*What do I need to consider when choosing a home care provider?*

Start by establishing what your or your loved one's care needs are. Do you need help with getting in and out of bed, dressing and preparing meals, or are you looking for companionship and help to get out and about? Do you need a few hours a day or 24-hour care and support? SweetTree will design a care package to meet your needs.

A vital question is whether your provider is regulated by the independent Care Quality Commission, reassuring you that they meet rigorous standards for safe, high quality care. Inspection reports are published – [read about SweetTree's 'Outstanding' rating.](#)

*What care needs can you support?*

We provide a wide range of bespoke, person-centred care and support at home for people over the age of 18, with care visits ranging from a minimum of three hours to 24-hour care.

We can meet complex needs, such as stoma and catheter care, and provide specialist services including dementia care, palliative care, and support for those with learning disabilities and brain injuries. We provide 24-hour a day support with a manager always on-call.

*What training do your carers receive?*

At SweetTree, our professional, personalised in-house training ensures all our team members understand and work to the highest standards of person-centred home care.

Our SweetTree Care Academy provides ongoing, accredited training and a range of specialist courses to give a greater understanding of areas such as dementia or diabetes care.



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*Our SweetTree mission*

To assist our clients, team members and the wider community to achieve the highest quality of life possible, through the provision of exceptional care and support; enhancing wellbeing, growth and development of the individual and SweetTree as a service provider.

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*The SweetTree Charter*

The SweetTree Charter sets out how each member of the SweetTree Team is expected to provide support.

**Encourage independence and self-fulfilment**

**Provide the highest quality care and support possible**

**Continually evolve and improve what we do**

**Treat people with respect**

**Enhance individuality**

**Enhance self esteem**

**Preserve dignity**

**Support self-expression**

**Recognise the right to take risks**

**Promote freedom of choice**

*Each leaf of the tree represents a SweetTree service and the continued growth of our vision.*



## SweetTree Home Care Services

SweetTree Home Care Services  
1 Coleridge Gardens  
London NW6 3QH

**T** 020 7644 9522

**F** 020 7624 9955

**E** [info@sweettree.co.uk](mailto:info@sweettree.co.uk)

[www.sweettree.co.uk](http://www.sweettree.co.uk)

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