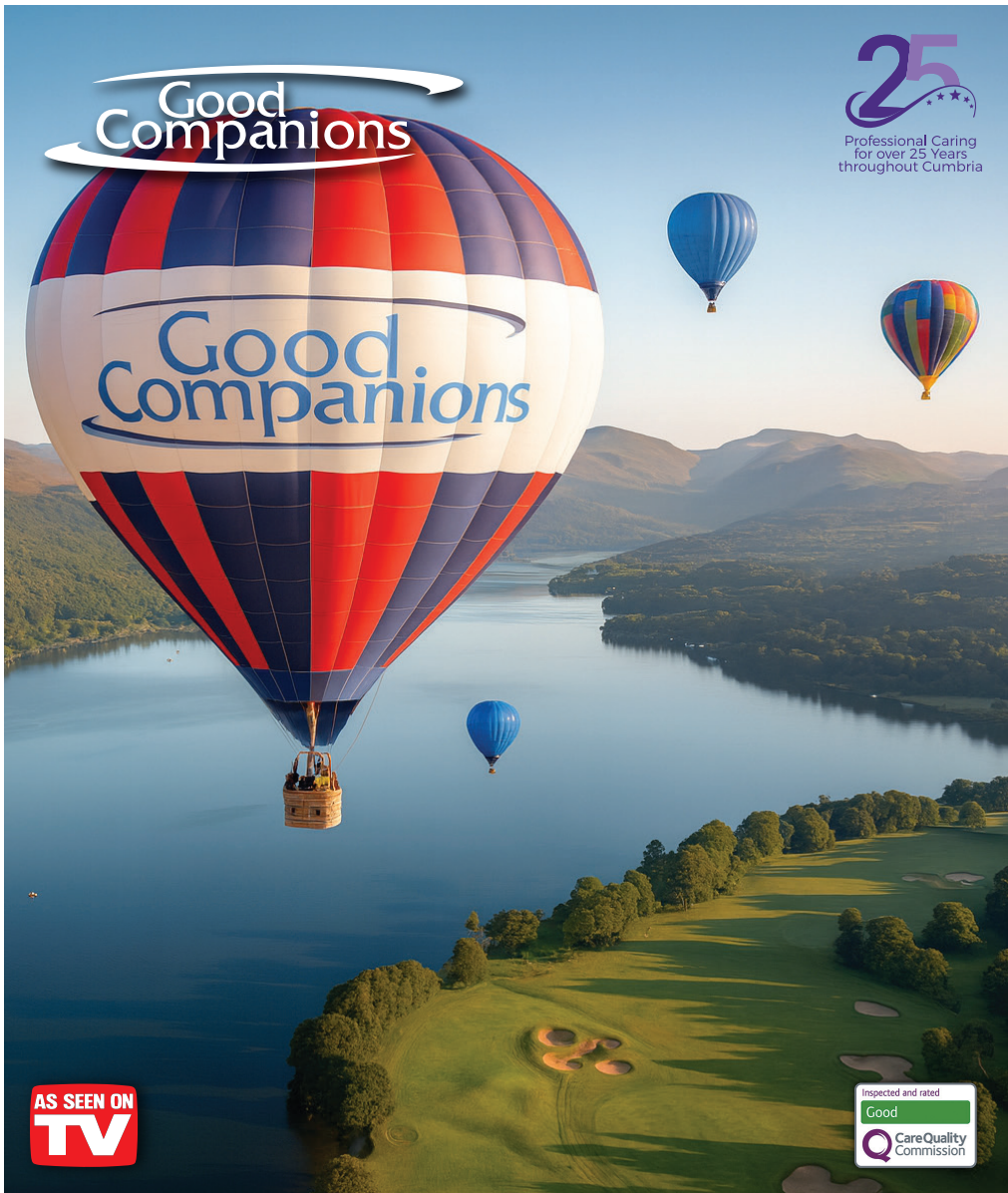




Good
Companions

25
Professional Caring
for over 25 Years
throughout Cumbria



Excellence in 24 Hour Live in Care

Carlisle 01228 594153

Penrith & The Lake District 01768 216003

Keswick 017687 85454 & Cockermouth 01900 876290

Welcome to the Good Companions 24 Hour Live in Care

We have a clear aim, which is to achieve 'Outstanding' by the CQC (Care Quality Commission). All of our current care services are rated as 'Good'. 24 Hour Live in Care services are a real alternative to care homes. Should you require any further information, please contact us.

To achieve outstanding you need all of the following:

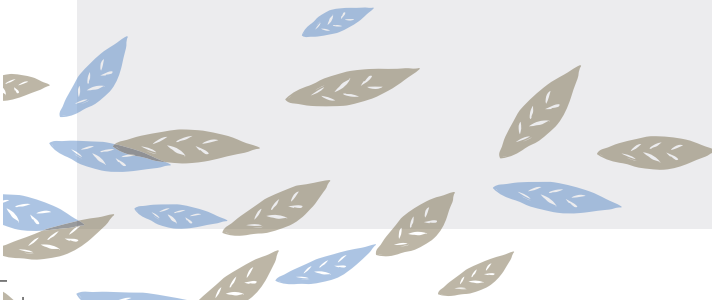
A dedicated management team who can lead from the front and who are passionate to deliver outstanding care.

A dedicated and highly trained team of carers with great passion, dedication, and commitment to deliver outstanding care.

Directors that put everything they do at the forefront of providing outstanding care and who are directly available to all their managers, carers, and customers.

A commitment to invest substantial time and money to achieve the absolute best.

This is the Good Companions philosophy.



On Christmas day 2024 I was truly fortunate to visit our ladies and gentlemen and our carers to personally wish them a very happy Christmas and New Year. It was great to meet our customers and their families, as well as our carers. Their hard work and commitment to delivering the absolute best care are greatly appreciated by myself.

Mark Newby

Mark Newby







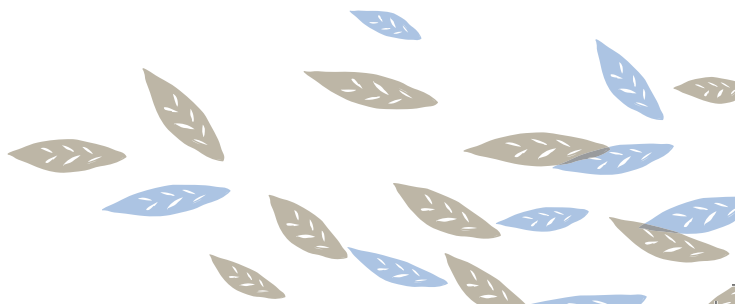
Good Companions, Who are we?

We are a well-established Cumbrian provider of quality 24 hour live in care delivered by our carers in your own home.

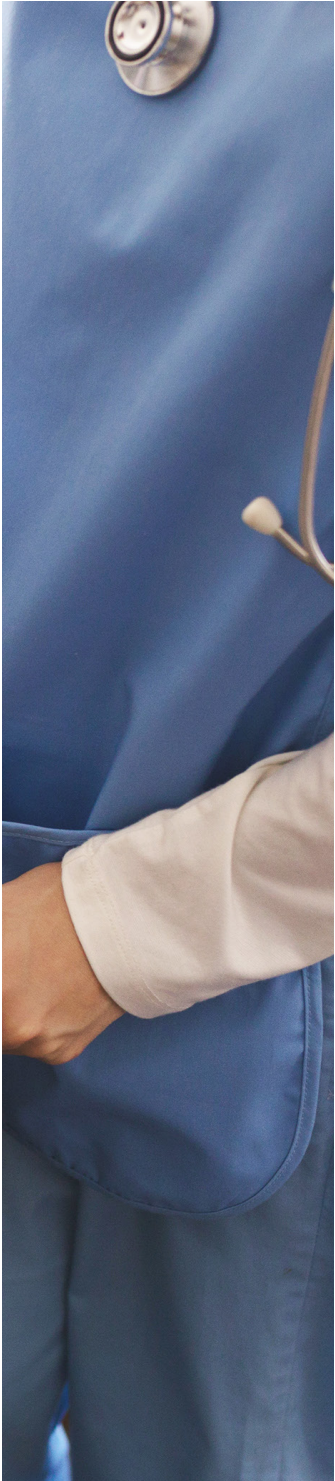
Our live in care service is a real alternative to care homes and you'll be pleasantly surprised by the cost.

We aim to provide a service which is flexible, personal, and very much individualised for the person in receipt of our service.

Our Aim is to empower people to live as independently in their own surroundings







Good Companions Carers

Our carers are carefully selected. They are hard-working, caring and compassionate. They are extremely conscientious in the work they do, and have a wealth of experience.

To ensure the safeguarding of vulnerable adults and also to protect our customers from abuse or neglect, we ensure careful checks are carried out. We check every carer against an Enhanced Disclosure and Barring Disclosure (DBS) and in Scotland Protecting Vulnerable Groups (PVG). This is a list that would identify people who would be unsuitable to work with vulnerable adults. Our local managers are also there to offer support and guidance to our customers and our Good Companions carers. Good Companions Carers are trained to the specification of CQC Standards, we are rated as overall Good



What to expect at the start of an assignment

We will organise the carers arrival to your home, it may be that the carer will travel to the assignment by train, or if agreed by their car. The Good Companions takes great care to ensure that we do not bring carers from one end of the country to the other, as travel costs incurred are payable by the customer. Mileage can be checked on the internet at www.aa.com

If the carer's car is used for transport, or the customer's car is used by the carer, insurance cover should be in place.

Break times

We recommend this is on a daily basis for two hours, and normally away from the customer's home. On arrival and departure day no breaks are expected.

We understand that this is not always possible, and it should be agreed with the customer and their families beforehand. Relief carers or family members could cover this two hour period.

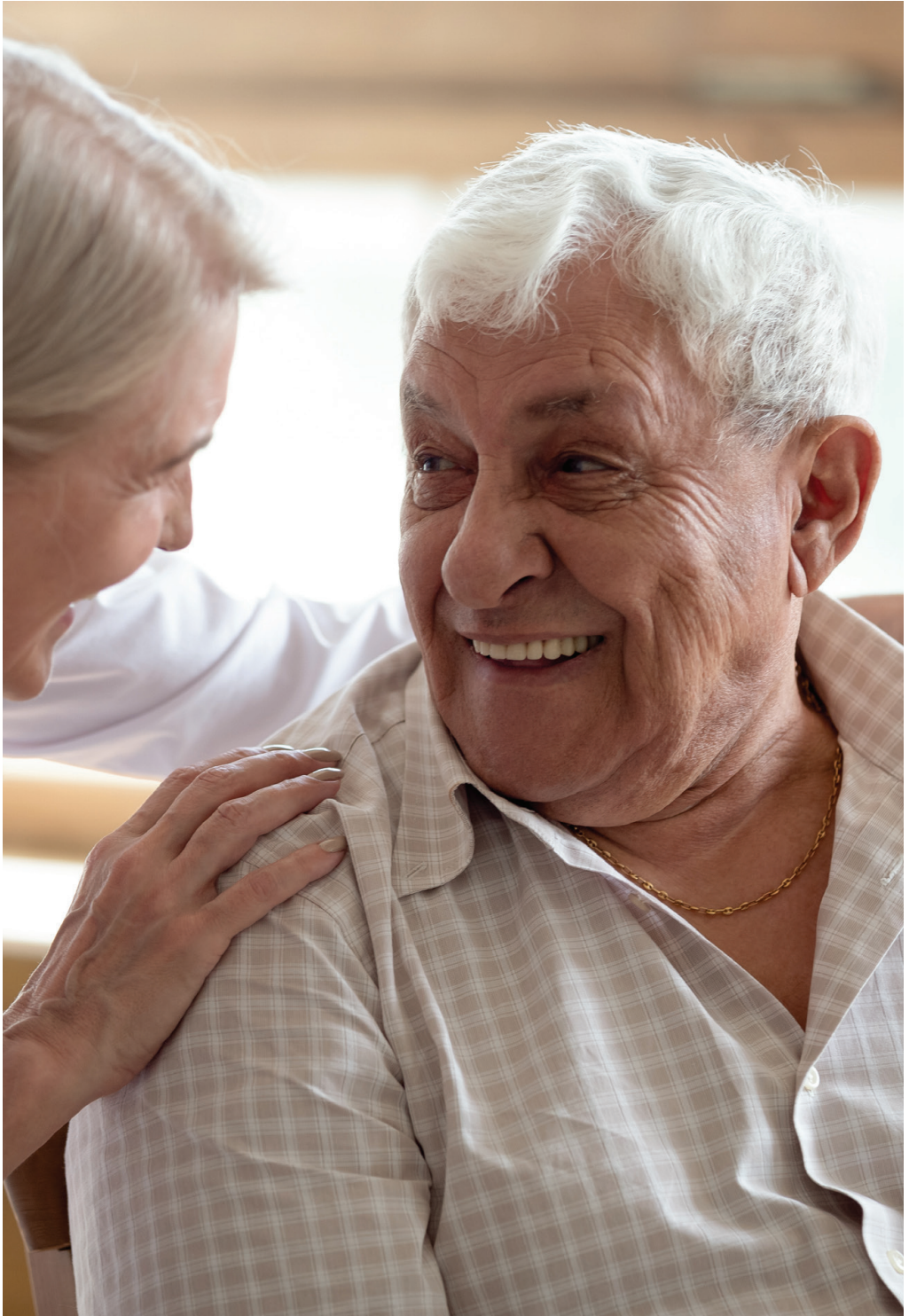


The Good Companions Role

Our role is:

- To carry out a face to face care assessment in the comfort of your own home, or hospital/care facility where applicable.
- Assuring the process of selecting a Good Companions carer with yourselves and your family runs smoothly.
- To arrange start and finish dates of each carers assignments.
- Written confirmation of your arranged booking.
- To gather approximate arrival and leaving times of your Good Companions carer.
- Gather your local contacts to assist you if needed.
- To ensure that you are receiving the highest quality of 24 hour live in care.
- To have regular contact with our customer and their family, to ensure you are completely satisfied with our service.

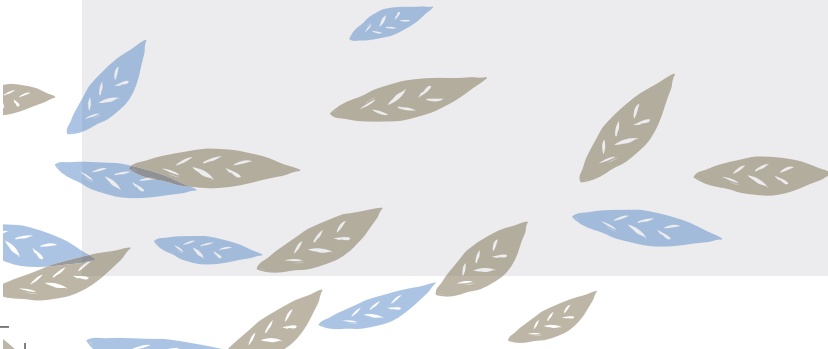
We have found that nothing replaces the one-to-one service of our local Managers. Large companies try to convince us that one-to-one meetings are a thing of the past, but our customer comments show this is not the case!



Levels of Care

We will assist you in choosing one of our quality live in carers. This can be done at relatively short notice. Assignments can be of a very short duration, i.e. convalescence care, respite care (to cover holiday periods), or for longer term care. In certain areas we can also offer local domiciliary care.

From our experience, our customer needs have greatly increased across all levels of care. We now offer a quality one level person centred 24 hour live in care package, which encompasses everybody's individual care needs.



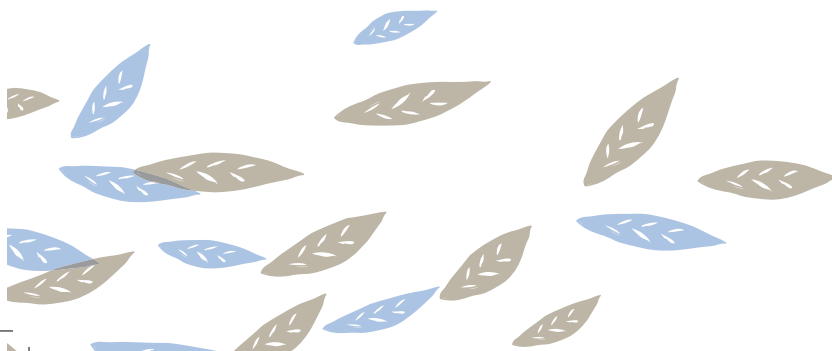
The Assignment

We like the arrival time of the carer to be at twelve o'clock, or later by prior arrangement. If the assignment is a changeover then half a day is chargeable to the customer. Handover period is usually estimated to be in the region of 2 hours.

Carers Accommodation

Carers should have their own bedroom with wardrobe space and washroom facilities.

“Just wanted to say that our family are extremely grateful for the careful matching of the carers you have placed with mum, it has given us all peace of mind to know she is being so well cared for and we could not have asked for more!”





Pampered Pet & Animal Care

Pet care can be a beneficial and enjoyable experience; it can also be a challenge.

We ensure your Pets are looked after, pampered, groomed, walked and their health and wellbeing monitored. We take away the anxiety and ensure you keep your beloved pet at home with you.

We can also take your pets to Vet visits and any other appointments.





What's New For 2025/26

Luxury Chauffeur Service

The world of discreet luxury meets the era of on demand chauffeur services with Good Companions executive Mercedes and minibus. Highly professional drivers and journeys tailored to your own tastes. It is available for our customers to visit their family and friends.

The Good Companions chauffeur services can supply additional care staff for your journey (this will be an additional cost). You can request our car on demand or book in advance.

It is available for our Customers to visit their family and friends, as part of our bespoke Care Service.



The appointment of a quality assurance officer

This is to ensure our standards of excellence are maintained for all of our great customers and carers.

How To Arrange Our 24 Live in Care

■ Step 1

Awaiting your call

We have a dedicated customer team awaiting your call; we will talk you through your needs and will arrange consultation with one of our managers. Assessments can be carried out quickly and effectively.

■ Step 2

Our care assessment.

This can take place very quickly and is undertaken by one of our care managers.

■ Step 3

Commencement of care

We will both agree a start date and time to commence your home care visits. We will introduce you to our highly trained carers, and your care service will start.

■ Step 4

Ongoing support

Once your care package has been agreed with yourself, our care managers will carry out regular reviews and care supervisions to ensure you are happy with our service.

Live Well At Home, Your Way With Us

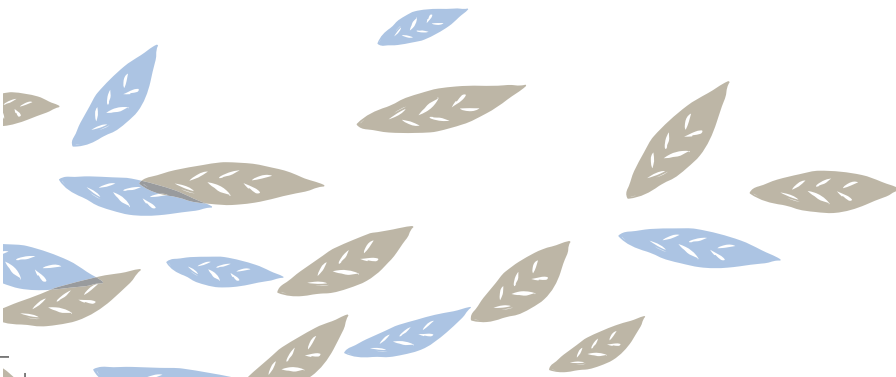
We understand that home is where you feel happiest. If you want to stay living comfortably at home, you can live well, your way with the Good Companions 24 Hour Living Care.

Good Companions has been at the forefront of specialised home care for the elderly and supporting those being cared for and their families for many years. Founded on personal experience, these family values remain at the core of everything we do 25 years on.

Our 24 hour Live In Care service fits around your life and is well tailored, it is flexible and it is adaptable. Whether you are looking for help getting dressed and showered, help around the house or companionship, Good Companions trained care staff are perfectly matched to you.

We believe that age should be celebrated and that everyone should be able to live happily, comfortably, and independently at home.

Our 24 live in carers fit around your life and are well tailored, flexible and adaptable.





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Email: admin@gchc.co.uk
www.goodcompanions.net

