



**WE FOUND OVERWHELMING EVIDENCE OF THE POSITIVE  
IMPACT THE SERVICE HAD ON PEOPLE'S LIVES**

 [info@pramacare.co.uk](mailto:info@pramacare.co.uk)  
 01202 207300 / 01202 207309

CQC Inspection report  
reviewed April 2023

# Supporting people at home

Prama was founded by Dr Chris Moran in 1982 to provide local people with support when leaving hospital and help to settle them safely back at home.

Prama now has over 130 professional Care Support Workers who offer friendly, caring support, ensuring our clients are in control of their own lives and families are reassured of Prama's commitment to our clients' safety, comfort, dignity and happiness.



"At PramaCare we are committed to making sure our clients are delighted with the service they receive from us. We hand-pick staff who have the qualities we aspire to offer: compassion, helpfulness, respect, integrity, sensitivity and trustworthiness".



*Nick Johnson, Chair of Trustees*

For more information call 01202 207307 or see [www.pramacare.org.uk](http://www.pramacare.org.uk)

# Your **care**, your way, **in your home**

You may just be looking for a little assistance with your everyday activities or more support to enjoy independence in your own home; PramaCare is here to help.

Many of our clients begin with a little help once or twice a week, then as time goes on and needs change, visits can be increased or extended. Our aim is to help you live well and independently at home.

Your plan of care is worked out with you, and reviewed regularly, so that your needs are met and you feel in control of your life.

## Examples of the care we provide include:

- Meal preparation, help with household chores, companionship.
- Personal care visits from 30 minutes to a few hours, once a week to several times a day.
- Support to get out to appointments and activities or little extra help and confidence building.



We also offer dementia care, support for people with acquired brain injury and end-of-life care. Our care is bespoke, whatever your needs.

Domestic support

Cleaning & laundry

Meal preparation

Companionship

Shopping

Prescription collection

Accompanied appointments

Help getting out and about

Sitting service

Personal care

Washing & dressing

Nail cutting

Support with eating and drinking

Administering medication

For more information call 01202 207300 or see [www.pramacare.org.uk](http://www.pramacare.org.uk)

# The people who care for you

We recruit for values and character and train for excellence. The first step is to ensure that every member of the team is someone who we would be delighted to have caring for our own families.

We then use our own in-house training team to teach the specific skills and procedures necessary to enable high quality care. Ongoing supervision and observations, together with specialist training modules, ensure that everyone is fully equipped to meet your needs.

We think good relationships help people thrive, so we aim to provide a consistent care team wherever possible, so that you get to know the people who are supporting you and they get to understand all about you and what make life good for you.

As you would expect, all our staff are DBS-verified as being suitable to work in care and references from previous employers have been fully checked. We have clear policies and procedures in place to keep everybody safe.

You will have a dedicated Care and Quality Team Leader who develops your care plan and a Registered Service Manager who oversees all our care.

We make sure you are in good hands - and our friendly Care Centre team are happy to help with any queries.



We are tremendously proud of all our staff. We invest in their training and resources and make sure they know they are highly valued. They are the ones who give the time, energy and commitment to our clients, in all weathers, at all times.

Nikki Ellis, Registered Manager, Prama



"I love working for Prama, I feel like I'm part of a special and privileged team. Every client has their own unique story to tell and supporting them to enjoy life makes me feel like I really am making a difference. I might be helping with housework, assisting with showering or preparing a meal - every day is different and there is always time for a friendly chat. I've also been able to gain professional qualifications with support from the brilliant training team and I feel a great sense of achievement"


Debbie Scorey, Care Support Worker



See what other Carers say  
about working for Prama!



For more information call 01202 207300 or see [www.pramacare.org.uk](http://www.pramacare.org.uk)

A photograph of an elderly woman with short, wavy grey hair, wearing a white cardigan over a black and white patterned top. She is standing on a balcony, looking down at a planter box filled with red and white flowers. A silver outdoor lamp is visible in the planter. The background shows a white wall and a window.

## Mary is a PramaCare client

Mary and her son got in touch with us when she was affected by some short-term memory loss and mobility issues and began to find it more difficult to manage her housework and get out to do her shopping. Mary's son wanted to know that she was safe at home, but wasn't able to be there himself, so they called PramaCare.

One of our experienced managers visited them both and agreed a plan of visits which would allow Mary to be supported at home and accompanied out for shopping trips.

“ I never think they see what they do as a duty or a job, simply that they want to make someone else's life better, and that's what they've done for me”

Mary - a PramaCare Client

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# What comes next?

Please contact our Care team on 01202 207300 to chat about how we can help you.

We will give you an outline of what is possible and our prices which start from as little as £29.50 for a full hour of our 'outstanding' service.

If you would like to proceed one of our Care and Quality Team will visit you in your home to discuss your specific needs and develop a bespoke care plan with you. Members of your family are welcome to participate in this meeting if you wish, to support you in creating the package of care that works for you.

We will check any medication requirements or specialised equipment and support with your GP or hospital discharge team where this is necessary.

Your first visits will be arranged and we will send you details of who you can expect to be part of your team.

At the end of each month we will send you a summary of all the visits you have had and payment will then be collected automatically by Direct Debit.

We will regularly review how we have been supporting you and whether there are any changes you would like to make to your personal plan.

You can call the Care Centre team if you need to alter any of your visits or to make changes to your care plan.



# FINGER & TOENAIL CUTTING

At home, by our friendly trained staff.

To book an appointment, or for information

 01202 207308

 [nailcare@pramacare.co.uk](mailto:nailcare@pramacare.co.uk)

**Services from £20.00**

On your first visit there is an additional charge of £15.00 for your personal nail kit (clippers and files)



 **PramaCARE**  
Supporting people at home



## FAST AND FREE

COLLECTION OF SALEABLE FURNITURE

 01202 207315

 [FURNITURE@PRAMA.UK](mailto:FURNITURE@PRAMA.UK)

 07460 298053

 **Prama**  
Charity Shops

**01202 207315** [pramalife.org/charity-shops](http://pramalife.org/charity-shops)



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