



SweetTree
Home Care Services

End of Life Care

Inspected and rated

Outstanding ★





Welcome from our End of Life care team

Everyone has unique physical and psychological needs and it is recognising and respecting these needs that enables us to give individuals a quality of life.

We support you or your loved one to express your needs, fears and wishes by having a structured advance care planning discussion. This allows us to anticipate and plan for evolving complex care needs. These wishes can be shared with your GP and recorded electronically so you only need to discuss them once unless your needs change.

The complexities of End of Life and Palliative care require a care team to give skilled, compassionate and person-centred care, with the client's needs sensitively considered using clear life affirming communication.

A detailed holistic care assessment is essential so we can support you to have life added to your days with family and friends around you.

SweetTree's palliative care approach focuses on quality of life and helping the individual to maintain and maximise their comfort with the assurance that they can have continued safe care with choices.

In the later stages of illness, we recognise the individual's increased health care needs. Continuing to address the client's holistic needs will always include insights from family and those who play an important role in their life and care journey.

About Polly, our team manager

Polly Landsberg has worked in the care sector for over 35 years, including in senior health visiting practitioner management and NHS community nurse leadership. With a degree in nursing and a diploma in health visiting, Polly oversees SweetTree's team of support workers to ensure consistent, high quality care.



Providing palliative care in London

SweetTree's End of Life Care service provides high quality support for those who wish to remain in their own homes, during the last few months of their life.

We provide a premium service that helps our clients remain in familiar surroundings with dignity, retaining their 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.

Although most people prefer to stay at home, the fear, emotional hurdles and practicalities of caring for someone at this stage of life can be challenging. Reflecting this, we have a dedicated palliative support service for not only our clients, but also their loved ones.

The ethos behind our End of Life Care service is to mirror that of the highly respected hospice movement and has been carefully designed to actively join up with all involved in the palliative journey, whether it be another care team, a family or a hospice – to ensure the very highest quality of care is provided at such an important time.



SweetTree discussed people's wishes regarding care at the end of their lives and dying as part of the initial assessment of their needs. Specific wishes and needs were recorded in people's care plans. Staff received training in end of life care to ensure the best support for people at their home at the final stages of their life.

CQC Report December 2020



Our End of Life care service includes:

- Support from 2 to 24 hour care, enabling freedom of choice and flexibility
- Pro-active partnerships with community palliative care teams, other specialists from the multidisciplinary team as well as family and friends
- Enablement to fulfil choices for our clients and loved ones wherever possible.

Julie remains calm and steady to support her clients during a time of emotional turmoil



My role is to give peace of mind and make everything a little easier

Our support worker Julie explains how she focuses on building a bond to support both the individual and their loved ones, ensuring their needs and wishes can be met at a time of turmoil.

Caring for people as they reach the end of their life is a real privilege, ensuring their needs and their wishes are met and that their family are supported through this difficult time.

Having lost my own parents to cancer, I understand the emotional turmoil that people are going through and my role is to make everything easier for everyone concerned.

We ensure our clients have an end-of-life care plan in place and one of my main priorities is to ensure that I listen carefully to what my client wants. I'm always keen to encourage and empower them to make their own decisions about their care. This should never be imposed on them by their carer.

People go through so many different emotions during the last few months of their life and it's important I remain calm and steady so that I can help

people make the changes they need as their health declines. I can't change their situation but I can support them in coming to terms with their fears.

I feel it's also important to listen to the client's family as they have their own ideas on what their loved one's care should look like. It's important for me to build a relationship with them so they feel less burdened by the stressful and emotionally charged situation they find themselves in. It's important they can trust me to provide a consistent and reliable standard of care.

We are not 'just' carers; we are often the bridge between our client and their family members. In many cases, we are the ones that are relied on to hold the situation together.

The more confidence the family has in the carers, the easier the process is for the family and gives them peace of mind.

What our clients say

"SweetTree were so professional and helpful, from my initial enquiry, right through to providing an assessment and care package for my grandfather."

"Nothing was too much trouble and I felt well listened to by all the office staff. I would highly recommend to others"

India, Granddaughter of client

"SweetTree set very high standards in all aspects of care provided. From the person that answers the phone and admin staff to the quality of the carers that they employ - it is obvious that they expect (and achieve) this standard of professionalism from all their staff."

"Most importantly, all the staff empathise with clients and their families and truly 'care' for them. Our experience of the SweetTree carers is that they are punctual, hardworking and are always willing to support our needs. They have built excellent relationships with us and we regard them as almost part of our family."

Christine, Daughter of client

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.

When one of our specialist care managers has carried out a free care assessment, they will assign a fee band based on the assessed care needs. We may also be able to assist you in understanding what funding routes could be possible in order to help pay for our home care services. Below are some indicative rates for our 'End of Life' service.

Prices for our End of Life service start 'from'

Day care £29.95 per hour

Hourly waking night £32.35 per hour

Sleep-in £23.05 per hour

Live-in care from £208.08 per day

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



Your questions about
End of Life care

Are your carers experienced and trained in providing end of life care?

We offer all our carers specialist, intensive training to provide high quality, compassionate care for people at the end of their life and we provide regular refresher training. Your SweetTree care manager will have the knowledge, confidence and understanding to tailor care to your individual wishes and needs.

Our carers are trained to understand and conduct advanced care planning (ACP) discussions in a gentle and facilitating way, in order to record and deliver care according to the individual's expressed preferences.

How will the carers know what care and support to give?

We write a holistic and person-centred care plan for each individual we support.

This describes in detail every aspect of the client's needs – including what they can eat and drink, their medication and how it is administered, and how any equipment provided to assist with safe moving and handling should be used. The plan includes spiritual or religious needs. Our care plans are very detailed, so nothing is overlooked.

How do I get help with funding to pay for end of life care?

There are several ways of accessing funding for care. The first is Attendance Allowance, which is not means tested and has two different weekly rates. Additionally, there are means-tested benefits provided by social services, which require a financial assessment but do provide additional support to those relying on a basic pension.

The NHS also provides funding for continuing healthcare, if you are assessed as having a primary physical or mental health care need. You may also be able to get additional funding quickly through terminal illness benefits, if a medical professional has stated you may have less than six months to live.

About SweetTree

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. They focused their attention on supporting both the individuals who receive care and those who provide it to reach their full potential.

Over the years, SweetTree has helped more than 18,000 people to live more independently, through providing a wide range of home care services for the elderly, those with dementia, acquired brain injuries, neurological conditions, learning disabilities, autism or requiring end of life care.

SweetTree has been rated 'Outstanding' twice in a row by the Care Quality Commission and has also been accredited with Investors in People Gold.

Our 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.

The SweetTree Charter

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

- Provide the highest quality care and support possible**
- Treat people with respect**
- Encourage independence and self-fulfilment**
- Enhance 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**

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





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