



# Welcome to SweetTree

Providing the highest quality care and support possible





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## What It Means To Be Outstanding

At SweetTree, the work we do is for caring people, by caring people. This belief in enhancing the quality of life of those around us, from our clients and their families to our team members and the communities we work for, sits at the core of all we stand for.

Being Outstanding is all about providing the highest quality of care and support possible to those we serve every step of the journey. We are very proud of the fact that CQC, the industry's regulator, has awarded us an 'Outstanding' rating twice in a row, which places us within the top 1% of care providers in the UK.

When you choose SweetTree to be your care provider, you can be reassured that the outstanding care you receive is backed up by the highest quality training provided by our in-house care academy, the latest in technology-enabled care delivered by our sister company SweetTree Connect, and a team of highly qualified clinical care managers who are there to make sure you are looked after throughout your care journey.

Inspected and rated

Outstanding 



# The SweetTree Way

Our team will work with you to design a bespoke care package centred around your needs and wishes, to allow you or your loved one to remain at home living life to the full. We understand that circumstances change, so we have built flexibility into our services to ensure we can always be here for you. You can also be reassured that, should the need arise, with SweetTree's specialist dementia and complex care programmes we can support you regardless of the level of dependency. Whatever your needs, a member of the SweetTree team is available 24 hours a day, 365 days a year.



“

I was extremely impressed by the level of respect and dignity given to my aunt. Communication with all members of the team was excellent, and I was also given a lot of support by the staff. I strongly recommend SweetTree to anyone looking for excellent care because excellent care is exactly what was provided in every aspect of what SweetTree do.

”



## Who We Are

In 2002, founder Barry Sweetbaum (MBE) set out on a mission to change the definition of what 'high quality' home care looked like.


For Barry, this was all about mirroring the amazing support that a carer named Margie provided to his mother over 30 years ago, when she was ill with cancer. Beyond providing standard care, Margie made sure to create a new life plan with her, so the time she had left was enjoyable and meaningful and made a difference to her and her family.

With decades of experience in care, Barry created an organisation dedicated to helping clients, their families and team members reach their full potential. Since 2002, SweetTree has supported over 20,000 people to remain at home with independence, dignity and control over their lives.


## Our mission statement

We aim to support our clients, team members, and the broader community in reaching their highest possible quality of life. This is achieved through delivering outstanding care and support, fostering wellbeing, and promoting the growth and development of both individuals and SweetTree as a service provider.

## SweetTree Charter


 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



“

My family and I were totally overwhelmed by the extraordinary knowledge, professionalism and caring attitude of everybody connected with this agency. It made recovery so much easier and more comfortable! I would give them a score of 22 out of 10.

**Review by client R.G. on  
Homecare.co.uk**

 **10**

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## How We Can Support

Our team will work with you to design an individualised care package centred around your needs and wishes. As your circumstances change, so will the support we provide. Whether assisting with household chores or supporting you after an illness or diagnosis, we are here for you.

Thanks to SweetTree’s clinical expertise, we can help with PEG feeding, stoma and catheter care, and post-operative reablement 24 hours a day, 365 days a year.

-  Companionship and socialising
-  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 laundry, ironing and bedding
-  Support with day-to-day admin such as GP appointments
-  Assisting with technology-enabled falls prevention and monitoring via our sophisticated SweetTree Connect system



**Top 20 Home Care Provider in London 2023** based on reviews from residents, service users and their family/friends.

## Your Journey



### Contact the SweetTree Team

You can contact the team to discuss client support options, signposting, pre-referral advice or just an informal chat. We also offer a 24 hours a day, 365 days a year emergency service. We can also discuss our in-house falls prevention and monitoring system with you.



### Initial Needs Assessment

A manager will arrange a time that works for you to complete the initial needs assessment, which includes a full risk assessment to ensure the safety and wellbeing of all.



### Tailored Support Plan

On completion, a support plan will be created to incorporate the needs and preferences noted. This plan ensures the right team member/s are recruited for each client.



### A Flexible Client-Centred Package

As personal needs and circumstances change, support packages are continually reviewed to adapt accordingly. Clients can change or leave free of charge with 7 days' notice.



People and family members continuously gave very positive feedback about staff who supported them and the managers at the SweetTree. Relatives said, *"Care staff are very, very caring and dedicated people"* and *"They are very reliable, very caring. They have exceeded my expectations."*

**CQC Report 2020**



## Our Fees

At SweetTree, the fees we charge vary depending on need. Our starting fees in the **General Home Care service** are detailed below, with enhanced fees charged where more complex care is required or where more than one person is being supported in a household. All fees are inclusive of VAT and administration costs. You will not be charged if care is cancelled with a minimum of 48 hours' notice.

**Fees below show prices for our Specialist band level of care. We have four bands: Specialist, Specialist Enhanced, Specialist Complex and Custom for larger packages.**

Weekday support 8am-10pm	from	£29.95/h*
Weekend support 8am-10pm	from	£32.35/h*
Weeknight support 10pm-8am	from	£32.35/h*
Weekend night support 10pm-8am	from	£34.00/h*
Sleeping night 10pm-8am	from	£23.05/h*

\* Minimum of three consecutive hours. Bank holidays are charged and paid at double rate.

# More Than Just Another Home Care Provider



A unique environment to cultivate independence in the community.



A state-of-the-art, technology-enabled falls prevention and monitoring system that provides peace of mind to family members and carers.



Consultancy service offering expert insights targeted at family carers, out of area clients, deputees and people with power of attorney.





# SweetTree

## Home Care Services

Coleridge House  
1 Coleridge Gardens  
London NW6 3QH

T 020 7624 9944  
F 020 7624 9955

E [info@sweettree.co.uk](mailto:info@sweettree.co.uk)  
[www.sweettree.co.uk](http://www.sweettree.co.uk)



INVESTORS  
IN PEOPLE | Gold