



Learning Disabilities and Complex Care

Providing the highest quality care and support possible



SweetTree
Home Care Services



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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.



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, SweetTree's in-house accredited Care Training Academy can design and implement additional training depending on your requirements. 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

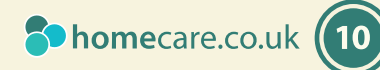
Promote freedom of choice

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



How We Can Support

The SweetTree team recognises that it is generally not the disability that prevents people from taking on new challenges or living more independently but rather restrictions in the community surrounding them.

We design our support packages with our clients to ensure their voices are heard; focusing on what people can do rather than the potential barriers. We support people with autism, differing behaviours, in addition to complex and mental health needs utilising a holistic approach to care that follows evidence-based therapies and frameworks.

- Working towards independence with personal care tasks
- Creation of positive behaviour support plans
- Accessing vocational training and work experience
- Support with medication and health appointments
- Managing correspondence and bills
- CV preparation, job searches and role play for interviews
- Enabling successful living at home independently



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

Meet the team:
Learning Disabilities & Complex Care team



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I'm delighted that it is now my role to bring more people and families into contact with SweetTree, because I believe that our community genuinely needs more of what SweetTree has to give.

Alicia François, Specialist Services Director

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Hello, I am Alicia,

As SweetTree's Specialist Services Director, I'd like to take the time to welcome you and introduce you to our world. I've worked alongside SweetTree for many years, so I know first-hand what the SweetTree 'difference' is, and it is both simple and rare: at SweetTree, we genuinely do care. We care about the individuals we are supporting, we care about their families, we care about our partners, and above all, we care about providing the highest quality support possible.

SweetTree's own Care Training Academy offers specialised, high-quality training to all support workers looking after our clients. For this and many other reasons, we were awarded the Specialist Care Expertise Award at the 2023 National Home Care Awards, along with four other recognitions.

At SweetTree, you're in control of your own future: mix and match our activities and services, call on us for weekend and holiday support or build Sweet Tree into your weekdays or evenings to improve your daily lifestyle.

We look forward to learning about you and your family. Please get in touch.

Alicia
alicia.francois@sweettree.co.uk
020 7644 9510



In 2023, SweetTree's Learning Disabilities and Complex Care service received a Great British Home Care Award recognition in the Co-Production category.



Our Specialist Support

Our team is equipped to offer you and your family support if you are over 13 years old and live with:

[Learning disabilities](#) | [Down's Syndrome](#) | [Autism](#) | [Differing behaviours](#) | [Dual Diagnosis: Mental health needs](#) | [Self-harm behaviours](#) | [Sensory impairments](#)
[Speech and language needs](#)

How We Can Support

Support for Everyday Tasks

Our staff can support you with daily tasks, and with building the skills needed to live more independently. Whether it's cooking, personal care, or even organising holidays, we can work together on the plan that works best for you.

Specialist Communication Tools

Our managers are well versed in communication tools and techniques specifically designed for complex needs, such as Makaton, PECs and social stories.

Positive Behaviour Support (PBS)

SweetTree has vast experience of supporting behaviours of concern (also known as challenging behaviour). We recognise these behaviours may be a client communicating their needs, wishes and preferences, therefore we respond by providing quality support and using Positive Behaviour Support.

Positive Behaviour Support, also known as PBS, is the UK's national framework for positively reacting to behaviours of concern amongst people with a learning disability and/or who are on the autism spectrum. PBS takes a holistic approach to support with the primary focus being the person's quality of life, whilst also incorporating co-production with the client, their families, circle of support and SweetTree staff. PBS strategies help us to plan ahead and avoid a client's known triggers and dislikes, whilst focusing on their likes and preferences by providing support with a positive, proactive and calm approach.

SweetTree has support managers who are certified PROACT-SCIPr-UK Instructors, therefore our staff training and whole-organisational implementation of PBS is regulated and reviewed by an external regulating body.



The Road to Independence: Jason's Journey



Jason is 28 years old. He experienced a hypoxic brain injury at birth, which resulted in the development of a moderate learning disability, autism and cerebral palsy. He also faced significantly traumatic events growing up which impacted the ways he developed and how he perceived the world around him. Despite all these challenging experiences, he is a vibrant individual with a great sense of humour. He loves to meet new people and enjoy new experiences, and it is a pleasure to spend time with him. Jason receives 24-hour care to maintain his well-being, engage in meaningful activities, and manage daily living skills.

Through the stability and consistency of his support team, Jason's ability to communicate his thoughts, feelings, and needs has improved drastically. He has successfully gone on week-long holidays, engaged with health professionals for fitness and weight loss, and taken an active role in decisions about his life, such as choosing his 'forever' home and a Motability vehicle.

His independence has grown amazingly, and his involvement in his own care plan decision-making even granted him and the SweetTree team the prestigious GBCA Co-Production Award. Currently, he can dress himself, maintain personal hygiene, and communicate better, which has boosted his confidence. "I love spending time with all my support workers," he says. "I feel a lot more independent now that I can dress myself, wash myself, and use my laptop to send emails."



Jason's journey is a testament to the power of compassionate support and his resilience. His achievements in communication, emotional understanding, and independence are inspiring, showcasing his unique personality and strengths. With continued support, Jason's potential for further growth remains unlimited.



The care farm has been specially designed to provide a therapeutic environment for children, young people and adults with additional needs, where they are able to access a type of environment they otherwise may not have the opportunity to. Most of our activities are run in our large green spaces, allowing for full-body movement to support better engagement in learning and increased physical and mental wellbeing.



Skills for life, independence and work:

Participants (co-farmers) attend on a regular basis, in order to scaffold and embed their learning experiences. Consistent engagement helps co-farmers build upon previous knowledge and ensures that concepts are deeply rooted in their understanding.

-  **Group support** – co-farmers are supported in a group of up to 3.
-  **Individual support** – co-farmers are supported on a 1:1 or 2:1 basis.


Farm School:

We facilitate groups from SEN schools, as well as groups from other community organisations, through our Farm School programme. Each session is planned according to the needs and interests of the participants in each group.

-  **School groups** – sessions and topics are seasonal and have strong links with the National Curriculum.
-  **Organisations** – bespoke sessions are created depending on level of ability and area of interest.

Volunteering:

There are always opportunities to get involved and contribute towards the growth and development of our site and service.

-  **Corporate volunteering** – groups from corporate organisations come and spend the day working outdoors on our farm.
-  **Individual volunteers** – we have regular volunteers who dedicate some of their time each week to lending a hand.

If you want to know more about our offering at SweetTree Fields Farm, please get in touch:
Hello.farm@sweettree.co.uk or 0207 644 9505

Your Journey

1

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.

2

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.

3

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.

4

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.

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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

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Our Fees

At SweetTree, the fees we charge vary depending on need. Our starting fees in the **Learning Disabilities 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	£31.80/h*
Weekend support 8am-10pm	from	£34.00/h*
Weeknight support 10pm-8am	from	£34.00/h*
Weekend night support 10pm-8am	from	£36.20/h*
Sleeping night 10pm-8am	from	£23.05/h*

* Minimum of four 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, deputies and people with power of attorney.





SweetTree

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