



JOYOUS HEALTHCARE

**YOUR CARE,  
OUR COMMITMENT**



Achieving More  
Together with Our  
Homecare service



# INTRODUCING

## Joyous Healthcare

Founded in 2017 by healthcare and recruitment experts, **Joyous Healthcare** is a dynamic and compassionate staffing company specialising in providing flexible, experienced staffing solutions to meet the diverse needs of the healthcare industry.

We believe in improving the lives of our clients and their families by delivering personalized, high-quality care. Our highly trained caregivers are dedicated to providing the support and attention each individual deserves. Our preferred minimum care visit is one hour, allowing our caregivers to travel in their own time, ensuring they have the necessary time to listen, get to know you, complete tasks thoroughly, and notice any changes in health or well-being, responding accordingly.

**Joyous Healthcare** is committed to providing care that is fully regulated by the **Care Quality Commission (CQC)**, ensuring that the services we deliver meet the highest standards. Whether it's for personal care, daily tasks, or specialised healthcare needs, our team is here to support you every step of the way.

# WHO IS CARE FOR ? CARE AND SUPPORT AT HOME

## WHEN IS THE RIGHT TIME TO INTRODUCE CARE

We understand that the topic of homecare can be difficult to discuss with loved ones who may need extra support. While many of our clients find comfort in the assistance we offer no matter how big or small the conversation can be challenging for those who've never experienced care before.

The right time to introduce care will vary for each person, but a good time to begin the conversation is when family members start to take on more responsibilities, such as shopping, meal preparation, or light housekeeping. These tasks, though manageable at first, can become overwhelming over time, and early support can help prevent stress for both your loved one and their carers. At Joyous Healthcare, we support adults of all ages with daily activities, empowering them to maintain their independence while giving you peace of mind.

## WHAT TYPE OF CARE DO WE OFFER?

Our homecare services are fully tailored to the individual needs of each client. We create a detailed care plan to ensure we understand how your loved one likes to maintain their routine, so we can offer the right level of support at the right time.

Whether it's help with a weekly shopping trip, preparing daily meals, or providing specialist care for conditions that require additional expertise or equipment, we're here to help. Our primary aim is to improve quality of life, for both our clients and their families, making sure they can stay in the comfort of their own homes with the support they need.

Our homecare services are completely tailored to our Clients' individual needs. We create a detailed care plan, so we know exactly how you like to maintain your routine and Right at Home can support at whatever level is necessary. Our main purpose is always to improve quality of life, for both our Clients and their families.

Whether it's a weekly shopping trip, daily meal preparation or support with specialist conditions that require additional expertise or equipment, we are here to help

# HEMOCARE SERVICES PERSONALISED TO MEET YOUR NEEDS

## COMPANIONSHIP AND SOCIAL ACTIVITIES

Not all of our Clients require personal or specialised care. We support with daily activities to maintain your independence, whilst providing a friendly face to share interests and hobbies with.

## HOSPITAL TO HOME

Reablement support after an operation or prolonged stay in hospital can reduce the risk of repeat injury and readmission. We offer supervision of discharge arrangements and assistance to move safely back to the comfort of your own home.

## PERSONAL CARE

Our CareGivers support with all areas of personal care and hygiene, respecting your privacy and protecting your dignity . Our waking night/sleepover services ensure Clients are comfortable overnight, and we can provide support as required

## DEMENTIA CARE

For people living with Alzheimer's and dementia, stable routines can play a part in improving wellbeing, With our specially trained CareGivers providing practical and emotional support, we make a positive difference to help you live well with dementia.

## SPECIALIST CARE

We support people with a wide range of physical, learning and neurological needs, delivering a service that is tailored to each condition, up to 24 hours a day. Our complex care services also include palliative care.

## LIVE-IN CARE

As an alternative to residential care, one of our CareGivers can live with you in your home, giving you the flexibility of help and support whenever you need it . Live-in care provides you or your loved one with the opportunity to stay in familiar home surroundings for as long as possible.

## RESPITE AND HOLIDAY CARE

From time to time, family carers may need a break to maintain their own health and wellbeing. We are available to support loved ones for flexible time periods. Our approach is based entirely on that person's usual routine, to make the temporary change in circumstances as easy for them as possible.

## CARE FOR YOUNG ADULTS

We provide care for younger adults from 18 years of age. Our care supports young adults to remain independent and fulfil their chosen lifestyle with tailored support from highly trained CareGivers.

## Why Choose Joyous Healthcare?

At **Joyous Healthcare**, we offer services that are **completely tailored** to each individual, with a personal care plan designed to meet your unique needs. Our highly trained **Carers** are among the best in the industry, ensuring that every client receives the highest standard of care. We believe in providing value **our clients get the full amount of time** they pay for, as we travel on our own time, meaning your visits are never rushed.

We understand that privacy is important to many of our clients, and we maintain a **professional dress code**. For clients who prefer a discreet service when out and about in the local community, we respect that and ensure our care is as unobtrusive as possible. We pride ourselves on being **quick to react, vigilant in our duty of care**, and always striving to **raise a smile**.

## Next Steps

When you choose **Joyous Healthcare**, we begin by coming to visit you and your family at home. This allows us to get to know you as an individual, understand your daily routines, and observe how best to support you. Together with you and your family, we will agree on a **specific care plan** that details exactly how you'd like your support delivered. We will then carefully match you with a **suitable CareGiver** who aligns with your needs and preferences, and introduce them to you before they begin providing care. We also ensure that the level and type of communication your family desires is arranged in advance, so you can rest assured that your loved one is in safe hands and well cared for.

# Trusted by generations to make a difference every day

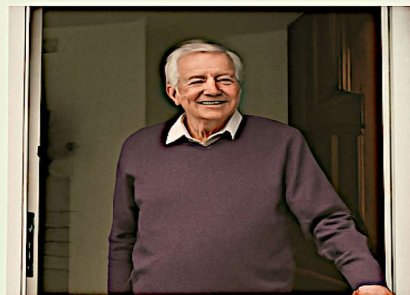
## YOUR CHOICE

We recognise that it is important for you to be able to choose the support you need. From your initial care assessments through to ongoing monitoring, we work with you to deliver a care package that meets your need.



## YOUR INDEPENDENCE

Choosing to receive support in your own home keeps you connected to your family, friends, and community. We support you to continue with your routines, hobbies and day-to-day activities, especially if you live with a condition such as dementia.



## YOUR SAFETY

Staying safe at home can be ensured by having regular caregivers. Our consistent, highly trained CareGivers quickly respond to emergencies and identify any changes or concerns.



The CareGivers interact with Mum on the things she loves, her art, gardening and provide essential meals. I don't know how I would have managed without right

Daughter of Client



Each member of the team has shown the utmost compassion and care towards my Grandad. The support they continue to provide has his individual needs. All of the carers are truly perfect for their profession and continue to encourage my Grandad to maintain his independence.

Granddaughter of Client

"Delighted with the care, support and communication. They are reliable also available at short notice. The carers take time to provide the best care they can and my Uncle has seen an improvement in his



"I can leave my mum in the full confidence that she will be well taken care of and the carers go out of their way to understand her needs.

Son of Client

# CARE FOR YOU FROM JOYOUS HEALTH CARE

Whether it's you or a family member that needs help around the house, assistance at either end of the day or 24-hour support to live at home, Joyous can help. Care for yourself or a relative can be provided in the comfort of your own home

Our homecare services can support with those everyday tasks that may become difficult to manage. Daily activities like dressing, bathing, and cooking may not be as easy to complete as they once were, but our friendly team of CareGivers can help.

## **We can assist with:**

- Light housekeeping
- Shopping
- Companionship
- Washing and physical aid
- Transport to and from appointments
- Medication support and reminders
- Meal preparation and cooking

## **Funding Your Homecare**

We understand that choosing care is difficult. We know how important it is to make the right choice. Joyous health care can provide temporary or ongoing support based on your needs. We're here to answer your questions and help you make an informed decision about your care.

**Before undertaking a homecare service, we carry out a care assessment to confirm the level and type of care required.**

# Our family-feel team

## OUR CAREGIVERS

At **Joyous Healthcare**, we only employ the highest-quality CareGivers—those with genuine empathy and a deep passion for supporting others. They're not just professionals; they're like family.

Each Joyous Healthcare CareGiver undergoes thorough background checks and completes our comprehensive, high-standard training programme. This ensures every member of our team is trustworthy, reliable, and ready to deliver exceptional care.

We also provide regular refresher training to maintain and continually improve the quality of our services.

We carefully match each client with a CareGiver who shares similar values, personality, and interests to help build strong, lasting relationships. With our 'no strangers' policy, you'll always meet your CareGiver in advance, so you and your family feel comfortable and confident from day one.



# GOING THE EXTRA MILE FOR OUR CLIENTS

At **Joyous Healthcare**, we believe it's the little things that make the biggest difference. Whether it's helping someone enjoy their morning routine or fulfilling a lifelong dream, we're here to go above and beyond for every client.

One of our most memorable moments came when we helped **Margaret**, an 89-year-old client and former pianist, reconnect with her love of music. After noticing her fondness for classical records during home visits, her CareGiver mentioned it to our team and together, we planned a beautiful surprise.

Margaret had not played in years due to arthritis and limited mobility, but she often spoke fondly of her younger days performing in small recitals. With her permission, we arranged a special afternoon at her local community hall, where a small group gathered to hear her favorite pieces played live by a volunteer pianist.

The look on her face as the music filled the room was unforgettable. Surrounded by her family and members of our Joyous team, Margaret smiled and said,

“This feels like a dream. You’ve brought back a piece of my soul today.”

She even played a few notes herself, assisted by her CareGiver, gently guiding her hands over the keys. It was a moment of joy, connection, and empowerment.

**Emma**, one of our team leads, reflected on the day:

“It’s not just about care it’s about compassion. Bringing a spark of joy, no matter how small, is what we’re here for.”



**Margaret’s granddaughter, Lucy, shared:**

“The team at Joyous Healthcare doesn’t just look after my nan they see her. They listen, care, and make her feel valued. What they did for her will stay in our hearts forever.”

At **Joyous Healthcare**, we don’t just support people we celebrate the



JOYOUSHEALTHCARE

WELLNESS IS WEALTH

## Compassionate Care, When You Need It



We can supply:

- Healthcare Assistants
- Support Workers
- Nurses

### Our Services Include:

- Elderly Care
- Personal Care & Companionship
- Dementia & Specialist Care
- Respite & Live-in Care
- Hospital to Home Transitions
- Medication & Mobility Support
- Meal Preparation & Domestic Tasks

We take pride in offering compassionate, reliable care tailored to your unique needs.

### Our Services Include:

- Elderly Care
- Personal Care & Companionship
- Dementia & Specialist Care
- Qualified Nurses



### How We Work:

#### 1. Free Pre-Assessment

We get to know you and your needs.

#### 2. Carer Matching

We assign a carer who suits your lifestyle and preferences.

#### 3. Introductory Visit

A one hour visit to build trust before regular care begins.

#### 4. Ongoing Support

We're here every step of the way, with responsive, professional service.

### Why Choose Joyous Healthcare?

- ✓ Fully CQC Compliant
- ✓ Friendly, Skilled Carers
- ✓ Personalized Care Plans
- ✓ Collaborative Approach with Healthcare Professionals
- ✓ Trusted by Families and Facilities



JOYOUS HEALTHCARE

Quality Care,  
Compassionate Hearts



**JHC IS YOUR TRUSTED AND  
RELIABLE HEALTHCARE AGENCY AND  
HOMECARE SERVICES**

***Care With Dignity***

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