



**SCARLET CARE**  
WE CARE TO CARE



**Care that feels like family.**

**Support that feels like home.**

Regulated by



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# About Scarlet Care

Our vision is to create an environment where individuals with low to complex care needs are surrounded by a collaborative team of healthcare professionals providing them with holistic care which is person centred. We strive to build a team that is not only experienced and competent but also able to treat individuals in our care with the kindness they deserve.

We provide care and support within the comfort of your own home to help improve your quality of life whilst still maintaining close connections with your loved ones.





# Our Values

We incorporate an inclusive approach when preparing your care plan. This involves working in collaboration with the individual receiving support, their family, social worker and other healthcare professionals to enable an individual to achieve their desired outcomes.

Our partnership working promotes decision making and independence for service users, ensuring that our agency is service user led.





# **Our** **Services**

**We offer a person-centred, user lead service. Our aim is to provide the support you require to meet your goals in the manner that best suits you.**

**Depending on your individual needs and circumstances, you may be better suited with either one of our following services:**

- 01 Supported Living**
- 02 Homecare**
- 03 Visiting Care**
- 04 Live-in 24/7 Care**
- 05 Companionship Care**
- 06 Night Care**
- 07 Respite/Short-Term Care**
- 08 Complex Care**
- 09 Dementia and Alzheimer's Disease Care**
- 10 Joint Replacement Care**
- 11 Stroke Care**
- 12 Physical Disabilities Care**
- 13 Palliative & End of Life Care**
- 14 Mental Health Care**



# Service Specialisms

**We provide care and support to the following service user bands:**

- 01 Personal Care**
- 02 Caring for adults over 65 yrs**
- 03 Caring for adults under 65 yrs**
- 04 Dementia**
- 05 Eating disorders**
- 06 Mental health conditions**
- 07 Physical disabilities**
- 08 Sensory impairments**
- 09 Substance misuse problem**





# Supported Living Service

***Your needs. Your routine. Your home.***

Our supported living services offer a flexible and person-centred approach to independent living, ensuring that individuals with varying needs can thrive within their own Communities.

Here are just some of the ways we support our clients in their own homes:

- Transition and discharge support
- Support and enhancement of independent living skills
- Physical health support
- Personal Care
- Medication administration and compliance
- Mental health support including emotional regulation support
- Risk management and safety
- Relationship support
- Managing budgets
- Opening bank accounts
- Tenancy agreement support
- Support with benefits applications
- Support care planning and review involvement
- Enhance literacy and numeracy skills
- IT skills
- Safe internet and social media access
- Shopping & budgeting
- Healthy menu planning
- Food Hygiene
- Independent Cooking
- Community engagement and access
- Travel support and guidance





# Our Supported Living Pathways

- 01 24 Hour Supported Living
- 02 Support At Home: Individual Outreach
- 03 Discharge to Assess: Temporary Supported Living
- 04 Step-Down Supported Living
- 05 Intensive Support





# Our Supported Living Model

At Scarlet Care, our mental health services offer safe, comfortable, and person-centred environments where individuals can rebuild their skills, confidence, and independence at their own pace.

Each of our supported living settings has its own unique character — shaped by the people we support and the compassionate teams who care for them. While every service is different, our commitment to high-quality, consistent care remains the same across all locations.

Our model is built on a foundation of clinical expertise. Our multidisciplinary teams bring together professionals from across specialisms, including Mental Health Nursing, Learning Disability Nursing, and General Nursing, ensuring each person receives the right support for their individual needs.

With a strong emphasis on recovery, collaboration, and respect, our supported living services empower individuals to move forward with confidence — supported every step of the way.





# Visiting Care Service

***We all want to be surrounded by the things we love in the environment we are familiar with.***

Whether it's daily assistance, companionship, or more complex care needs, our friendly and experienced team provides personalised, compassionate support tailored to each person's unique situation in the comfort of their own home.

There's no place quite like home. Remaining in a safe, familiar environment has been shown to promote both physical and emotional well-being, helping individuals maintain strength, confidence, and independence for longer.

Here are just some of the ways we support our clients in their own homes:

- Personal Care
- Visiting support ranging from 15 minutes to 12 hour visits
- Medication management
- Light Housekeeping (i.e. cleaning and laundry)
- Companionship - (i.e. Sharing stories and meaningful conversation, Going For Walks)
- Preparing healthy, balanced meals & assistance with eating
- Grocery shopping and collecting essentials
- Support with morning and night time routines
- Support with attending appointments & accessing the community (e.g. shopping, medical appointments, religious/cultural recreational/social events etc.)





# Live in 24/7 Care

*Your home. Your wishes. Our care*

## **It's good to feel at home with live-in care.**

Our Live-in Care options are flexible. Whether you need care for 12 hours a day with a scheduled two-hour personal break for the carer, or full 24-hour coverage supported by a team of two carers, we'll help you choose the right arrangement.

We believe everyone deserves to wake up in their own bed, surrounded by the comfort of their home for as long as possible. To look out at the same view from the kitchen window, to hear the familiar sounds in the garden, and to feel a deep sense of belonging in their space.



## **What is Live-In Care?**

Live-in care means having a fully trained, compassionate carer living alongside your loved one in the comfort of their own home delivering personalised support that's tailored to their daily needs and lifestyle. It's about enabling them to stay in the place that holds their memories, where every room brings comfort and every corner feels like home.

With a dedicated Live-in Carer, there's no need to move into residential care simply because care needs have changed. Your loved one can continue enjoying life on their own terms, with the support of a trusted carer who is there to assist with everything from personal care and medication to companionship, meals, and daily routines.

# Live in Care For Couples

*Stay together with live-in care*

*At Scarlet Care, we believe no one should have to choose between love and care. That's why we offer a dedicated Live-in Care for Couples service allowing partners, spouses, and lifelong companions to remain together in the home they cherish, supported by a professional carer who meets their individual and shared needs.*

## **Live-In Care is Here to Help Your Loved Ones Stay Together at Home**

At Scarlet Care, we know how important it is for couples to stay together especially when one or both partners begin to need extra support. Our Live-in Care Experts are not only highly trained, but genuinely compassionate.

For couples, it's also one of the most cost-effective ways to access round-the-clock care, with shared support tailored to each partner's needs. With Scarlet Care, staying together isn't just possible, it's our priority.





# Short term Respite Care

*Short-term respite care, tailored to you.*

## **Short-Term Respite Care to Suit All Your Needs**

Our Short-term Respite Care is designed to offer flexible support — whether it's for a few days, a few weeks, or several months. It's ideal for situations where your loved one needs extra help after a hospital stay or operation, or when you, as their regular caregiver, are taking time away for rest or travel.

### **How it works**

One of our fully trained Live-in Care Experts will move into your loved one's home to provide round-the-clock support. Throughout their working day, they can assist with personal care such as bathing, preparing nutritious home-cooked meals, and managing medication. They're also on hand to help with arranging doctors' appointments, coordinating social outings, or simply offering kind, friendly companionship.





# Complex Care

*Providing specialist care and support when and where you need it.*

At Scarlet Care, we believe that an excellent quality of life is always possible, regardless of illness or disability.


We provide outstanding, specialist complex care for children and adults living with life-limiting or long-term conditions. Our dedicated team works closely with social services, case managers, and district nurses to deliver the right support, equipment, and resources needed to make care at home both safe and fulfilling.

We take the time to truly understand each individual's needs and wishes, and we train our carers specifically around the requirements of each care package. This ensures that care is not only clinically effective but also tailored to fit seamlessly into the client's daily life.

Every detail matters. That's why our person-led care plans are designed with choice, dignity, and flexibility in mind — allowing you or your loved one to decide how care is delivered, and for how long. Because home should always feel like home, even when complex care is needed.







# Dementia and Alzheimer's Disease Care

*With dementia care, it's good to stay in the place you know best.*

## What is Dementia?

Dementia isn't a single condition — it's an umbrella term used to describe a range of symptoms that affect memory, thinking, behaviour, and everyday brain function. These symptoms are caused by diseases that damage nerve cells in the brain.

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## Dementia Care at Scarlet Care

To begin, we work closely with you to develop a tailored routine that gives your loved one as much control as possible. Perhaps they need help getting going in the morning, with a warm breakfast and a familiar face to ease them into the day. Or maybe they feel anxious at night and want someone nearby for reassurance and safety.

Whatever their needs, we'll create a personalised care plan that's shaped around their lifestyle, preferences, and unique challenges.

Once the care plan is in place, our experienced and empathetic Care Experts step in to provide support. Fully trained in dementia care, they visit your loved one in the comfort of their own home — helping with daily routines, offering companionship, and ensuring they continue to enjoy the best possible quality of life.



# Palliative & End of Life Care

*Peace of mind with palliative care*

## What is Palliative Care?

Palliative Care is specialised support for people living with a life-limiting or terminal illness that cannot be cured. Its primary goal is to relieve pain, manage symptoms, and improve overall quality of life — not just for the person receiving care, but for their loved ones too.

Contrary to common belief, Palliative Care isn't only for the final days or weeks. Many people receive this kind of care for months or even years, allowing them to remain as comfortable, supported, and independent as possible throughout their journey



## Empathetic and experienced

Our Care Experts do more than deliver practical support — they bring genuine empathy and compassion to every step of the journey. From the moment of diagnosis through to the final weeks and months, they're by your side, offering care that's both skilled and deeply personal.

With extensive experience in Palliative Care, our team understands the emotional weight families carry during this time. They've walked alongside many others in your position, and they know how to provide guidance, comfort, and reassurance — helping you and your loved one find peace, meaning, and dignity in each day.





**Contact  
Us**



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