



Severn Vale
Home Care

Welcome

to Severn Vale Homecare



Live-in Care

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“We care for every client as we would our own family - with time, dignity, and genuine kindness.”



Stuart Callister
Founder & Family Owner





Section 1

About

About Severn Vale Home Care

At Severn Vale, we believe care should feel calm, personal and crafted around what matters most to you.

That is why every part of our service, from your first conversation to each daily visit, is shaped with dignity, warmth and emotional intelligence.

We are a family-led home care provider offering high-quality Visiting Care locally and Live-in Care regionally.

Our approach is simple: we take time.

Time to listen, time to understand, and time to care in a way that feels unhurried, respectful and human.

Our Care Professionals are chosen for their kindness, character and ability to build genuine connection. You will always feel seen, heard and supported.

We are proud to have been recognised nationally for quality and compassionate care. It is a reflection of the heart and crafted care our whole team brings to each of our clients every day.



“The carers are warm, gentle and never rushed. Mum feels safe and understood, and so do we.”

– Daughter of Client



Our Crafted Care Values

Our values shape every moment of your support and help make care feel personal, dignified and deeply human.

Kindness

Gentle, genuine warmth in every interaction.

Dignity

Respectful support that protects your identity, privacy and independence.

Calmness

Unhurried care that brings steadiness, comfort and reassurance.

Trust

Clear communication, responsive action and promises kept.

Connection

Companionship, conversation and meaningful time together.

Consistency

Familiar faces who understand your needs, your preferences and your story.

These values are how we care and how we make life feel calmer, safer and more supported.



You do not need to know everything today.

We will guide you gently and at your pace.



Meet Monty!

Our Companionship Specialist
(Therapy Dog in Training)



Why We Do Not Rush Care

Good care cannot be rushed.

It takes time to listen, time to move safely, time to build trust and time to support your emotional wellbeing.

That is why your care will always feel calm and crafted around your pace, never ours.

Unhurried care leads to:

- safer movement and fewer falls
- dignified, comfortable personal care
- better hydration and nutrition
- calmer, more settled routines
- emotional comfort and companionship
- deeper understanding and genuine connection

Your care is designed to help you feel positive, respected, connected and reassured, every day.



“Their patience with Dad has changed everything. He feels safe, understood and never rushed.”

– Son of Client



How We Support & Reassure Families

As health and routines evolve, we adapt with you, with compassion and guide you through.

We help life feel clearer, calmer and more manageable for everyone involved.

Clear communication

You are kept informed, involved and never left wondering.

Gentle guidance

We explain options simply and support you through each decision.

Calm support during change

Health and routines evolve, we adapt with you with compassion and guide you through.

Help in difficult moments

Falls, hospital stays or unexpected changes, we act quickly and with compassion.

Emotional understanding

We listen with empathy and without pressure.

Genuine relationships

We take time to know you, because being understood truly matters.



“They supported our whole family, not just Mum. Their kindness made a very difficult time easier.”

– Daughter of Client

Our Care Professionals

(Selection, Training & Rewarding)

Exceptional care begins with exceptional people.

We handpick our care professionals for their character, their warmth, empathy, patience and emotional intelligence.

Our commitment includes:

Values-led selection

We choose people who genuinely care.

Comprehensive training & supervised practice

Including personal care, dementia care, safeguarding, communication and companionship.

Ongoing development & progression

Mentoring, reviews and opportunities to grow with confidence.

A well-rewarded, respected team

People who feel valued deliver the most meaningful care.

And yes, Monty, our gentle-natured therapy dog in training, brings joy and comfort during selected community events, reminding us all that care can feel warm, light and deeply human.



Your care is delivered by trusted professionals who feel supported, valued and proud of the work they do.



What Makes Us Different & Our Promise to You

Our care feels different because it is crafted with time, consistency and genuine human connection.

Companionship-led

Connection and meaningful time together, not checklists.

Calm, unhurried visits

Your comfort, dignity and preferences are protected.

An emotionally intelligent team -

Chosen for warmth, character and empathy.

Family-led values

Real accountability, personal investment and genuine care.

Small, familiar teams

People who truly know you and understand your routines

Visible leadership

Hands-on, present and here for guidance and reassurance.

Our Promise

We will listen.

We will protect your preferences and dignity.

We will support your family with clarity and warmth.

We will keep your care consistent and unhurried.

We will adapt thoughtfully as life changes.

We will care for you as we would want our own family to be cared for.



“Severn Vale feel like an extension of our family. The difference is remarkable.”

– Relative of Client



Section 2

Live-in Care

What Live-in Care Includes

Live-in Care provides calm, one-to-one support throughout the day and night*, helping you remain safe, comfortable and confident in the familiarity of your own home.

It includes:

- Personal care delivered gently and at your pace
- Support with daily routines and a reassuring rhythm to your day
- Companionship and emotional reassurance
- Fresh meals, hydration and medication support
- Mobility assistance and reduced risk of falls
- Housekeeping, laundry and home routines
- Specialist support for dementia, Parkinson's, palliative needs and more
- Wellbeing monitoring throughout the day

A calm, friendly, familiar presence, always there, always connected.

*See our terms & conditions.



“Our Live-in Carer has become part of our family. We finally feel at ease again.”



Why Families Choose Live-in Care Over a Care Home

Live-in Care offers a level of comfort, continuity and dignity that many families prefer.

Live-in Care

- Remain at home surrounded by your familiar comforts and memories
- Companionship-led, one-to-one care throughout the day and night*
- Your familiar routines maintained
- Pets cared for
- Flexible days shaped entirely around you
- Calm, reassuring continuity with people who truly know you
- Ideal for those living with dementia, frailty or feelings of anxiety

*See our terms & conditions.

Live-in Care keeps life anchored in what feels safe, known and truly personal.

Care Home

- Shared staff supporting many residents
- Fixed routines and timetables
- Less personal flexibility
- A new environment to adapt to
- Can feel overwhelming for some people



We will guide you gently towards the option that feels right for you.



Your Care Professional, Familiar Routines & Steady Rotations

The quality of Live-in Care rests on having the right Care Professionals whose approach, personality and rhythm of life feel naturally aligned with yours.

We take thoughtful care in considering:

- Your personality and preferred pace of life
- Your lifestyle, hobbies and daily preferences
- Your familiar routines and emotional needs
- Your home environment and household dynamics
- Any specialist support requirements

Predictable, steady care rotations ensure continuity, familiarity and wellbeing for everyone involved, creating a calm, reliable presence you can depend on.



Care feels different
when the person
supporting you feels
genuinely right.





Understanding Live-in Care

Simple. Reassuring. Clearly Priced.

Live-in Care provides calm, one-to-one support in the comfort of your own home, day and night, helping you or your loved one remain safe, settled and confident.

We keep everything straightforward, transparent and carefully shaped around individual needs, with clear weekly pricing and no hidden extras.

Families choose Live-in Care when they want consistent, reassuring support, without the disruption of moving away from home.

What Live-in Care Includes

- Dedicated one-to-one support
- Day and night reassurance*
- Personal care delivered with dignity
- Support with meals, hydration and medication
- Mobility assistance and fall-risk reduction
- Help with household routines and organisation
- A consistent, familiar Care Professional
- Specialist support where needed (including dementia, Parkinson's and palliative care)
- Clear, predictable weekly pricing
- No travel or peak-time uplift fees*

(*see terms)

Is Live-in Care Right for You?

Live-in Care is often chosen when a loved one wants to remain at home but needs more consistent support than Visiting Care can provide, without the upheaval of moving into residential care.

Why Families Choose Our Live-in Care

- Clear, predictable weekly costs
- Calm, continuous support day and night
- Familiar routines maintained with dignity
- Personal, companionship-led care
- Greater stability and reassurance for families

Next Step

Speak with our experienced team today. We will take time to understand your situation and talk through the options, with no pressure and no obligation.

Care that is never rushed. Support that feels like family.



“Having a Live-in Carer changed everything. Mum is calmer, safer and so much happier at home.”

– Daughter of Client



Your Safety, Security & Peace of Mind

Your safety, dignity and peace of mind sit at the heart of Live-in Care. We create an environment where you feel protected, respected and completely at ease in your own home.

What gives families confidence:

Care Professionals chosen for character and integrity

Each person is carefully selected for warmth, empathy and trustworthiness, with enhanced background checks and references for complete reassurance.

Respect for your privacy and personal space

Your routines, boundaries and preferences guide everything. You remain in control of your home and how your care is delivered.

Calm reassurance day and night*

A steady, familiar presence who reduces worry, confusion and risk, creating a safe, predictable rhythm to each day and night.

*See our terms & conditions.

Live-in Care should never feel intrusive, only reassuring, dignified and genuinely safe.

Professional oversight and regular reviews

Our family-led leadership team stay closely connected, ensuring your care feels right, safe and consistently supportive.

Thoughtful safeguarding and safety practices

From mobility and medication to communication and wellbeing, every aspect of your care is approached with diligence, clarity and respect.

A family-run service, personally accountable to you

We care for you the way we would want our own loved ones cared for, with honesty, dignity and unwavering protection.



**You are safe, respected
and never alone.**

**We ensure everything
feels calm, dignified and
centred around you.**



Beginning Your Care With Confidence

Beginning Live-in Care should feel calm,
gentle and reassuring.

1. A warm, listening first conversation

We take time to understand your needs, concerns and the natural rhythm of your life at home.

2. Free home assessment

Unhurried and respectful, a chance to explore what support will bring comfort, dignity and peace of mind.

3. Your personalised Live-in Care plan

Thoughtfully crafted around your routines, wellbeing, preferences and lifestyle.

4. Choosing your Live-in Care Professional

We pair you with someone whose personality, pace and approach feel naturally compatible and reassuring.

5. Begin Live-in Care, with continuous support

Structured rotations, regular reviews and calm, steady guidance as life changes.

You remain at home, and we walk with you through
every step of the journey.



**You do not need to
have all the answers.**

**We will guide you
gently, with clarity,
compassion and
reassurance.**





Family-Run Home Care

Malvern: 01684 211 033

Worcester: 01905 950 409

Live In Care: 03030 032 315

Delivered with dignity,
trust and genuine care

Email: care@severnvalhomecare.co.uk

Website: www.severnvalhomecare.co.uk

Local Family-Owned

“The care my mum receives feels genuinely personal. Every visit is calm, respectful and never rushed. We finally feel supported and understood.”

