



Severn Vale
Home Care

Welcome

to Severn Vale Homecare



Visiting Care



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

Stuart

Stuart Callister
Founder & Family Owner

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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

Visiting Care

What Is Visiting Care?

Visiting Care offers calm, personal support at home, at the times of day that matter most.

Support may include:

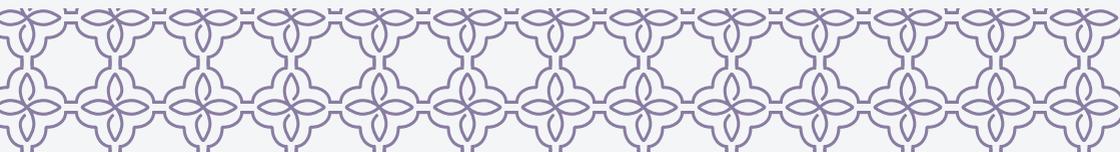
- morning, lunchtime & bedtime routines
- dignified personal care
- medication cues & wellbeing checks
- meal preparation & hydration
- mobility and safer movement
- light housekeeping & laundry
- companionship and shared conversation
- errands, appointments & gentle outings

Visits are flexible, from one a day to several, delivered by a consistent, familiar team who take time to know you well.



“The carers were so kind and supportive. Mum felt safe, valued and understood.”

– Relative of Client



Visiting Care Packages & Pricing

We offer flexible Visiting Care alongside our Crafted Care Packages.

Both provide the same unhurried, calmer visits and the same high standard of dignified, personal support.

Our Care Packages offer **greater value and clarity**, with predictable weekly pricing and no additional travel charges. They are a **calm cost-effective** way to receive consistent, unhurried, companionship-led care.

What Each Option Includes

Feature	Crafted Care Packages	Flexible Visiting Care
Unhurried, calmer visits	✓	✓
Regular wellbeing reviews	✓	✓
Free communication via email or the client portal	✓	✓
Consistent Care Professional team	✓ priority	✓
Companionship-led care	✓	✓
Ongoing advice for you and your family	✓	✓
Predictable weekly pricing (better value clarity)	✓	—
All travel charges included	✓	—
Priority scheduling of preferred times	✓	—
Calmer structure to your weekly routines	✓	—

Many families choose our Crafted Care Packages for their clarity, consistency and better value, all with the same warm, personal support.

Flexible Visiting Care Flexible Visiting Care is also available if you prefer support arranged visit by visit, rather than within a weekly package.

Single-Carer Packages

Essential - 5 hourly visits per week
Enhanced - 8 hourly visits per week
Comprehensive - 10 hourly visits per week
Advanced - 15 hourly visits per week
Intensive - 20+ hours per week

Double-Up Packages

For people needing two Care Professionals for safer movement or more complex care. We will guide you gently to the level of support that feels right.



“The longer visits made such a difference to Mum’s wellbeing.”

– Daughter of Client

Daily Support, Routines & Wellbeing

Your routines matter.
Your comfort matters.
Your pace matters.

We support you with:

- friendly and personalised companionship-led care
- calm, dignified personal care
- gentle mobility support
- hydration, nutrition & medication cues
- emotional reassurance and engaging conversation
- structure that feels natural and comfortable
- support inside and outside the home
- help you enjoy your interests and hobbies
- help you with appointments, gentle excursions, and welcoming visiting family and friends

Good days begin with feeling safe, understood and supported. That is exactly what your crafted visiting care is designed to provide.



Your care is shaped
around your life, your
needs and preferences,
never the other way
around.



Staying Connected, Through Your Care App

Feel informed, connected and reassured,
wherever you are.

Our Care App gives you a clear, gentle window into your loved one's daily support, offering peace of mind for families both near and far.

You can see:

- Daily visit notes
- Medication updates
- Wellbeing observations
- Tasks completed
- Visit times
- Alerts and messages

It brings clarity, consistency and calmness, helping you stay involved without feeling overwhelmed.

Technology enhances our care, but it never replaces the warmth, time and human connection at the heart of what we do.

**We will always have
time for you.**



**Clear warm
communication and
transparency are part
of our everyday care.**



Beginning Your Care With Confidence

Beginning Visiting Care should feel calm,
supported and simple.

1. A gentle first conversation

We listen to your story and understand what matters most in your daily routines.

2. Free home assessment

Relaxed and unhurried, a chance for us to meet you and your family properly.

3. Your personalised Visiting Care plan

Clear, thoughtful and crafted around your preferences, wellbeing and comfort.

4. Choosing your Care Professional

We pair you with Care Professionals whose warmth, personality and style feel right for you.

5. Begin care, with ongoing reassurance

Regular check-ins, open communication and gentle adjustments as life evolves.

You are not doing this alone.

We support you from the moment you contact us.



It is natural
to feel unsure.

We will guide you
step-by-step, with
warmth, clarity and
reassurance.



A Calm, Reassuring Next Step

Many people begin with Visiting Care, gentle daily support, companionship and reassurance.

As needs change, families often worry that the next step must be a nursing or residential home.

With Live-in Care, a carefully chosen Care Professional lives with you, offering day-and-night support so you can remain safe, comfortable and confident at home.

Live-in Care can help when:

- Support is needed more frequently
- Nights feel anxious or unsafe
- Mobility or personal care needs increase
- Dementia causes confusion or wandering
- Family carers feel exhausted or overwhelmed
- You wish to avoid the disruption of moving from home.

Why Our Visiting Care clients choose Live-in Care

- One-to-one, unhurried support shaped by genuine companionship.
- Your preferences honoured and your familiar routines thoughtfully maintained.
- Calm, reassuring continuity that gently supports the natural rhythm of your life.
- Safety, comfort and dignity – all within the familiarity of your own home.

If Visiting Care no longer feels quite enough, Live-in Care offers calm, continuous support while keeping everything that matters exactly where it belongs.



You do not need to
leave home to feel safe,
supported and cared for.
If your needs change,
we will guide you gently
towards Live-in Care,
with warmth, clarity
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.”

