



Service User INFORMATION PACK

About Us...

- Under my Wing Care and Support are a bespoke family run company operating in Sleaford, Grantham, Stamford, Bourne, The Deeping's, Peterborough and the surrounding Areas. We find in today's modern world that there is lack of support given to the elderly or disabled. Some may not necessarily need a carer, but they need that extra bit of help at home or someone to visit them.
- We have our very own vehicle equipped for wheelchairs and mobility scooters and it is **FREE** to all our clients. There is a small mileage charge, if we go outside the normal area.
- We are extremely fortunate to have the backing from various social sectors including GPs, community nurses and social services, to name a few. We work closely with these, and this gives us a better understanding of the client and their needs, which means that they get the very best service available to meet their needs. We are not an agency and not a big company and we will remain this way in order to keep our costs down and deliver that personal care plan to our clients.
- You really do 'have a friend in us'.



Our Services...

Under My Wing Care and Support keep you safe and promote independence within your home, we build our care package around you and your individual needs. This means that you and your family can rest assured knowing that you will receive the very best home support that exactly meets your needs.

With our support in your home, you benefit from 1-2-1 assistance, this allows you to build a strong relationship with your support worker, who is experienced and fully trained with ongoing training provided which ensure the highest quality of care and understanding.

Starting from as little as 30mins a day, we tailor support packages to suit your exact requirements from companionship to high-dependency packages.

How we can Help

- Companionship/befriending
- Transportation (we have a wheelchair accessible vehicle)
- Social Outings (Private groups, Community Groups or just Out Out)
- Meal preparation
- Medication Support
- Domestic Support in shopping
- Respite care and carer breaks
- Dementia Care
- Health and well being checks and much more...

Our team at Under my Wing Care and Support provide

- 25+ Years care sector experience.
- One set fee, no hidden charges.
- Support 365 days a year.
- No extra charge for evenings or weekends.



Our Fees...

- Hourly Rate - £28, 45mins £25 and 30mins £20
- UK Public Holidays / Christmas & New year (Christmas eve, Christmas day, boxing day, New Year's Eve and New Year's Day inclusive) - £56 per hour

Extra Costs/additional services

- Lifeline contact £17 a month
- Payment by cheque £2
- Returned cheque fee £10
- Additional copies of contract £10 per copy
- Out of hours charges 9pm-7am - £32 per hour
- Out of area vehicle charge - £0.55 per mile



The Proprietor's...

- **Rebecca Copson** – Managing Director
- **Dale Copson** – Director/Registered Manager

We have a team of established support workers from full time, part time and bank staff. They are all Enhanced DBS checked, fully trained with continued training which ensures the highest quality of care and understanding.



Office & Contact Details...

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- info@undermywingcare.co.uk
- www.undermywingcare.co.uk

