



Providing high quality care and  
support in your own home



01803 411050  
[www.stellacaredevon.co.uk](http://www.stellacaredevon.co.uk)  
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# *Your Stella Care Team*

- Jody Staveley** – Owner
- Nicola Hopkins** – Registered Manager
- Lucy Battershill** – Senior Lead
- Paula Freeborn** – Trainer and Admin officer
- Chloe Reynolds** – Team leader
- Helen Bainbridge** – Care coordinator



In this brochure you will find information about us and the services we provide and how we can support you.

## *About Us....*

Stella Care was formed in November 2015 by two passionate carers that wanted to provide quality care with dignity and respect to their customers.

As carers ourselves, we understand that working in care can be a demanding but very rewarding job.

We always had a vision that all office team would work closely with the carers.

Our office team and manager have many years of knowledge and experience. They have been with us from the beginning and all work in the community alongside the carers.

Stella Care is still owned by Jody and her family today with the same ethos as always.



# *Our carers...*

## **Our carers are responsibly recruited**

As a company we pride ourselves in providing our carers with ongoing support and to continuously appreciate their hard work and dedication, this in turn creates a strong, happy, and caring team that provides our customers with the best care available.

We ensure that all our carers have criminal record checks. Carers complete a 12 week training program including Moving and handling, first aid, Dementia awareness, infection control and safeguarding as well as a shadow shift. Their induction program includes regular checks and ongoing support from our senior lead to help them complete their care certificate. All training is updated yearly.



*Interested in our services...*

**Stella Care Devon provide the highest standards of care and support.**

Stella Care can provide calls to help you maintain your independence so you can remain in your own home.

We cover 24 hours a day, 7 days a week so if you need care day or night we can help.

These calls can be 30 mins or more to suit your requirements.

We care for people age 18yrs plus in Torbay, Kingskerswell and Newton abbot areas

One of our team leaders would be happy to come and meet you to talk about your requirements.

Just give our helpful office team a call.



# *Some of the services and support that we provide...*

Care and support for older people

Dementia / Alzheimer's

End of life care

Stroke care

Cancer care

Hospital discharge support

Parkinson's disease

Physical disabilities

Multiple sclerosis (MS)

Diabetes support

## *This can include...*

Personalised care

Assistance with bathing or showering

Night care

Medication Support

Shopping and cleaning

Support with social activities

Maintaining your independence

Welfare checks

*Plus much more....*

# Domiciliary Charge Rates

## **Important Notes:**

- Mileage for activities that involve driving will be charged separately at 45 pence per mile.
- Calls that are longer than 1 hour will be charged at the hourly rate.
- For calls that are more than 5 miles away from the office, 45 pence per mile will be charged and added to your invoice.
- Additional charges – If you require an unscheduled call out visit at short notice or if the carer is significantly delayed during your visit and their scheduled calls must be re-covered. There will be an additional charge of £20 on top of the hourly charge rate.
- Christmas rates will be sent separately.



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**Stella Care are a CQC registered provider.  
We are proud to work in partnership with  
Torbay and south Devon NHS Foundation trust  
Our registered manager along with the senior  
lead and team leaders work closely with CQC,  
Torbay and Devon County Council to ensure that  
we are meeting their high standards.**