



CHERISH
SOCIAL CARE

With You, Every Step

Safe, Caring, Responsive, Personal, Respect, Competence

About Us

Cherish Social Care, is a dedicated provider of domiciliary care in Hatfield, Hertfordshire. Our mission is to become leaders in Health and Social Care enhance the lives of adults, children, and their families, and provide them with person-centred care and support within their own homes.. At Cherish Social Care, we combine a wealth of experience with a commitment to compassionate service, individually shaped to meet the distinctive needs of each client.

Our care professionals, handpicked for their expertise and genuine dedication to impacting lives positively. Whether it's aiding with everyday tasks or delivering more complex care, we guarantee a personal touch that makes you feel supported and valued every step of the way.

Our Care Team







Our remarkable care team have a shared passion for providing care and a commitment to high standards. Each member is not only qualified but also embodies our core values, delivering caring, reliable, and trustworthy service to the very threshold of every home we serve.



What We Believe In

At Cherish Social Care, we champion respect for the individuality of each client, striving to enhance the quality of life and cultivate strong connections within the Hertfordshire communities. Our practice is built on the foundations of transparency, trust, and an unwavering commitment to continual growth and improvement, ensuring that our care is always of the highest standard.

Our Values

-  **Safe**
We will ensure that the care we deliver is as safe as possible. We will listen to and act on concerns.
-  **Caring**
We put clients at the heart of everything we do. We will treat people as individuals, showing them kindness, empathy and understanding.
-  **Responsive**
We will always listen to our clients and work with them to resolve issues timely.
-  **Personal**
We will provide person-centred care which is tailored to meet the individual's needs.
-  **Respect**
We respect people's wishes and rights and treat them with dignity.
-  **Competence**
We will provide you with highly trained staff who will meet your expectations.





Our Core Principles

Upholding Rights

With great conviction, we uphold the civil and human rights of our clients, ensuring every interaction is conducted with dignity and respect.

Round-the-Clock Availability

Understanding the unpredictability of care needs, our services are available 24/7, offering unwavering support for you and your loved ones.

Collaborative Care

In partnership with local health and social services, we deliver a seamless and integrated care experience for all our clients.

Tailored Care Plans

Reflecting the unique journey of each client, our care plans are developed with precision and regularly adapted to suit evolving needs.

Quality Recruitment

Our recruitment process is thorough and discerning, ensuring our team comprises the most skilled and empathetic care professionals.

Continuous Training

We invest in the ongoing development of our staff, keeping them at the forefront of industry best practices and care innovations.

Transparent Communication

We ensure clear, consistent communication with clients and their families, fostering strong relationships and coordinated care.

Feedback-Driven Improvement

Client insights are crucial to our growth; we actively seek and apply feedback to refine and elevate our services.

Community Connection

We actively encourage and support our clients in maintaining their community ties, knowing the significant role this plays in overall wellbeing.

Commitment to Excellence

From the very first assessment to the day-to-day enactment of our care, we are deeply committed to excellence in every facet of our service.



What You Will Receive

Opting for Cherish Social Care for your domiciliary care needs means embracing a holistic package of benefits designed to assure comfort, uphold dignity, and provide peace of mind. With us, you can expect:



Personalised Care

Custom care plans designed to align with your unique needs, preferences, and lifestyle, ensuring care that feels right for you.



Professional Carers

Support from our team of highly trained and empathetic care professionals, each passionate about their role and dedicated to your well-being.



24/7 Support

Round-the-clock access to our services, guaranteeing that expert care is always available, whenever you need it.



Respect for Your Rights

We are committed to honouring your civil and human rights, ensuring every service is provided with the highest regard for your personal autonomy.



Family Involvement

Your family's involvement in the care process is encouraged and valued, understanding the vital role they play in your life.



Health and Wellbeing Monitoring

Consistent health checks and monitoring by qualified staff to keep your health and wellbeing at the forefront of our care.



Community Integration

Active assistance in connecting with local social activities and community events to foster a sense of belonging and enhance life quality.



Transparent Costs

We believe in clear, straightforward pricing without any hidden fees, giving you the confidence to plan your care budget effectively.



Continuous Improvement

By regularly soliciting and acting on client feedback, we ensure our services continually evolve to meet your changing needs.



Quality Assurance

Our relentless pursuit of quality means we're always striving to surpass the high standards set within the domiciliary care sector.

Choosing Cherish Social Care is not simply choosing a care provider—it's selecting a partner committed to enhancing your life with every aspect of our service.

Which Service Is Right For You?

Personal Care

Attentive assistance with daily living activities, ensuring your needs are met with the utmost respect and sensitivity.

Companionship

Keeping you socially active and engaged, whether it's through conversation or accompanying you to appointments and social events.

Night Care

Providing support throughout the night, offering you and your loved ones peace of mind that comes with knowing help is at hand whenever it's needed.

Live-in Care

Enabling you to enjoy continuous, comprehensive care in the familiar surroundings of your own home with our dedicated live-in support.

Respite Care

Giving primary caregivers a well-deserved break, ensuring uninterrupted, high-quality care for you during their absence.

Complex Care

Bespoke support for individuals with intricate health needs, managed and delivered by specialists with the expertise to address your specific needs.

Hospital to Home

Smooth and supportive services facilitating a seamless transition from hospital back to your home, promoting your recovery and reintegration with daily life.

Palliative Care

Empathetic and tender care aimed at alleviating the symptoms and reducing the stress associated with serious illnesses, with a focus on improving the quality of life.

End-of-Life Care

Offering compassionate and dignified support to ensure comfort and dedicated care during the most sensitive times.

At Cherish Social Care, we are committed to identifying and providing the precise level of support you require. Contact us to arrange a detailed consultation, and let us draft a care plan that's the perfect fit for you.

Minimum visit time?

At Cherish Social Care, the quality of our care and the well-being of our clients are paramount. We recognise that everyone's needs are distinct, which is why we offer adaptable visit durations, including:

2-Hour Standard Visits

Our foundational care package includes 2 hours of daily support, ideal for a comprehensive range of services including personal care, meal preparation, and engaging companionship.

Our policy on minimum visit times is to ensure that each client receives the dedicated attention they need and deserve. This practice enables our caregivers to deliver in-depth, person-centred care, and build genuine connections with our clients.

We are dedicated to making each visit as effective and enriching as possible. Should you require more information on how we can tailor our visit times to your specific needs, we invite you to get in touch with us.

Extended Visits: Beyond 2 Hours

To cater to unique needs and preferences, we offer the flexibility to extend any visit beyond the 2-hour standard. Tailored for those requiring more in-depth support or a broader spectrum of services, these extended visits ensure all your needs are thoughtfully addressed.



Cherish Social Care and Person Centered Care

Person Centered Care is at the core of everything we do at Cherish Social Care. It's not merely a service we offer; it's the cornerstone of our care philosophy.

• Tailored Care Plans:

Every care plan at Cherish Social Care is drafted with attention to detail, reflecting the unique preferences and needs of our clients. We are committed to ensuring that our support not only meets but enriches your life in the most significant ways.

• Choice and Control

Your autonomy and preferences are of utmost importance, and we engage you in every decision-making process to ensure the care you receive is what you want and need.

• Flexible Services

We understand that needs can change over time. Cherish Social Care is dedicated to maintaining flexibility in our services, adapting to meet your requirements as they evolve to ensure our care remains aligned with your life's journey.

Emergency Response

Our dedicated team is trained to provide rapid assessments and to initiate appropriate care within 24 hours, ensuring that you receive timely and high-quality care during critical moments.

How Our Service Is Delivered

Initial Response

Upon receiving your enquiry, our priority is to understand your situation and immediate care needs fully. This initial step is crucial in our collaborative approach to your care journey.

Detailed Consultation

We schedule an in-depth consultation to explore your specific needs, preferences, and any concerns. Our goal is to gain a comprehensive understanding of the support that will most benefit you.

Person Centred Care Plans

Drawing from our consultation, we create a customised care plan detailing the services you will receive. This plan is adaptable, designed to accommodate any changes in your needs over time.

Matching Carers

We take great care in matching you with a carer whose skills, experience, and personality are best suited to your preferences, fostering a positive and trusting relationship.

Sign off of Care

Before initiating services, we conduct a thorough review of your care plan alongside you to ensure it aligns with your expectations and our quality standards.

Ongoing Communication

Throughout the provision of our services, we maintain a clear and open dialogue with you and your loved ones to ensure our care continues to meet your needs.

Regular Care Plan Reviews

Recognising that your requirements may evolve, we frequently reassess your care plan, ensuring the support you receive continues to reflect your current needs.

Emergency Readiness

Our team is equipped to respond swiftly in urgent situations, with the capability to conduct quick assessments and commence care within 24 hours to maintain continuity and uphold care quality.

Feedback of Service Provision

We actively encourage and incorporate your feedback, continually enhancing our services to ensure they consistently meet and exceed your expectations.

Funding Your Care

At Cherish Social Care, we understand the importance of transparent and straightforward financial planning for your care. Here's how you can fund your care services with us:

• Self-Funding

Should you choose to pay for your care privately, we offer clear and fair pricing. Our team will work with you to develop a care plan that aligns with your financial plan.

• Local Authority Support

You may be entitled to financial support from your local council. We can assist with the assessment process and liaise with local services to help you receive the funding you're eligible for.

• NHS Continuing Healthcare

If you have complex medical needs, you might qualify for NHS Continuing Healthcare. Our experienced staff can guide you through the application process and aid in gathering the necessary documentation.

• Direct Payments

For those who are eligible and prefer to manage their own care, Direct Payments from your local authority offer flexibility. Our team can support you in managing these payments effectively as part of your overall care package.

For a detailed guide to funding your domiciliary care and to explore all available options, please visit www.dh.gov.uk. Additionally, the Cherish Social Care team is available to discuss your individual needs and provide tailored advice to aid in your financial planning for care services.

Quality Assurance and Recruitment Standards

At Cherish Social Care, quality is not an option—it's a fundamental aspect of our identity. Here is how we embed excellence into every layer of our service:

Rigorous Recruitment

We carefully select our care professionals for their qualifications, experience, and most importantly, their commitment to our core values—compassion, dependability, and integrity.

Enhanced DBS Checks

To guarantee our clients' safety and peace of mind, every team member at Cherish Social Care undergoes an enhanced Disclosure and Barring Service (DBS) check, ensuring a trustworthy and secure environment.

Continuous Training

We invest heavily in the continuous professional development of our staff. By staying abreast of the latest care practices and advancements, our team is empowered to deliver the superior standards our clients deserve.

Client-Centered Approach

Our quality assurance process is deeply rooted in a client-centered philosophy. We actively seek and value the feedback from our clients, using their insights to refine and elevate the care experience.

Accreditations and Compliance

Cherish Social Care adheres strictly to all regulatory standards and is committed to upholding the accreditations that acknowledge our unwavering dedication to quality care.

Performance Monitoring

Through our rigorous internal monitoring systems, we ensure the performance of our care services not only meets but often surpasses our clients' needs and expectations.

Transparent Communication

We practice open and honest communication with our clients and their families, fostering a transparent relationship where concerns are met with immediate and effective responses.





Safeguarding Our Clients

At Cherish Social Care, the safeguarding of our clients stands as a pillar of our care philosophy. We are unwavering in our commitment to fostering a secure environment that nurtures the health, well-being, and dignity of every person we serve.

We strictly adhere to comprehensive safeguarding policies and procedures that correspond with the latest legislation and best practices. Our proactive stance on safeguarding is about prevention and empowerment, ensuring our staff are thoroughly trained to recognise and act on any indicators of abuse or neglect. In partnership with our clients, their families, and safeguarding authorities, we guarantee that any concerns are managed promptly and with the utmost sensitivity.

Our Safeguarding Strategies Include

Regular Training

Our carers participate in ongoing safeguarding training, ensuring they remain alert and informed about protecting vulnerable individuals.

Recruitment and Selection

We conduct detailed background checks and DBS checks, allowing only the most reliable and capable individuals to join the Cherish Social Care family.

Client Empowerment

Our clients are informed of their rights and are supported with the information they need to make knowledgeable decisions about their care.

Transparent Reporting

We promote an open culture where concerns can be voiced freely, and we respond to them with immediate, effective action.

Collaborative Approach

We maintain close ties with local authorities and community organisations, keeping our team updated on safeguarding developments and ensuring all safeguards are in place.

For Cherish Social Care, safeguarding is more than a procedure—it is a commitment to the safety and rights of our clients, integral to the compassionate and vigilant care we provide every

Frequently Asked Questions

1. What types of domiciliary care services does Cherish Social Care offer?

Cherish Social Care offers an extensive selection of domiciliary care services that encompass personal care, complex care management (for both children and adults), hospital to home transitions, palliative care support, and more. Our services are bespoke, designed to meet the unique requirements of each client.

2. How are care plans created and can they be adjusted over time?

Our care plans are the product of comprehensive consultations with clients and their families, ensuring we fully understand and meet the individual's needs. These care plans are dynamic, allowing for adjustments as a client's situation evolves or as their needs change.

3. What qualifications do Cherish Social Care's caregivers have?

All caregivers at Cherish Social Care are highly qualified and have been vetted to provide the services they deliver. This includes enhanced DBS checks and a commitment to ongoing training, guaranteeing that our team upholds the highest standards of care.

4. How does Cherish Social Care ensure the quality of care provided?

Quality assurance is integral to our operation. We adhere to the standards set by the Care Quality Commission (CQC), the Care Standards Act, and the Regulation of Care Act. Our proactive feedback system and regular service reviews contribute to the continual enhancement of our services.

5. What should I do if I need to arrange care in an emergency?

Cherish Social Care is equipped to handle emergencies with promptness and efficiency. We conduct swift assessments and are capable of initiating care within 24 hours to meet urgent care needs, all while maintaining the high-quality standards we are known for.

6. Can Cherish Social Care provide specialised care for conditions like dementia or Alzheimer's?

Yes, Cherish Social Care has skilled professionals trained in providing specialised care for a range of conditions, including dementia and Alzheimer's. Our staff are equipped with the latest techniques and compassionate approaches tailored to these specific needs.

7. What kind of support can families expect from Cherish Social Care?

Families can expect comprehensive support from Cherish Social Care. This includes regular updates on the client's care, assistance with navigating care funding, and access to our support team for any queries or concerns. We aim to work in partnership with families to deliver the best possible care experience.

8. How does Cherish Social Care match carers with clients?

We take great care in matching clients with carers based on a variety of factors, including personality, interests, care needs, and the carer's expertise. This personalised matching process is designed to foster a harmonious and effective caregiving relationship.



For further information on any of the services we provide, please contact us by telephone, email or by visiting our website.

 **01707 226051**
07486 421933

 admin@cherishsocialcare.com

 www.cherishsocialcare.com

