



happiest at home

we have a CarePal just for you

Changing the care industry one CarePal at a time

Happiest at Home offer dedicated & specialised support across the United Kingdom
Matching dedicated CarePals to clients nationwide



0345 030 3845

Call now for a **FREE** no obligation chat with one of our specialists

wearehappiestathome.co.uk





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Child Support brochure

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Who are Happiest at Home?

We are changing the view and stigma of the care industry.



Care and support can mean a lot of different things for different people. The care industry can't have a copy and paste attitude for every single client. Each individual comes with their own set of needs, requirements and preferences, and they need the support that matches them.

What can support look like?

- Access to the local community
 - Access and participation in clubs and activities
- Personal care & medication
- Companionship at home
- Respite for family

& much more

What we do differently is find out exactly what needs, preferences and requirements our clients have. We then match them with their very own dedicated **CarePal** who is with them at every visit. It's as simple as that.

Meet Alec & his family

Find out about his journey and how his family got support



Alec has had high energy his whole life and being an only child, never knew where to put it all. He struggled with concentrating at college and making friends. He started to feel quite lonely, isolated and didn't have any hobbies or activities he enjoyed. Alec has Down syndrome and autism, he found it quite hard to navigate through life and his family struggled to support him.

When approaching Happiest at Home, the family didn't know quite what support they wanted, they just knew they needed it. After being introduced to their client manager Sophie, she guided them through what types of support are out there and what options they had available.

Together they found out what Alec really enjoyed and would work best for him and all of them as a family.

What support suited them?

After a couple of telephone and video meetings between the family and their client manager, they discussed Alec's love for dancing. He liked to channel his high energy through listening to music, but feeling quite isolated, he wasn't enjoying anything as much anymore. His low mood also affected his appetite meaning his parents had to prompt meal times and they felt life was a bit of a struggle.

Their client manager identified the need for respite for the parents. The household was under strain as the three of them never spent time apart, except for work and education.



They decided to go ahead with their support, going through a simple 5 step onboarding process, matching them to their dedicated CarePal. This suited not only Alec's needs, but his families too. The aim: to form a trusting and long-lasting bond.



Meet their CarePal James

James' background and interests matched Alec's personality and needs perfectly

James used to work in an activity centre for children and young adults. He loved bringing individuals out of their shells, finding new hobbies and interests they could discover. He grew up with a younger brother with autism and used to frequently give his single mother respite and support. Now, living alone, he missed that one to one bond he had with his brother and found he wasn't getting the rewards from the activity centre.

Being matched with Alec has been what he was waiting for and he has slotted in with the family comfortably and naturally.



The family found out a lot of information before they even met James, thanks to seeing his CarePal profile beforehand, it helped them get to know him better; making sure he was the right fit.

This also helped break the ice and ease any anxieties they had before we arranged a meet and greet for them all together.

What happened next?

After they selected James' profile, we organised a meet and greet between him and the family, to make sure this was going to be the right match for everyone.

Yay, It was a match!

The two now have a weekly timetable for their support, bringing stability and routine into Alec's life. He concentrates in college better knowing that James will be picking him up ready for a jam session to his favourite songs. He has someone to open up to about what went on in his day and how to express how he feels about it.

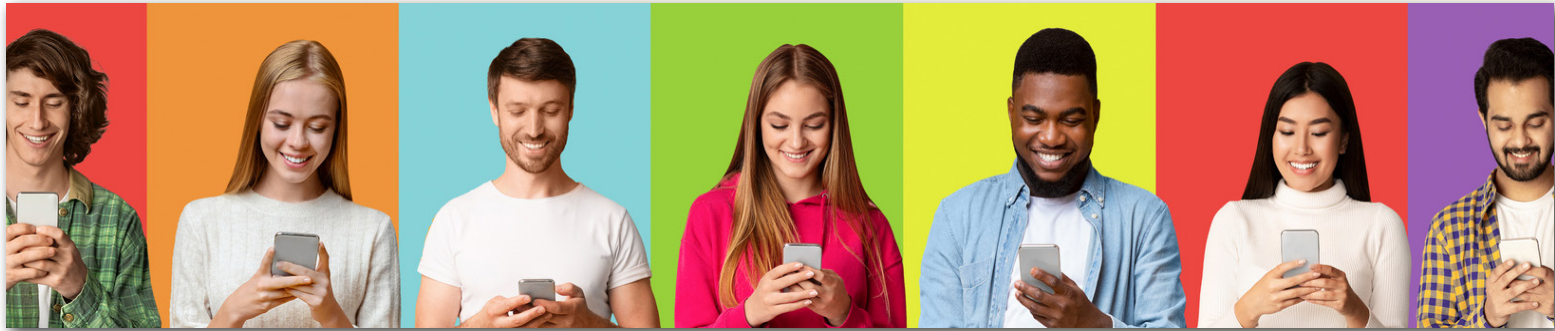


Alec's parents have time for respite after work and have now picked up a new hobby of their own, cycling! They have noticed a big change in mood in their son, knowing he has someone to help him navigate into young adulthood. It has taken the strain off the family as now they can spend quality time together on the weekends, knowing they had a great and productive week.



Trust & Reliability

How do we assure our CarePal's are the right fit and what security measures do we take?



Letting someone into your home and life can be daunting and we understand this. This is why we take every precaution and measure to assure our CarePal's are trustworthy and reliable. We go through a number of background checks and have a GPS locating app, which not only just manages their timetable, but also their clocking in and out of shifts. This can be accessed by clients and their families if requested.



Disclosure and Barring Service (DBS) Checks
(formerly CRB)

All of our CarePal's have been fully vetted, background checked, have full references and individual liability insurance.

All care provision is monitored by GPS in real time, to give families peace of mind. This also ensures the care is received in a timely manner, and billing is always accurate.





Secure Payments

Payment is taken via Barclaycard



Barclaycard Data Security Manager

Certificate of Self Assessment

This is to certify that

HAPPIEST AT HOME

has successfully validated their compliance with the requirements of the PCI DSS Version 3.2.1 on 13/03/2020.

This compliance status is based on the information provided by HAPPIEST AT HOME regarding compliance with the Payment Card Industry Data Security Standard ("PCI DSS") Version 3.2.1 and is valid until 13/03/2021 pursuant to the conditions of issuing laid out below.

To remain compliant with PCI DSS, it is the responsibility of HAPPIEST AT HOME to:

- Maintain compliance with all PCI DSS requirements, particularly when there is any change to your systems. This compliance maintenance includes quarterly vulnerability scans for Internet facing systems (where applicable) and,
- Attest to your compliance on an annual basis.

Merchant ID: G-1298000

Date of Validation: 13/03/2023

Valid until: 13/03/2024

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- Attestation to Compliance occurs at a point in time. This may not cover future compliance due to the changing nature of network and application infrastructures, future vulnerabilities or advances in hacking techniques or subsequent failure to act in accordance with applicable PCI DSS requirements.
- The provision of this PCI DSS Report does not affect or impact in any way the obligations of SELECT MY CARER under any Merchant Terms and Conditions in place.

We use a secure system and do not hold your payment details on file.

We take payments each Monday for the care provided the previous week. Thanks to our specialised GPS timetable system, invoices are always accurate.





Your Happiest at Home Dedicated Client Manager

When making an enquiry with us, we will pair you with your very own dedicated client manager. Their job is to find out exactly what your needs are; from the type of support that would suit your family, the timetable that would fit into your routine, your preference in **CarePal** and the likes, interests and hobbies that shape you. Their initial purpose is to gather the right information to be able to match you with the best suited **CarePal** for you and your family.

Meet Sophie, one of Happiest at Home dedicated client managers.

She loves to support her clients, seeing how their CarePal changes their life and making sure they are getting the most out of their support.



Once you give the go ahead to start the matching process, your client manager will oversee your package of support. They will handle all of your communication and paperwork, meaning they can adapt your support around your ever changing life.

With you every step of the way

Your client manager will maintain your timetable and handle any teething issues that may occur. They also are there to change or adapt your support if circumstances or needs change. If this occurs, they can handle the replacement or addition of **CarePals** to your team.

Who do we Support?

An overview of our speciality support

Happiest at Home support a range of different clients, with different background, medical needs and age groups. We are here to offer support when needed, giving clients the solutions they want.

Disability Support



Companionship



Child Support



Community Access & Wellbeing



Regular Respite Support



Home Help & Housekeeping



You can find out more on each specialised categorie through our website



How to start your Journey with us

Our Simple 5 step Onboarding Process

1. Tell us what you really want from your CarePal

Give us a call or book in online for a chat with one of our team, to figure out what it is that you are looking for.

They will then arrange a video call with your dedicated client manager, who will talk you through your options and you can tell them what is really important for you to receive the best possible support.

This can also be done by a clients' professional representative or family member.



2. We will start the matching process

Once you have talked through all of your needs and requirements with your dedicated client manager and they have handled your paperwork; the Happiest at Home specialised matching process will commence!

We will send you through a detailed profile of potential CarePal's that best match your requirements. These profiles will include their photo, a statement introducing themselves (about their personal life and who they are) and also their work experience.

This gives you the chance to ask any questions you may have about your potential CarePal before you meet them.





3. The Choice is Yours

When you find the profile you like, we will organise a meet and greet with the chosen CarePal. This can be in person or over the phone if you prefer.

Feel free to have family or friends there to meet them too. Take time to chat and get a feel of the potential bond you could have with them. This is the chance to make sure you are getting the right fit for you, we want to make sure it is the right one so this is a long term relationship for you.



4. Give us the Go Ahead

Once you have met and made sure the CarePal is the right fit for you, we do our final onboarding and complete all necessary paperwork at our end.

This bit is up to us and we don't take long to get all the boxes ticked. Your client manager will confirm a start date and make sure you are happy with your weekly timetable of support.



5. Congratulations it's a Match!

Your CarePal will start and your support journey will commence. This is where a good relationship begins, and the Happiest at Home team is always at hand to support you and resolve any hick-ups that may occur along the way.

With you every step of the way.



We deliver care across the whole of the UK

We have matched hundreds of clients with dedicated CAREPals throughout the UK. Here is what some of them have to say:

I cannot recommend Happiest at Home highly enough, the whole process is so simple and efficient. There are no upfront charges, just an agreed weekly fee which is very competitive. My Mum's home CAREPals are lovely, caring and very good. This takes such a weight off my mind and I feel I can relax again.

Andrea, Argyll

Very efficient from the start. My Happiest at Home account manager Rhianna walked me through the whole process from my initial telephone enquiry, through to the arrival of my home carer. Rhianna is always in regular contact to make sure I'm still happy.

Rosey, Carmarthen

Dad's CAREPal is so patient and understanding. In our experience, Happiest at Home provide a high level of service, with everything from the management of the introduction of the carer through to the timesheet management & secure payment system. They also provide a truly excellent phone app that tells us what time the CAREPal arrives and leaves my Dad's house.

Jamie, Penzance

I hired the services of Happiest at Home for my teenage child. Their response was quick, Rhianna seemed experienced and quickly got to know what our requirements were. We were able to find a perfect CAREPal who was absolutely superb. The staff were always fantastic and empathetic in communication; the carer was very well trained, punctual, extremely caring and made very good friends with all of the family members within no time. Using this company gave me a complete peace of mind.

SM, Birmingham

My Dad's previous care company used to send in different carers all of the time so we never knew who was coming. Then one of my friends told me about Happiest at Home. Happiest at Home provide my Dad with a dedicated CAREPal called Brooke. My Dad loves Brooke as she is bubbly and loves to chat with him. My Dad has 3 x 3 hour visits per week and he always sees Brooke. This gives us so much confidence in the care he is receiving, Brooke has almost become one of the family now.

Sarah, Newcastle

I've worked for a few care companies and I have to say Happiest at Home are the best. They are always there if you need anything and really care about the staff, they are really on the ball and very understanding and flexible not only to the staff but to the people using their services. The pay is by far the best I've had in all my time of doing care, I can't express how much I would really recommend this company not just to work for but for people who are looking assistants or care. They really are best!

Rebecca, CAREPal, Manchester



Start your CarePal journey today



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