



# **YOU & I CARE**

*To us it's a calling*



***Caring, Compassion, Improvement***

**[www.youandicare.co.uk](http://www.youandicare.co.uk)**  
**[info@youandicare.co.uk](mailto:info@youandicare.co.uk)**



## ABOUT US

**At You & I Care, we are proud to be an award-winning care provider that offers affordable solutions for adults and the elderly throughout the community, who prefer to stay at home where their quality of life is enhanced without the stress of hardships and interruption or changes in daily routines.**

**Our part-time, full-time and all around the clock service alternatives are designed for people who choose to continue living at home. These services may include personal care, companionship, meal preparation, medication reminders, home help services, and any other services as required. Sometimes more than companionship is needed to maintain independence at home and we provide this, bearing in mind the many obstacles family and friends encounter in finding a suitable and trusted source of care for their parents, relatives and friends.**

## Our Company History

You & I Care is an award-winning home care provider, founded and managed by a Carer who dreamt of becoming an outstanding care provider from her first day at work as a Carer.

“I remember from my early days at work when I asked an elderly lady about how it felt to be old, and this was the answer in her own words, ‘having a young mind with a failing body’”, reminisces Ms. Lausa Biragi, You & I Care’s founder. “Throughout my career as a Carer I have appreciated how frustrating it can be to rely on someone else for the things that you could do yourself in the past. I have dreamt of a service that would become a compatible extension of You and I’s bodies at one point in our lives,” she adds.

Essentially, You & I Care’s story is one of clear realisation that it’s frustrating for one to at some point in life be unable to do the things they used to do and the need for not only filling this void but also creating a compatible extension of our (YOU AND I) bodies at some point in life as the guiding philosophy.

## Our Mission

Our mission is to consistently provide safe, effective, and compassionate care, building a responsive and well-led service that prioritises the well-being of our Service Users.

## Our Promise

Our promise is to always care.

## Our Values

- Caring
- Compassion
- Improvement



## OUR EXPERTISE

We provide home care services varying from just a few hours of visiting care to 24/7 live-in care. All of our Services are personalised to the unique needs of a specific Services User. We carry out a needs assessment for every Service User, after which we design a Care package that is tailored to their needs. This is constantly reviewed for changes towards the improvement of the Service User's wellbeing. The services we offer include;

- Personal Care
- Companionship
- Home Help
- Live-in Care
- Wake-in Care & Sleep-in Care
- Respite Care
- Dementia Care
- Palliative Care
- Learning disabilities care
- Mental health conditions care
- Physical Disabilities Care
- Sensory Impairment Care

# OUR CARE PROCESS



## Contact Us

You contact us and we have a chat to gain insight into your needs.



## Needs Assessment

We Carry out an assessment to best understand your needs.



## Care Plan

We develop your care plan, entailing all that we need to do.



## Start Care

Once a care plan is in place, we commence care provision.

## WHY CHOOSE YOU & I CARE

You & I Care has demonstrated experience in the provision of high quality and reliable home care services, with a team of compassionate carers whose commitment and attention to detail is reflected in the reviews we get. By choosing You & I Care, you guarantee that your loved one will have the best quality care and that they will be treated with dignity at all times.

### Compassionate, Loving and Caring Team:

You & I Care maintains a growing team of well trained and highly skilled Carers. Our Carers are well equipped to provide excellent care to our Service Users. While ensuring diversity in our team, we have continued to encourage young people to become Carers, making them aware of what a rewarding experience it is, and one that promises career growth and progression.



### CQC Rated Good:

You & I Care is inspected and rated GOOD by the Care Quality Commission in all of the company's Locations.



### Award-Winning Care:

You & I Care won the 2019 top 20 Home Care Provider Award for East of England. The homecare.co.uk Top 20 Home Care Awards 2019 highlighted the most recommended Home Care Providers in each region of the United Kingdom and the Top 20 Home Care Groups in the UK.



## Reviewed and Recommended by Service Users:

You & I Care solicits and gets feedback from Service Users and their loved ones. Our services, therefore, are reviewed and recommended by Service Users and their loved ones on homecare.co.uk.

**Review from Tessa W (Daughter of Client) published on 15 March 2023**

Submitted via Website • Report

**Overall Experience** ★★★★★

Thank you to all your team, who provided such sensitive care to Mum. Your carer was incredibly professional, quickly getting to know Mum, recognising her strengths, and doing everything to preserve her dignity at a point in her life when she was most challenged and vulnerable. It is a very special set of skills.

**Review from Caroline B (Daughter of Client) published on 6 July 2022**

Submitted via Postal Card • Report

**Overall Experience** ★★★★★

You & I Care looked after my father from October 2020. I can't fault how he was looked after by the manager and her team. My father felt comfortable with nine of the ladies, enjoying their company, and they were particularly empathetic to his needs and respected his dignity. I can't recommend You & I Care enough as they stepped in when we were desperate for professional care to help him and enable him to stay in his own home.

**Review from C M (Son of Client) published on 10 May 2022**

Submitted via Website • Report

**Overall Experience** ★★★★★

We are delighted with the kind and thoughtful way our mother is cared for by You & I Care. She generally sees the same few carers and has got to know and like them. The team are very flexible and has gone out of their way to help our mum. We are very grateful for their help and highly recommend You & I Care.

**Review from Angela M (Client) published on 22 February 2021**

Submitted via Postal Card • Report

**Overall Experience** ★★★★★

I was very pleased and comfortable with the care I received. My carer was very reliable and she came at exactly the time arranged. She was very polite and thoughtful, good-natured and cheerful. She drove me safely and competently to several appointments. She was calm and encouraging. All-round - very good. Thank you.

**Review from P O (Daughter of Client) published on 12 October 2020**

Submitted via Postal Card • Report

**Overall Experience** ★★★★★

Carers visit three times a day to support my mother. You & I Care provide an excellent proactive service. Staff are professional and provide care in a relaxed way. They do everything they can to help my mother achieve her wish to stay in her own home for as long as she possibly can.

**Review from D G (Sister of Client) published on 17 June 2019**

Submitted via Postal Card • Report

**Overall Experience** ★★★★★

I would highly recommend You and I agency for high quality of care and willingness to come when I needed them. My sister was in the late stages of cancer and I was helped tremendously as a carer.

**Review from Tracy (Daughter of Client) published on 17 April 2020**

Submitted via Website • Report

**Overall Experience** ★★★★★

We have been using You & I Care services since 2017. The level of care has been increased to the demands and needs and continuing care of my father who now needs 24-hour care within his home, which was always dad's choice to stay in his own home. You & I Care are very professional in every manner and although offering a high level of friendly caring service still within professional boundaries. We have previous experience with other companies but they do offer the high standards from You & I Care.

**Review from Michael W (Client) published on 2 October 2023**

Submitted via Postal Card • Report

**Overall Experience** ★★★★★

I came out of hospital after five and a half months feeling down. Thanks to the bubbly, real and caring staff, full of fun and laughter, they have made life worth living again. Keep up the laughter, smiles and fun.

More friends than carers. Long may it continue. Made an eighty year old man very happy, look forward to every visit. Thank you. No names, you lovely girls know who you are. Thank you again for your friendship.

**Review from Callum W (Client) published on 7 August 2023**

Submitted via Postal Card • Report

**Overall Experience** ★★★★★

I knew right from the start, when my prospective carer did her initial assessment, that things were going to go well. Her attention to detail was phenomenal and was done with such care and appreciation of my dignity. The care plan that was agreed to has been given and even surpassed.

**Review from W S (Partner of Client) published on 16 October 2023**

Submitted via Postal Card • Report

**Overall Experience** ★★★★★

Staff very friendly, punctual when arriving for calls, will ring if running late, always pleasant and treat my partner with dignity and respect and are always polite to me. Could not recommend this company highly enough. Staff a credit to the company.


## Joining Our Team!

At You & I Care, we value compassion above all because it drives every aspect of our work. We are passionate about care and satisfying our Service Users' needs in a happy working environment. As a Carer working with You & I Care, you will share our core values of caring, compassion and improvement. We understand that each Carer offers more than the service alone and that relationships between Carers and Service Users should be preserved over time. By joining You & I Care, you will have a wonderful opportunity to make a difference.


### To join our team:

- Visit [www.youandicare.co.uk/recruitment](http://www.youandicare.co.uk/recruitment)
- Browse all the available opportunities.
- Apply through our recruitment management platform.


### The You & I Care Experience: What our team members say.

 **elaine somerscale**  
2 reviews  
★★★★★

I have loved starting work with this company. The training is great and you can see the real care and respect that everyone has for their service users and for each other. You and I Care offers individualised and tailored care to help those at home to live the life they choose. I have seen that the promise of exceptional care is truly believed in and delivered by the dedicated carers. I am thrilled to have joined this team.

 **ANA DANIELA**  
2 reviews  
★★★★★


I love my job it's soo rewarding just making one person smile a day makes my day. You & I care and team members and service users are like my second home and my extended family. I just love making people feel special as they should and making people happy and comfortable and at ease and to feel at if they can come to me with any giving situation and I will assist and help in anyway possible. I come home after work feeling proud to be apart of such a great team at You & I care.

 **Océanne Tagne**  
2 reviews  
★★★★★

You & I Care is a company who really care about people, they provide marvellous care to the service users and on top of that they sincerely look after their carers as well.

The work ethic and environment is wonderful and allow growth in a professional and personal way.

I will 100% recommend to people to join You and I Care for work as well as to care for your loved ones.

 **Nina Mushabe**  
2 reviews  
★★★★★

You & I Care does not only provide outstanding service to the service users but also cares for the carers.

You & I Care gives carers the opportunity to progress into the Health and Social Care Industry.

As a young adult, I would recommend more people from my generation to join You & I Care.

I have had so many opportunities to progress in my career and I am still learning about this industry.

The smiles of the service users when you provide a good service that makes my day and gives me joy of fulfillment.

## **CONTACT US**

**Tel: 08081780981**

**Email: [info@youandicare.co.uk](mailto:info@youandicare.co.uk)**

## **LOCATIONS**

### **Brentwood:**

**Address: Jubilee House, 3 The Drive, Great Warley,  
Brentwood, CM13 3FR**

### **Chelmsford:**

**Address: 4th Floor, Victoria House, Victoria Road,  
Chelmsford, CM1 1JR**

### **Surrey:**

**Address: Dorset House, Regent Park, Kingston Road,  
Leatherhead, KT22 7PL**

### **St Albans:**

**Address: Fountain Court, 2 Victoria Square,  
St Albans, AL1 3TF**