



Care at Home Guide



Care You Can Trust. Support You Can Depend On.

Our Mission

At Epty Care, our mission is to deliver outstanding domiciliary care that empowers individuals to live independently, safely and with dignity in the comfort of their own homes.

We are committed to providing person-centred support that respects each individual's choices, preferences and way of life. Our dedicated team of trained professionals work tirelessly to ensure every client receives compassionate, reliable and high-quality care.

We believe that everyone deserves access to care that is tailored to their unique needs. Whether supporting with personal care, companionship, or complex health conditions, we approach every interaction with kindness, professionalism and respect.

Our goal is to be the trusted care provider of choice for families, individuals and local authorities across the communities we serve.



What We Believe

At Epty Care, our values are at the heart of everything we do. They guide how we deliver care, how we treat our clients and how we support our team.

Dignity and Respect

We treat every individual with the utmost dignity and respect, honouring their choices, preferences and right to privacy at all times.

Independence

We empower our clients to maintain as much independence as possible, supporting them to live life on their own terms in the comfort of their home.

Person-Centred Care

Every care plan is tailored to the unique needs of the individual. We listen, adapt and respond to ensure our support is always relevant and meaningful.

Compassion and Kindness

We approach every interaction with warmth and empathy, building genuine relationships founded on trust and understanding.

Excellence and Accountability

We hold ourselves to the highest standards of care, continuously improving our services and taking responsibility for the outcomes we deliver.



Why Choose Epty Care?

Choosing a care provider is one of the most important decisions you or your family will make. At Epty Care, we understand this and work hard to earn your trust every day.

Experienced and Trained Carers

All our staff are fully trained, DBS-checked and supervised to deliver safe, professional care in your home.

Personalised Care Plans

Every client receives a bespoke care plan tailored to their individual needs, preferences and goals.

Consistency and Reliability

We match you with a dedicated care team so you see familiar, trusted faces at every visit.

Regulated and Accountable

We are fully registered and regulated, committed to transparency and the highest standards of governance.

Local Knowledge

Our carers live and work in the communities they serve, bringing local understanding and genuine connection.



What You Receive

When you choose Epty Care, you receive a comprehensive, person-centred service designed around your individual needs.

A Dedicated Care Team

You will be matched with a consistent team of carers who understand your routine, preferences and personality.

A Personalised Care Plan

Your care plan is developed with you and your family, covering every aspect of your support needs and reviewed regularly.

Regular Reviews and Communication

We conduct regular reviews to ensure your care remains relevant and responsive to any changes in your needs.

24/7 On-Call Support

Our management team is available around the clock to respond to emergencies and provide reassurance.

Transparent and Honest Service

We keep you informed at every stage, with clear communication about scheduling, staffing and any changes to your care.



What Service is Right for You?

Epty Care offers a range of flexible services designed to meet your individual needs. Our team will work with you to identify the right level of support.

Personal Care

Assistance with washing, dressing, grooming, toileting and mobility to help you maintain dignity and independence.

Companionship and Social Support

Friendly, meaningful interaction to reduce isolation and support emotional wellbeing through conversation, activities and outings.

Medication Support

Prompting and assisting with medication to ensure you take the right dose at the right time, safely and consistently.

Domestic Support

Help with light housework, laundry, meal preparation and shopping to keep your home comfortable and safe.

Complex and Specialist Care

Support for conditions such as dementia, Parkinson's, stroke recovery and palliative care, delivered by specially trained staff.

Live-In Care

A dedicated carer living in your home to provide round-the-clock support, offering a genuine alternative to residential care.

Respite Care

Short-term support to give family carers a well-deserved break, knowing their loved one is in safe hands.

Minimum Visit Times

At Epty Care, we believe that quality care cannot be rushed. We are committed to ensuring every visit is long enough to deliver meaningful, dignified support.

Our Minimum Standards

We operate a minimum visit time of 30 minutes for all personal care calls. This ensures our carers have adequate time to support you properly without feeling rushed.

Why This Matters

Short visits can compromise the quality and safety of care. By maintaining longer visit times, we ensure:

- Sufficient time for personal care tasks to be completed with dignity
- Time for meaningful social interaction and companionship
- Proper medication management without pressure
- Accurate recording and communication with the care team

Flexible Scheduling

We offer visits at times that suit your routine, including early mornings, evenings and weekends. Our scheduling team works with you to find the right pattern of support.

Longer Visits Available

For clients who require more intensive support, we offer extended visits of 45 minutes, one hour or longer. Live-in care is also available for those who need round-the-clock assistance.



Personalisation and Delivery

At Epty Care, personalisation is at the core of everything we do. We recognise that no two people are the same, and our approach reflects this.

Your Care, Your Way

Before any care begins, we take time to understand you as a person — your history, your preferences, your routines and your goals. This information shapes a care plan that is truly yours.

Building Relationships

We carefully match carers to clients based on personality, skills and shared interests. This builds trust and ensures every visit feels comfortable and familiar.

How We Deliver Our Service

Our service delivery is built on clear communication, robust systems and a commitment to excellence:

- A dedicated care coordinator manages your package of care
- Electronic monitoring ensures visits are on time and fully recorded
- Regular spot checks and supervisions maintain quality standards
- Care plans are reviewed regularly and updated as your needs change

Continuous Improvement

We actively seek feedback from clients, families and professionals to improve our services. Annual satisfaction surveys and regular reviews ensure we never become complacent.



Funding Your Care

Understanding how care is funded can feel overwhelming. At Epty Care, we are here to guide you through the options available.

Local Authority Funded Care

If you have been assessed by your local authority and meet the eligibility criteria, your care may be fully or partially funded. We work closely with local authorities to deliver contracted care packages.

NHS Continuing Healthcare

If you have a primary health need, you may be eligible for NHS Continuing Healthcare funding. This is assessed through a decision support tool and, if eligible, your care is fully funded by the NHS.

Self-Funded (Private) Care

If you are funding your own care, we offer transparent pricing with no hidden costs. You remain in full control of your care package and can adjust it at any time.

Direct Payments

If you receive direct payments from your local authority, you can choose Epty Care as your provider. We will work with you to ensure your budget is used effectively.

We Can Help

Our team can signpost you to relevant organisations and support you in understanding your funding options. We are always happy to discuss your circumstances in confidence.



Quality Assurance

At Epty Care, quality is not just a goal — it is our standard. We are committed to delivering safe, effective and compassionate care that meets the highest regulatory requirements.

CQC Registered

We are fully registered with the Care Quality Commission (CQC) and subject to regular inspections. Our compliance with national standards is monitored continuously.

Staff Training and Development

All carers complete a comprehensive induction programme aligned with the Care Certificate. Ongoing training ensures our team remains skilled, confident and up to date with best practice.

Supervision and Spot Checks

Regular supervisions, appraisals and unannounced spot checks ensure our carers maintain the highest standards of professionalism and care delivery.

Governance and Accountability

Our robust governance framework includes regular audits, incident reporting, safeguarding protocols and a clear complaints procedure. We are transparent and accountable at every level.

Client Feedback

We actively seek feedback through satisfaction surveys, reviews and regular communication. Your voice shapes how we improve and develop our services.



Frequently Asked Questions

How do I arrange care?

Contact us by phone or email. We will arrange a free, no-obligation assessment to discuss your needs and explain how we can help.

How quickly can care start?

In most cases, we can begin care within 48 hours of completing your assessment. Emergency packages can often be arranged sooner.

Can I choose my carer?

We carefully match carers to clients based on personality, skills and preferences. If you are not happy with your carer, we will find a better match.

What if my needs change?

Your care plan is reviewed regularly and can be adjusted at any time. Simply contact your care coordinator to discuss any changes.

Are your carers trained and vetted?

Yes. All carers complete a full induction, hold a valid DBS check and receive ongoing training and supervision.

What areas do you cover?

We provide care across London and surrounding areas. Please contact us to confirm whether we cover your postcode.

How much does care cost?

Costs depend on the level and frequency of care required. We provide a clear, written quote with no hidden charges. We also accept local authority and NHS-funded packages.

How do I make a complaint or give feedback?

We welcome all feedback. You can speak to your care coordinator, contact our office directly or use our formal complaints procedure. We take every concern seriously.



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