

Your way, your choice,  
your **Care**



Enquire  
about our  
transport  
service

[universalcareagency.co.uk](http://universalcareagency.co.uk)



## **Universal Care Agency believes freedom of choice when developing your care can lead to greater independence.**

Everyone's needs are different and our flexible care packages are personalised to meet your exact needs. Whether you need clinical attention, respite or assistance with domestic duties our experienced and dedicated team are here to help.

Your home is your castle so it is important to trust the person delivering your care. Before you commit to any package, we arrange a FREE assessment so you can discuss your needs with a trusted member of our team. If requested, we can also arrange a meet with a suggested care worker to see if you can build a rapport.

### **Our services include:**

- Personal care
- Complex care
- Dementia care
- Waking Night service
- Live-in care
- Rise & Retire service
- Prompting, assisting or administering medication
- Home help such as cleaning, meal preparation, shopping & laundry
- Social respite, such as trips out into the community
- Befriending & Sitting service

### **We also provide nursing in the following Health & Social Care settings:**

- Residential homes
- Nursing homes
- Hospitals
- Prisons

To keep things as unobtrusive as possible, our trained assessors will guide you through the options available. Our packages meet both ongoing and emergency care commitments and range from half an hour a week to 24 hour care plans.

## **Our promise**

***To consistently deliver high-quality and personalised care, using only the most trustworthy and experienced care workers in the industry.***



Our care workers are our finest asset, so we invest heavily in their development. After a rigorous registration procedure, with full referencing and police checks, they receive comprehensive mandatory and specialist training. Along with continuous support, each care worker is routinely supervised to ensure we keep our promise and your needs are being met.

Our male and female care workers are recruited for their character, as well as their experience. As such you can expect a **Universal Care Agency** care worker to be:

- Honest
- Trustworthy
- Experienced
- Professionally qualified
- Punctual
- Reliable
- There when you need them

### **Our customers include:**

- Adults, aged 18-65
- The elderly & their families
- People with dementia
- People with learning difficulties
- People with physical disabilities
- People with sensory impairments
- Individuals requiring ongoing or emergency care

Members of the UKHCA, our established reputation means we are trusted to supply to Hampshire County Council and the NHS and are fully compliant with the standards set by the Care Quality Commission (CQC).



UCA became the carers for my wife when she was discharged from hospital. We have, without exception, found them to be efficient, professional and reliable.

They have been flexible and co-operative to suit our changing needs. In addition, they have all been friendly and aware of the need to respect my wife's dignity and feelings.

I can recommend UCA without any reservations.

**Ron Wilson**, Husband

## Independence is closer than you think

We encourage you to visit our website or call our team, to discuss how we can help you reach your personal goals.

**0239 200 6489**

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Universal Care Agency is CQC registered: Registration no. 1-344613262.  
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