

# Welcome to Quality Care Northwest Ltd.

Established in 1994, Quality Care is a family business founded by a former nurse, Christine McClinton. Today, our company is run by Christine, her son Darren Bradshaw and his wife Amanda, who is our registered care manager. Quality Care was one of the first homecare companies in Pendle. We pride ourselves on a reputation for offering an outstanding level of care to people across the area and enabling them to lead independent lives.

At Quality Care, we combine our professional knowledge with our personal experience of looking after relatives to ensure we provide the level of care we'd want for our own family. We understand what you and your family are going through, so we work with you to give your loved ones the best possible care.

## Why use Quality Care...

- Quality Care is committed to the training and development of all of our staff and has achieved the Investors in People award.
- We are a Lancashire County Council preferred provider
- Registered with the Care Quality Commission
- Member of the UK Home Care Association
- Member of the Lancashire Care Association
- Lancashire Social Services preferred provider

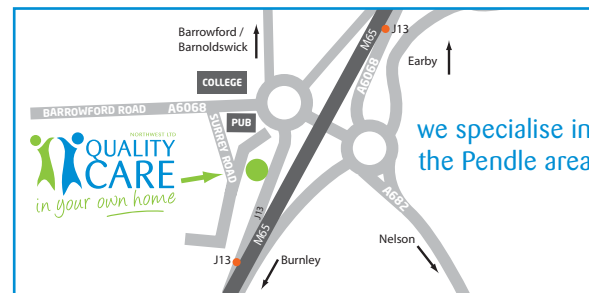
## Why use Quality Care...

We aim to provide the highest possible standard of care, while respecting our clients' cultural and social backgrounds. We encourage clients to be as independent as possible, and maintain their right to choice and privacy.

“ Sometimes, it's the little things that make the biggest difference to the people we care for... ”



*we're here to help...*



Quality Care (North-West) Ltd.  
Bridgewater House, Surrey Road,  
Nelson, Lancashire BB9 7TZ

Tel: 01282 696300  
Email: [info@qualitycarependle.co.uk](mailto:info@qualitycarependle.co.uk)  
Web: [www.qualitycarependle.co.uk](http://www.qualitycarependle.co.uk)



...experienced, friendly, choice

talk to us today, call... 01282 696300  
or visit our website... [www.qualitycarependle.co.uk](http://www.qualitycarependle.co.uk)



Managing Director:  
Mrs Christine McClinton

Care Manager:  
Mrs Amanda J Bradshaw

Director:  
Mr Darren Bradshaw

*we're here to help...*



INVESTORS IN PEOPLE

## Our care services...



Quality Care is a family company providing experienced carers for long and short-term home care for older people, adults with physical disabilities, adults with sensory impairment, end of life / palliative care and long-term illnesses.

We are dementia care specialists and we provide respite services for carers.

At Quality Care, we give your loved ones the highest level of care with a warm personal touch. Home care allows people to remain in their homes, leading an independent and dignified life - we feel privileged to help them do that.

We offer high quality home care in the Colne, Nelson, Barnoldswick and adjoining areas, tailored to suit the needs of our clients - from half hour periods to 24 hours' care a day.

Caring for someone is an important responsibility - let us guide you through this time and make things as easy as possible for you and your relative, friend or client.

Quality Care is here to help. We offer a personalised service to make sure we meet the individual needs of all of our clients, however large or small.

### Our range of services includes:

- General household cleaning and domestic duties
- Shopping and pension collecting
- Assistance with preparing meals
- Washing and bathing
- Dressing
- Assistance with toileting
- Administration of medicines under the guidance of a GP or community nurse
- Accompanying clients on outings and other activities to develop self confidence and social skills
- End of life / palliative care



### Personalisation...

We can also provide advice on personalisation, a government initiative designed to give people more choice and control over their own care.

### Advice and grant assistance...

When a partner, relative or friend needs home care, it's hard to know where to turn. Many people struggle to find the best type of help to suit their loved one, or find themselves confused about the different options available to them.

At Quality Care, we're here to help.

We'll guide you through the process of choosing the right care, provide up to date information on legislation and grants and help with applications for funding.

## Testimonial: Mrs J Carter

Dear Christine and Mandy,

Just a few words to express my thanks and gratitude to yourselves and your staff for all the excellent care and kindness given to my relative, M.

I cannot stress too highly that I have been very pleased with the service that M has received over the years, particularly with the way that you have always tried to provide her with continuity of carers, which I appreciate is not the easiest of tasks. Whilst all the staff that I have come into contact with over the years have been excellent, it would be remiss of me not to offer a special word of thanks to Elaine and Susan, both of whom developed that special relationship with M which helped her so much to achieve her greatest desire, to remain in her own home.



*"thank you for your continued help and care..."*

Jane Carter from Nelson

*J. Carter*

for a confidential chat about your needs, call us today on 01282 696300 and see how we can help make your life a little easier