

We believe there is a better way to deliver homecare. For us, **care and companionship** go hand-in-hand in visits that last a minimum of one hour. We believe quality care can't be delivered in less.

At its best, we think homecare is delivered by people who feel valued and respected and part of a bigger mission. We couldn't deliver excellent homecare without our CAREGivers. They are the backbone of our care model and recruited for their empathy and compassion.

Independent research carried out in **2015** has endorsed the difference we are making to the lives of both our clients and our CAREGivers every day. We surveyed **4,092** clients and **4,101** CAREGivers for their views.

Together we **ARE** changing the face of homecare in the UK. This is our truth...

## What our clients said...



Say my CAREGiver takes an **interest** in me as a person



My CAREGiver was **properly** introduced before they started working with me



## What our CAREGivers said...



Would **recommend** Home Instead to a friend or family member as a place to work



Feel **well matched** to their client



Say their job gives them the opportunity to **learn and develop new skills**



We have **167** offices across the UK



We deliver **5 million** hours of quality homecare each year



We celebrate our **10th** anniversary in the UK in autumn 2015



We have a **bespoke** City and Guilds qualification in dementia care for our CAREGivers



We are the UK's **No. 1** homecare provider as voted by healthcare experts LaingBuisson