



The Blue Arrow Care Group
Care in the right direction



A Warm Welcome to The Blue Arrow Care Group

Helping you or your loved one be happy at home

A Message from the Group Directors

Welcome and thank you for choosing The Blue Arrow Care Group.

I have been lucky enough to be part of this organisation for the past 5 years, it's a place where people matter and are treated as individuals and where they can be heard. We strive for excellence every step of the way, offering a personalised and responsive service and treating you or your loved ones as part of our family.

I am now fortunate to be the Director of the group overseeing operations and franchise growth, I couldn't be prouder of what we have achieved over the years. I am committed to continue spreading our vision of providing high quality care, never compromising or wavering from our promise to you or your loved ones.

Phaedra, Director of the Group

Our Promise

We strive to create a distinctive culture of support, compassion, and understanding, both to ensure that the care we deliver is of the highest quality, but also to foster a positive and proactive work environment for everyone in our team.

We provide all our team with relevant and specialised training to deliver excellent care with professionalism, knowledge, compassion, and respect sitting at its core.



Meet our Branch Director



Lucy Towler-Challis

Welcome to The Blue Arrow Care Group - Richmond, Kingston & Elmbridge.

I have owned/ managed this service for over 8 years. Since opening in 2015 we have evolved and grown as a company, however, we still deliver a very personalised service. We have always prided ourselves on being a family cultured business that puts our clients at the forefront of all that we do.

I have personally grown through the years, being only 21 when I opened The Blue Arrow Care Group, I have learnt and developed a lot and have a strong team to support us to deliver our clear vision of delivering good honest care to those most in need. I am very passionate about combating loneliness and isolation within the older community and am very proud that we have delivered over 800 free visits to clients who may not otherwise be able to access the community, after 8 years we are still delivering our free services and look forward to continuing this in the future.

Thank you for taking the time to read our brochure - please do not hesitate to contact me or one of the team if you have any further questions about our service.

In 2019, Lucy won the Registered Care Manager Award - Regionals & Nationals at The Great British Care Awards.

In 2021, The Blue Arrow Care Group won the COVID-19 Hero Award London at The Great British Care Awards.

Thank you for restoring our faith in care. The Blue Arrow Care Group have been looking after my sister-in-law for 6 months and the improvement to not only her overall well-being but her mental well-being have been outstanding. After trying 2 other agencies I was starting to lose faith, however, The Blue Arrow Care Group have completely restored that. The carers always go the extra mile, and communication with all the managers and office staff is first class.

Thank you for everything you do.

- Jean, Clients Daughter

Our Story

The Blue Arrow Care Group is founded on the principle of providing high-quality care to people who want to remain in their own homes.



The Blue Arrow Care Group was founded in 2015 by a mother and daughter duo who wanted to create an agency different from the rest, a family centered service that went above and beyond in all that we did.

The Blue Arrow Care Group is ran by Lucy and her small dedicated team after Lucy's mother stepped down in 2019 due to ill health.

Lucy carries on the hard work to maintain and deliver The Blue Arrow Care Group's original vision – to be a service that goes above and beyond, delivers voluntary services and employs a team of people who are inspired to deliver The Blue Arrow Care Group's strong vision of providing kind, warm and compassionate care where the client feels they are a part of something really special.



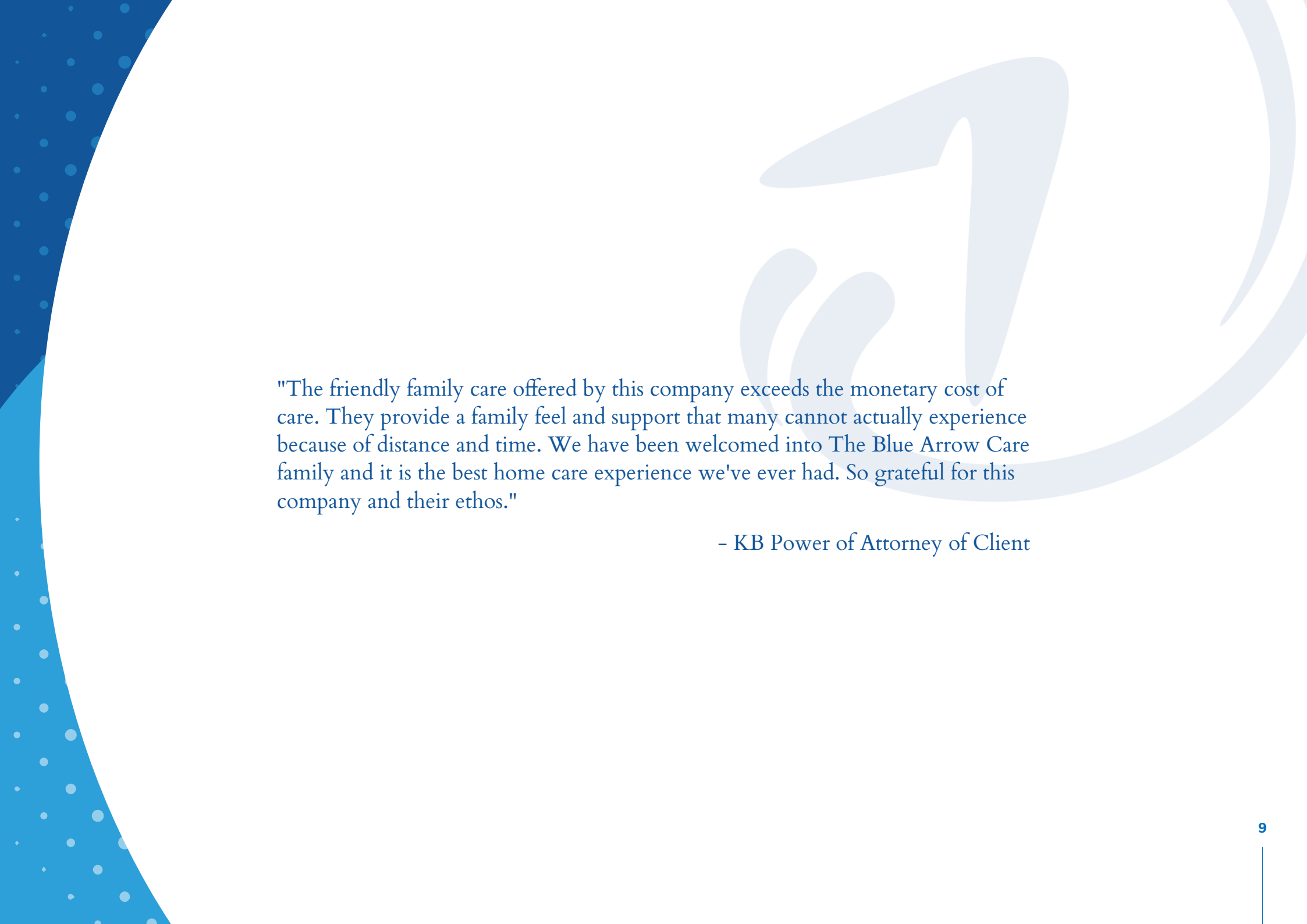
Our Personalised and Responsive Service

We as a team treat people as people, as individuals and strive to offer a bespoke and responsive service.

The Blue Arrow Care Group is an organisation who prides its self on providing person centred care, this has been something that is at the core of our values and has been the foundation on which we have been able to provide an excellent service to our clients.

Over the last 8 years we gained and maintained an excellent rating in responsive in our CQC inspections, this is down to our quick action to situations and also our understanding of what our clients need or want above just being a domiciliary care service.

We pride ourselves on running a kind, caring agency that is small enough to offer the personal touch, but large enough to provide flexibility and always deliver the right care, at the right time. The Blue Arrow Care Group strives to be an agency that stands out for all the right reasons and our Free Companionship Service and Free Social Events are just some of the additional ways we try to go above and beyond to support our clients as well as delivering high quality, honest care.



"The friendly family care offered by this company exceeds the monetary cost of care. They provide a family feel and support that many cannot actually experience because of distance and time. We have been welcomed into The Blue Arrow Care family and it is the best home care experience we've ever had. So grateful for this company and their ethos."

- KB Power of Attorney of Client

Services We Offer



HOME CARE & SUPPORT

We keep you in control and provide you with the homecare and support you want.



SPECIALIST CARE

Some conditions require specialist care. We understand and cater for people with specialist needs due to illness or injury.



24 HOURS SERVICE

We provide live-in care, support as well as 24-hour services.



NIGHT CARE

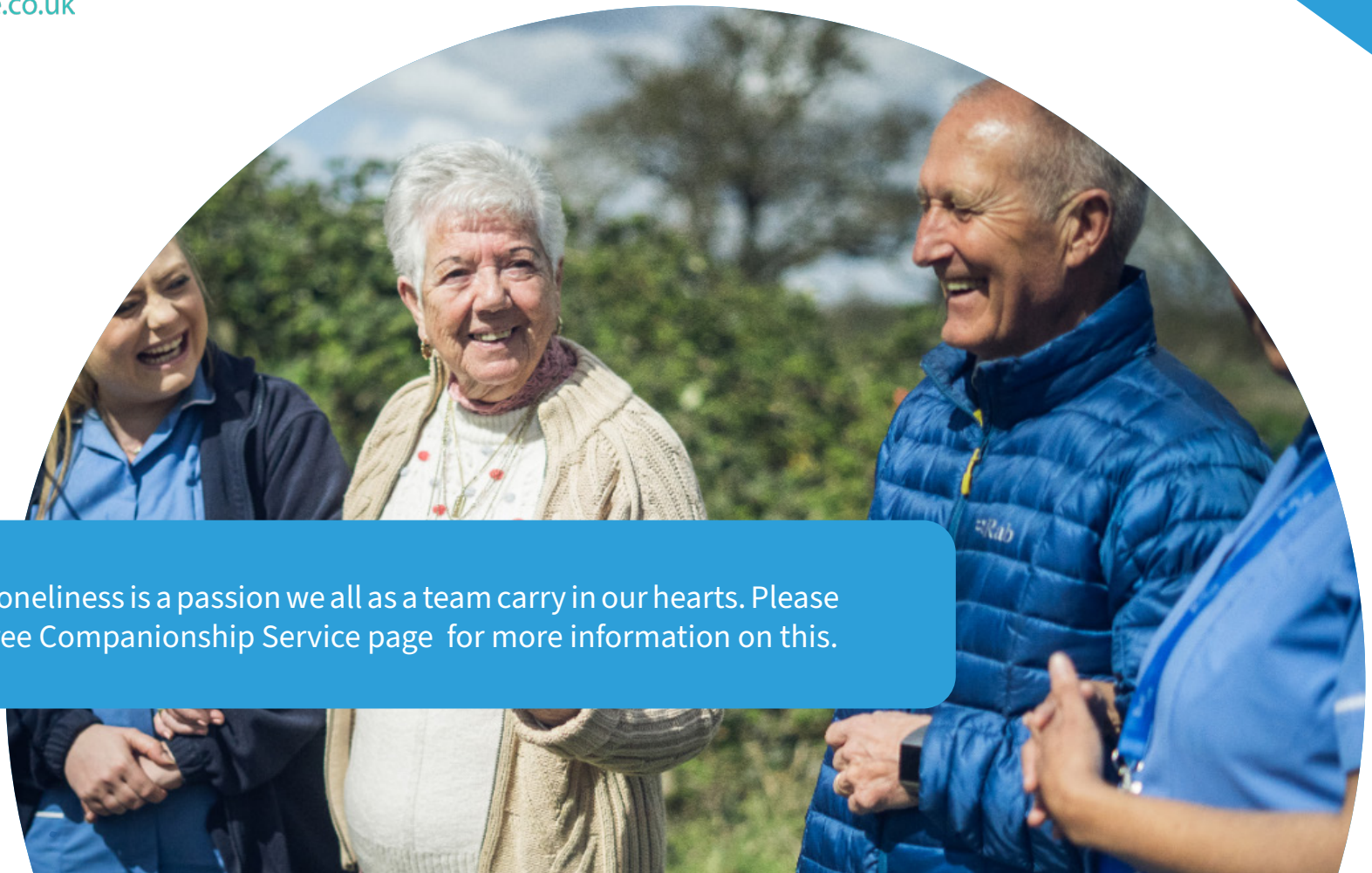
We provide night care for those who may require over night support.

We deliver visits from 30 minutes up to 24-hour care as well as Overnight Support & Live-in care.

Our carers are trained to provide thorough and caring support with personal care, medication management, domestic tasks, companionship and much more, they also offer social stimulation and assistance with appointments where needed.



homecare.co.uk
Review Score



Tackling isolation and loneliness is a passion we all as a team carry in our hearts. Please do take a look at our [Free Companionship Service page](#) for more information on this.

Home Care Services

We believe that everyone should be able to tailor their care package to their individual needs.

We offer a wide range of support, from assistance with shopping once a week, to multiple visits daily for high-level care tasks, as well as overnight care and Live-in care.

The Blue Arrow Care Group provides daily care to people at their homes. This offers essential help to those who wish to remain in their own home and may not be ready to move on to living in a residential environment.

Our carers are trained to provide thorough and dignified support with personal care, medication management, domestic tasks, companionship and much more. They also offer social stimulation and assistance with appointments where needed. We are very passionate about our clients receiving the best quality care and support, with this in mind we are always happy to liaise with other professional bodies to make this happen. This could be with ward staff, GP's, occupational therapists, mental health teams etc.

We believe that working collaboratively is effective at ensuring our clients have a smooth transition either into or out of hospital. Hospitalisation can be a really scary. So, we offer drop in visits to the ward from familiar carers to support in this transition and offer reassurance.

Live-In Care

Since its launch, our Live-in care service has become very popular. We have strong cohort of live-in carers available to provide 24-hour care. In the event that client's condition suddenly worse, or urgent care be immediately required to facilitate discharge from hospital, The Blue Arrow Care Group can arrange such support on short notice.

There is a Tier process for Live In Care this will be established at assessment including TIER 1, TIER 2 or TIER 3. As well as our Live in Care for individuals, we also offer Live in Care for couples.

Live-in care is an all-round service that aims to provide support to the client, offering substantial daily care with personal care, domestic tasks, mobility and companionship.



We work hard to pair clients and carers, but understand not everyone is always the perfect match. We are happy to discuss carer and client assignments, and make appropriate changes. Our Live-in and 24-hour service helps offer reassurance and support to families who maybe making difficult decisions relating to their loved one's care and we hope that we can enable more people to remain safely at home for longer.

This is also a service that we offer to existing clients whose needs may change - we have a designated Live-in senior team who are available at any time to support clients, carers and families.

Free Companionship Service

The Blue Arrow Care Group is passionate about tackling isolation and offers a free companionship service to all clients.

This is a visit every two months by one of our team, to spend quality time with the client as well as this we do 4 free events a year for clients to attend. These events range from going out for dinner, going to the beach, to arranging a life-long dream. The Companionship Service is here to enable all clients to do something they may think is not longer possible for them to do.

Our Companionship team oversees the arrangements and all our care team who all volunteer their time to ensure these events can happen.

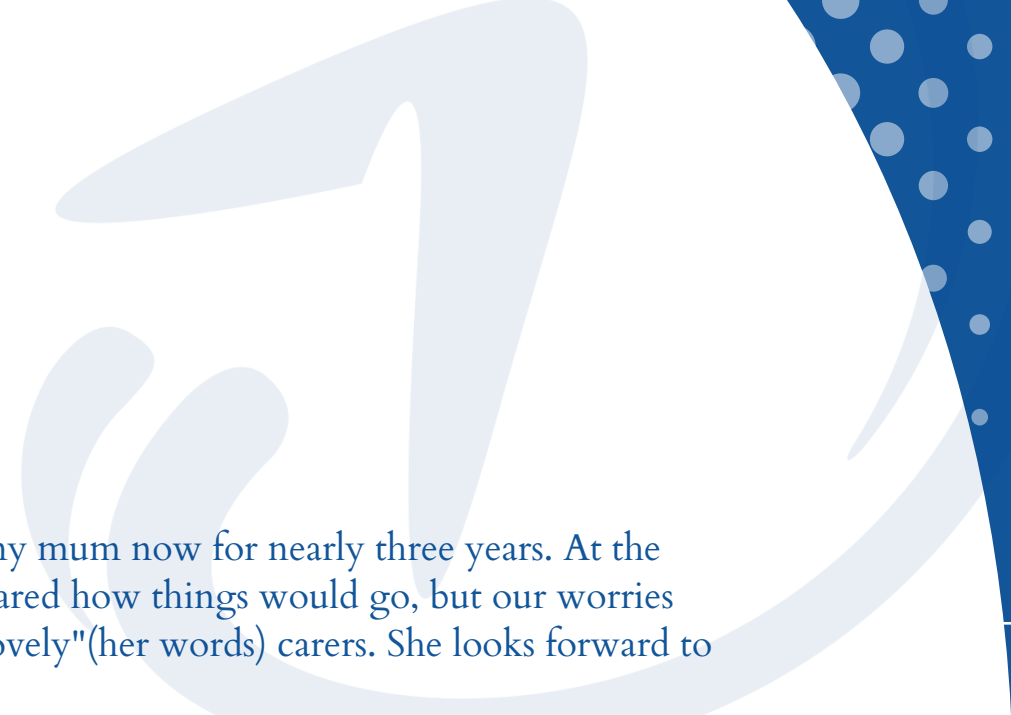
We also try to ensure we pair up clients with their regular carer so its not a stranger coming to take them out for the day, This builds a great repour between the clients & carer as they get to see each other on a different level than just day to day care delivery.

For clients who are unable to get out into the community, we bring the service to their home enabling their family member or full time carer to have a break. We have even gone as far as sending a carer to sit with many clients whilst one of the managers takes out our client's family member to get them out of the house. Having a carer there means their mind is not at home worrying as they know someone familiar is with their loved one!

Over 800 Free Companionship visits delivered since 2015

The service is for everyone and we will always adapt it to a person's needs to ensure we can deliver this scheme to all. The Companionship Service, as well as our events, are fully funded by The Blue Arrow Care Group and is our way of giving back to our clients and tackling social isolation within our community.





The Blue Arrow Care Group has been looking after my mum now for nearly three years. At the outset, she was very anti carers, and we, as a family, feared how things would go, but our worries were unnecessary as Mum immediately took to her "lovely"(her words) carers. She looks forward to her daily visits and enjoys chatting with them.

Recently their flexibility enabled Mum to attend her granddaughter's wedding reception some 30-odd miles away, and not only was this service provided free of charge, but it meant that three staff members selflessly gave up their evening and went the extra mile to make it happen.

The support of the company with its professional team of carers is very reassuring, and we, as a family, know that she is in good hands. Thank you.

- Lesley, Daughter of Client

Free Transport Service

- With Doris The Diabalo

Here at The Blue Arrow Care Group Richmond, Kingston & Elmbridge we wanted to expand our free services.

We decided to invest in a mobility vehicle (Doris) to help our clients who have mobility needs to further access the community. This service supports access to client events our companionship service as well as day to day appointments such as GP and hospital visits.

As well as providing Doris for transport the companionship team will also be on hand to support clients on the day, our companionship team are also fully trained carers. Doris is a fully adapted wheelchair car and can be used by clients who require the use of a wheelchair and those who use mobility aids.



Caring Technology

Using high standard technology to keep our clients safe within the community.

Since we opened in 2015, we have used specialised electronic systems to ensure we deliver the safest possible care. These systems enable us to monitor when carers have clocked in and out of visits with clients, allowing us to ensure care is delivered when scheduled and needed.

We use an industry-leading electronic care planning and E-MAR system called Birdie, where we record and monitor clients' individual treatment plans, medications, and any changes required to the care we deliver.



Using this technology allows us to communicate effectively with our clients' support system and other healthcare providers (where consent is given to do so). Families are able to receive updates on visit schedules, who is coming to visit their loved one, and so much more.

"I feel so at ease knowing I can log on to Birdie, at any time, and see what is happening on care visits."

"It's [Birdie's] invaluable to me because I live in China. It makes me feel involved in the day-to-day with my mum's care, without having to contact the office all the time."

Our Free Tech Service



With the world becoming more and more online we offer 121 sessions with clients and teach them how to use iPad's, tablets, phones etc. This service is vital as it connects clients with the outside world.

Price List 2024/2025

Private Rates Weekdays

- 1 Hour - £26.95
- 45 Minutes - £20.95
- 30 Minutes - £16.95

Private Rates Weekends

- 1 Hour - £28.95
- 45 Minutes - £22.95
- 30 Minutes - £18.95

Sleep In Nights - £185 Per Night

12 Hours of care provided at night-time, the carer should not be woken more than 2-3 times through the night, if this is a possibility, please consider waking nights.

Waking Nights - £252 Per Night

12 hours of care provided at night-time, the carer will be awake for the duration of the 12 hours to provide assistance as required.

Private Rates Weekdays

A carer living with a client on a long-term basis, providing daily support within the home. The Tiers are explained in our Brochure, this will be determined at assessment stage.

- Tier 1 - £1,350 Per Week
- Tier 2 - £1450 Per Week
- Tier 3 - £1550 Per Week
- Couples - £1,600 Per Week

Please note bank holidays will be charged at the rate of double time. A member of the office team at The Blue Arrow Care Group will contact you to see if you would like to re-schedule or cancel your visit.

The Next Steps

1

Please get in touch with our friendly and dedicated team

2


Book your FREE home assessment for a time that's most convenient for you

3

Choose a care plan that suits you or your families needs

4

Commence with our award winning care services



After two appalling care agencies, I finally found the best care agency! The Blue Arrow Care Group! Being an only child, with a Mum who has dementia, I now feel I don't have to keep checking Mum's cameras, as she is safe, well looked after, and happy. That also makes me happy, not stressed, and become a daughter again! The manager and a member of staff in particular have gone above and beyond, even cooking food from scratch. They should be called Blue Angels as that's what they are! I one hundred percent recommend these amazing carers!

- Karen NOK

Meet Rolo

- Our Therapy Dog

Fun fact about Rolo

"I am originally from Ireland and I also have 2 mums!"

Favourite life motto

"Rich Tea's are life"



Rolo is a 4 year old Dachshund, Rolo is 1 of 4 and is the eldest of the pack! Rolo is our very own Therapy Dog and has delivered over 50 visits to our clients spreading joy,

Rumour has it Rolo's favourite biscuit is a rich tea and will be very happy if he is greeted with 1,2 maybe 3 on arrival! We are only joking! (He said he is not) - Rolo is always accompanied by one of his owners and will very much make himself at home where ever he goes, he also gives the best cuddles in Surrey!

Clients and families can book a visit from Rolo at anytime, he has his own Rota!



020 3405 3260
07960 224926



lucy.towler-challis@thebluearrowcaregroup.co.uk



The Smith, 145 London Road. Kingston
Upon Thames, Surrey, KT2 6SR