



Care  
Resource  
Bureau



Proud members of



Homecare  
Association

[www.careresourcebureau.co.uk](http://www.careresourcebureau.co.uk)



AS A PROFESSIONAL FAMILY-RUN REGISTERED HOME CARE PROVIDER, WE UNDERSTAND THAT HOME TRULY IS WHERE THE HEART IS.

In 2015, with 25 years of hands-on experience in the domiciliary care industry, I recognised that many clients deserved a higher level of care, delivered with a more personal approach. So, in partnership with my son, Samuel Downes who had 8 years' of experience in the industry, Care Resource Bureau was born.

As we progressed, we noticed the lack of quality person-centred complex care support which is what make us even more determined to bridge the gap.

Our hand-picked team of experienced home caregivers provide professional care with warmth, respect and empathy. We believe that everyone is unique as are their care needs. This is why we work closely with families, both in person or those having to provide care from afar, to create and implement self-directed domiciliary care plans.

*Tricia Downes*

Tricia Downes

# Our Services

We are proud to be able to offer a wide range of specialist Home Care services, whether NHS and Local Authority or self-funded.



## Palliative Care

At Care Resource Bureau, we believe that anyone should have the choice to remain at home until their final moments, which is why we have made it our mission to enable this wherever possible. Our experienced team of carers are on hand to reassure and support families through this final stage of life and beyond, working closely with GPs, district nurses, palliative care nurses, Rennie Grove nurses, Macmillan nurses and Marie Curie nurses. We offer this service under the NHS Continuing Healthcare funding as well as through private funding. Whatever the route, we always ensure the same exceptional level of care put in place within 24 hours.



## Live-in Care

Live-in carers support you around the clock so you will never have to be alone whilst making the choice to remain in your own home. We strive to enable a 'normal' home life wherever possible, taking into consideration any physical or cognitive impairments, we encourage and arrange outings to aid mental and physical wellbeing as well as improve quality of life and it can be supplied whether you live alone or with a loved one.



## Personal Care & Support

Our role is to support you in the life choices that you make which is why we put you at the centre of our planning to discover what you want, the support you need and how we can provide it. Just as everybody is different, everybody requires different levels of care; whether you need somebody to bathe and dress you or just need someone to pop in to help with the weekly shop, we are here to give you the care and support you need to lead the most independent life possible.



## Dementia Care

The impact of dementia is rarely limited to one person alone and can also affect families, friends and local communities. Our role is to support you in maintaining as much independence as possible, enabling you to continue to make a positive contribution within your circle of family, friends and local community.



## Same-day Discharge

Care Resource Bureau provide a Same-day service for those being discharged from hospital to home under NHS funding for Palliative Care and always aim to implement the care package within 24 hours of referral.



## 24hr Waking Care

In cases where there is greater risk to the client, for example a higher chance of falling, choking, distress or aspiration, we can implement either a 12 or 24 hour intensive package allowing clients and families the peace of mind knowing that someone is constantly on hand day or night to address any issues that may arise. These packages can be beneficial in allowing family members to continue with life as 'normally' as possible whether that is getting a good night's sleep, going to work or not having to shoulder all the responsibility during the more challenging times of the day.



## Respite Care

When caring for a family member situations arise, whether planned or unforeseen, that require respite care. We are on hand and able to step in when families need to take time out from their daily care responsibilities. Perhaps this is for a much-needed holiday or an unexpected hospital stay, whatever the situation we can take the strain, even with short notice, allowing carers to not worry in their absence.



## Complex Care

We are proud to offer expert care for individuals with a range of conditions including physical disabilities, Motor Neurone disease, cancer, stroke, epilepsy, Parkinsons disease, Huntingtons disease, Cerebral Palsy, Alzheimers and dementia, Multiple Sclerosis, plus head, brain and spinal injuries as well as supporting people at risk with swallow issues that require specialist feeding.



## Companionship Care

A lifeline for many, companionship care offers tailored support and friendship for those who are well enough to remain independent but are worried about feeling isolated. It might be accompanying you to social events or appointments or perhaps a little support with domestic tasks.





## Our People

Every team member is hand-picked, to ensure that we are able to provide the highest standard of care for our clients and their families.

We invest in further checks beyond the standard Disclosure and Barring Service (formerly known as CRB) which includes reaching out to past employers to ascertain a carer's attitude to work. Our team is an extension of our family so we need to know that they will reflect our values and work ethic at all times. We look after our team so that they are able to look after clients and their families without having to concern themselves with anything beyond that.

# Our Recognition

Whilst we don't go the extra mile in the hope that it will earn us something shiny to put on our mantelpiece, having our hard work and dedication recognised within the industry certainly puts a smile on our faces as you can see from this video below of our latest award ceremony. We are so proud to have received the following awards and nominations:



## Best Care Team

- Runner Up

Dignity In Care Awards 2019



## The Care Employer Award

- Regional Finalist for South East

Great British Care Awards 2020



## Home Care Team Award

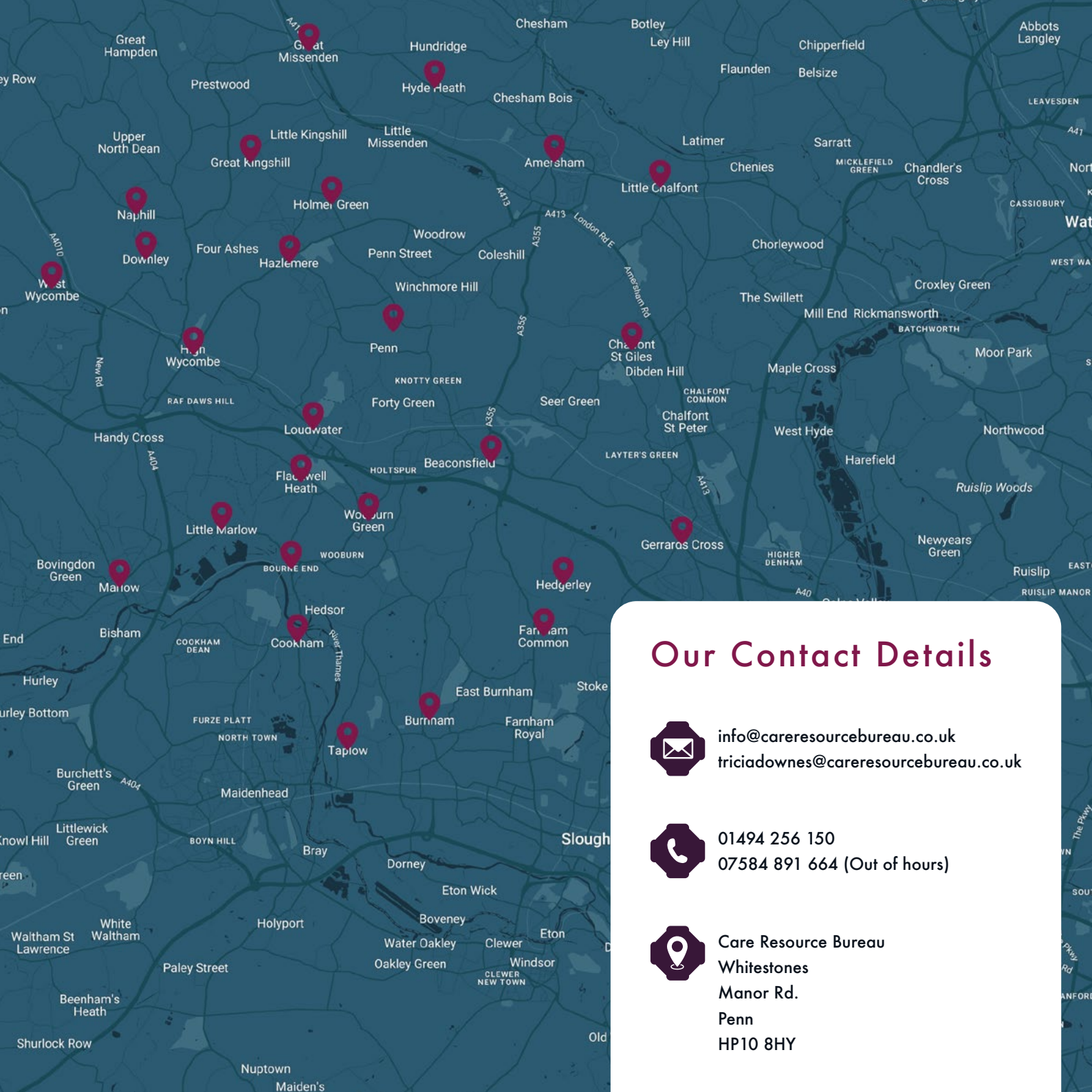
- Highly Commended Regional Finalist for South East

Great British Care Awards 2023



## Proud members of The Homecare Association

The only membership body in the UK dedicated to supporting homecare providers like us and our clients. Together we ensure that homecare is valued so that everyone can live well at home and flourish within their communities.



## Our Contact Details



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“Having had terrible experiences with previous care providers for my elderly uncle, I contracted Tricia and her team who transformed my uncle’s mood and physical appearance in a matter of days. Now, over a year later, he is more mobile, loves social interaction and looks forward to going out of the house which is something none of the other care companies managed to do.”

Mark Stevens  
Nephew of client



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