NEXUS

CARE SERVICES

Reasons to choose Nexus Care Services



Finding the right home care provider for you

Deciding to use home care for yourself or a loved one can be daunting. There are many care providers to choose from, but how do you know which one is right for you?

Whilst you can invest significant time into reviewing each care provider, what ultimately matters most is knowing that you or your loved one will receive compassionate, high-quality care.

The only true way to determine how effective care is, is to speak with those already receiving support from your preferred care provider.

To help you understand our approach to care, we have spoken to a number of the people in our care and asked them why they use our services.

In this brochure, names have been altered to protect our clients' privacy.



Hannah and Tom

As a broker, Hannah was used to sourcing packages of care. However, finding adequate care for her terminally ill father, Tom, proved more of a struggle.

Since his care was funded through NHS Continuing Healthcare (CHC), he had no choice over his previous care providers.

Unfortunately, the care Tom received from the initial agency assigned to him was “awful,” Hannah said.

Through her work as a broker, Hannah had previously come across Nexus Care Services and was impressed by their reputation.

“Nexus were excellent in all aspects from a professional level, and we always received great feedback from families,” she explained.

Keen for her father to receive the best possible care, she reached out to Samuel at Nexus Care Services to see if they could help.

Hannah also had to consider her mother, who has Alzheimer’s disease. It was essential for her to find carers who could accommodate this.

“Samuel was fabulous, communicating between the CHC broker and me with regular updates,” she explained.

Nexus provides a morning care call every day, helping Tom with getting up, washing, dressing, and preparing for the day.

Hannah hugely appreciates this daily service: “It is nice for both my mom and dad to see a friendly face every morning – they always include mom to see if she is okay, too.

“The care has been in place for nearly two weeks, and Dad already has his favourite carers – Laila being one of them – but they have all been lovely.”

Hannah now has “peace of mind” knowing that someone is checking in with her parents every morning. She is delighted to recommend Nexus Care Services.

“I have worked with a lot of care agencies over the last seven years – Nexus are head and shoulders above other agencies.”

“They treat their staff well, and it shows through the care my father receives and the professional manner and kindness you receive from director level to carers.”



Helen and Sarah

Sarah first came across Nexus when her mum, Helen, needed some support to stay living independently in her nineties.

What began as a package of care to support Helen and supplement the help that Sarah and her sister provided ended up transforming Helen's social life and introducing her to incredible new friends!

"For us, it was great to be able to help mum out while having peace of mind that she had that support in place on the days when my sister and I couldn't go around.

"Nexus made sure her tablets were taken and that she ate a proper meal, which they prepare for her alongside any other little jobs that she couldn't do for herself around the house.

"As a relative of an older person, it was great knowing that she could access this support 24/7 if needed, with friendly staff that aren't intrusive and treat people like individuals."

While receiving this initial support, Helen and Sarah discovered Nexus Events through our Facebook page, where she saw some fantastic action shots of our latest event. Our carefully planned outings help those receiving care to take part in a range of events in the community and beyond – tackling social isolation and providing a taste of adventure!

"Mum found out about the Nexus Events service through her carer and now goes along to every single one!

“Monica who runs the events is so approachable and refreshingly upbeat, with excellent attention to detail and each person’s needs when planning trips.

“She gives Mum and I the confidence to know that, if something were to happen while they’re out, they would absolutely do the right thing and react quickly.

“The cost is very reasonable considering the attention to detail and level of care that each person receives – they’re collected from home without any rush and escorted back inside at the end of the day.

“It’s the little things like staying to switch on a light before heading off so that they know Mum is settled and safe.

“Mum was absolutely thrilled with the range of trips and the option to go on a longer holiday – it has really changed her from someone who was worried about being home alone to someone who’s out buying new clothes for next trip.

“It’s given her something to look forward to and made her come to life again. We’ve gotten to the point where she doesn’t need the care support anymore – the help my sister and I can provide is enough now.

“We’ve recommended Nexus to a number of people in our area, I can’t fault them!”

Lorraine and Paula

When Lorraine was diagnosed with Multiple Sclerosis (MS), life became increasingly challenging for both her and her family.

Her mobility issues, difficulties with sight, and problems with bladder and bowel control meant she required dedicated care to remain safe and comfortable at home.

Her cousin, Paula, took on much of the responsibility but knew that professional support was needed. That's when she discovered Nexus Care Services.

"I first heard about Nexus through a friend of Lorraine's who recommended them after having a great experience with their own family member's care," Paula recalls.

"After a disappointing experience with the temporary carers provided after her hospital stay, I reached out to Sam and the team at Nexus, and from the very beginning, I was impressed."

Nexus quickly provided a care plan to ensure Lorraine received the assistance she needed. Each morning, carers visit to help with washing, dressing, and preparing meals.

They also handle essential household tasks, such as changing bed linens and feeding Lorraine's beloved dog. In the afternoon, another visit ensures she has a hot meal and companionship.

"The carers are fantastic – I can't fault them at all," says Paula. "They go above and beyond to make sure Lorraine is looked after. One carer, Danielle, is especially wonderful.

"She does those extra little things that make all the difference, and it's clear she genuinely cares. Lorraine absolutely adores her."

Beyond the physical care, Nexus provides something just as valuable – social interaction.

Lorraine, who was once quite isolated, now looks forward to seeing the carers each day. “It brightens her up knowing someone will be there to talk to,” Paula shares. “She chats about the carers all the time. It’s made such a difference to her mindset.”

The family’s peace of mind has also been greatly improved. “It’s reassuring to know that Lorraine has this reliable support in place,” Paula explains. “If anything’s wrong, they call me straight away. It takes a huge weight off our shoulders.”

Paula is so impressed that she frequently recommends them to others. “I’ve told so many people about them.

The team genuinely care, and that’s hard to find. They’re always there when you need them, and they take the time to make sure Lorraine is happy and comfortable.

“I would 100% recommend them – from the heart.”







“Nexus Care Services have been amazing and my wife looks forward to seeing her carer. Our carer is a super star and goes above and beyond for us and I would not hesitate in recommending Nexus.”

- Neil L, husband of client

“Truly professional carers, they do the job at hand and so much more.”

- Susan S, daughter of client

“Nexus Care have arranged for live-in care for my parents for over a year now. I am extremely pleased with the service they provide.”

- Tracey W, daughter of client

Elizabeth and Gordon

Elizabeth Stacey, the wife of Gordon, one of our clients, visited our office to give a testimonial about how Nexus Care Services' and their carer, Penny, helped make their daughter's wedding an enjoyable event for Gordon and their family.

Elizabeth said, "Penny was efficient and effective in her role throughout the day. She blended in well with the family and involved Gordon and herself in the day, making the experience enjoyable for everyone. Penny helped dress Gordon on the day and made him look lovely to be able to escort his daughter down the aisle, which was a dream come true for Gordon.

"For the first time in a very long time, Elizabeth had the opportunity to enjoy the occasion without any worries about Gordon's care and well-being."

"I forgot Gordon was there for the day because Penny took care of everything. Penny was amazing and allowed the whole family to enjoy the day and create memories that last fully."

"Nexus Care Services' and their carer, Penny, were so efficient and effective in facilitating care for the day that the family could enjoy the wedding without worrying about Gordon's care and needs.

"Gordon was able to fully participate in his daughter's wedding thanks to all the support from Nexus Care Services' carer, Penny."



Matthew and Geraldine

Matthew, who cares for his neighbour Geraldine, fondly recalls their experience with Nexus Care.

When they first engaged Nexus' services, Geraldine was mobile and had limited need for care visits.

"Geraldine was with Nexus a few years ago when she was quite mobile. I think they came just a few times per day, maybe once or twice," said Matthew.

However, this all changed when Geraldine had a fall, leading to a hospital stay.

"I went straight to Nexus to tell them that Geraldine would be in hospital for at least three weeks, so they didn't need to send any carers around to the house.

"What really impressed me was how quickly all the managers gathered around me to create a strategy for her care when she came out. They seemed to genuinely care about her wellbeing and included me in the conversation!"

Unfortunately, this didn't go to plan and a change in care providers occurred after Geraldine's hospital stay.

She was transferred to the care of another company, a decision made between the hospital and the other care company on behalf of Geraldine, who was given very little say in the matter.

When they came to care for Geraldine, Matthew found their service lacking compared to Nexus, particularly in terms of visit timings, duration, and overall care quality. "They were not a patch on Nexus, I'm afraid," he said.

Determined to return to the quality of care they once knew, Matthew decided to reapply to Nexus.

Coming back to Nexus marked a return to the high standard of care they had become accustomed to, and Matthew praised the Nexus team, highlighting their immediate response, care, and attention to Geraldine's needs.

> ***"The key word for all of them is caring. They do truly care about Geraldine."***

Geraldine's care routine with Nexus now involves four visits a day, focusing on her needs and on maintaining her mobility.

Matthew appreciates the extra efforts of the carers, who, aside from their primary duties, volunteer for additional tasks like cleaning and vacuuming.

He said: "They spend time with Geraldine, and when they are doing things around the house they are very, very thorough."

Matthew also speaks highly of Nexus's management approach, particularly Samuel Court's hands-on involvement.

"He's a busy man, he's a Director! But he takes the time to come around and deliver bits of equipment from Nexus Home Retail and to talk to us about Geraldine's care," said Matthew.

In summing up, Matthew said: "I can't imagine how it could be any better. The attention to detail, the caring approach of the staff and management, and the overall quality of service make Nexus stand out in my eyes.

"They really are unusual for companies these days."

Michael

Michael started looking at care providers during his first round of chemotherapy. After reacting badly to it, he lost his appetite and his sense of taste was affected, so he realised that he needed support with meal preparation.

"I was actually referred to Nexus by a friend who had previously helped out my wife," said Michael. "It turned out she had worked with Nexus before and said they were the only agency where the carers actually care and were reliable.

"Funnily enough, I had a visit from the podiatrist a few days later and, when he saw the leaflet I'd had from Nexus, he said they were the only agency in the area that he hadn't had any complaints from patients about."

As chemotherapy is often given in cycles, Michael is able to receive visits from our carers only on the days that he needs support, often in the week or two after receiving a treatment.

> ***"Samuel at Nexus understood what I needed very quickly and was able arrange support that fits really well into my life."***

"We arrived at the conclusion that I needed help to prepare food, so I now have three 45-minute visits each day when I need them.

"At the times when chemotherapy makes it difficult to leave the house, it can become a bit oppressive.



"Having the carer come in brightens things up with the opportunity to chat to someone.

"None of the carers have put a foot wrong. They're incredibly caring and they're always looking for something else to do to help."

"They're never rushing to get off and do something different – it's a credit to the organisation.

"It has helped me cope with the treatment a thousand times better."

Julia and Dawn

When Julia's husband passed away in 2021, her close friend Dawn, who lives in Sheffield, began to notice changes in her well-being.

Shortly after experiencing pneumonia and a hospital stay, it became clear that Julia, who lives in Lichfield, needed additional support in her daily life.

Concerned for her safety and well-being, Dawn reached out for professional care services. That is when Nexus Care Services stepped in.

Identifying the need for care

Dawn recalls the moment she realised Julia needed help: "We came down to see her after she'd been in hospital, and she was cooking something. There was hardly any water in the pan, and it looked like everything was going to get burnt. We were just a little bit concerned.

"We already knew she had vascular dementia, and we thought, because of the shock of her husband passing, there was a decline. We initially employed someone just to come in and have a chat and a cup of tea. As things progressed, she needed a little bit more."

Over time, Julia's care needs increased. After experiencing two falls within a ten-day period in 2022, it became essential to have a more structured care plan. Nexus adapted seamlessly to these changes, increasing their support to three visits a day, seven days a week.

A flexible approach to care

One of the standout qualities of Nexus Care Services is their flexibility and responsiveness. As Dawn explains: "If Julia's been more poorly, we've stepped up the care. If she's levelled out and

seemed to be faring better, we've been able to adjust the care plan accordingly. It's always been very flexible, and there's never been a problem making changes when we need to."

Whether it was adjusting the care plan for a cataract operation or ensuring medication was administered correctly after Julia began struggling with timing her doses, Nexus has provided consistent and adaptable support.

Going above and beyond

The Nexus team has continuously shown their dedication beyond the expected level of care. Dawn recalls an incident where a carer took Julia to the park during her own break:

"The carer was about to go on a break, but she messaged me and said, 'I'm going to take Julia into the park. It is my break, but I really don't mind." That was really lovely. I just thought that was fantastic."

The personal touch extends to their proactive communication with Julia's loved ones. Dawn appreciates how they keep her informed:

"When I ring them, they know who I am straight away. I don't have to go into many details. It's nice that we've got this good working relationship."

Peace of mind from afar

Living in Sheffield while Julia remains in Lichfield, Dawn was initially concerned about being so far away and unable to check in regularly. However, Nexus has provided her with reassurance.

"We don't have to worry every single day about whether she's leaving the gas on or wandering," says Dawn. "We've put other measures in, like a Ring doorbell and a camera inside, but having Nexus there gives us true peace of mind. I know she's being looked after, even when I can't just pop round."

Maintaining independence with the right support

For Dawn, keeping Julia in her own home was always a priority. Thanks to the care provided by Nexus, this has been possible. “Allowing Julia to keep on living at home is really important,” notes Dawn. “That’s what she always wanted. On a good day, she’d still say the same. The care team facilitate that, and we don’t have to worry every single day.”

Beyond daily care, Nexus has also been there to assist with appointments and groceries, arranging transport and support for medical visits, or ensuring she has essential supplies.

A care service worth recommending

Dawn has no hesitation in recommending Nexus Care Services: “Absolutely,” she says. “I wish they were in Sheffield! I speak so highly of Nexus. Compared to other care organisations I’ve encountered, I am really pleased that Nexus is looking after Julia. We’ve been with them for nearly four years, and we have no regrets.”

Through their compassionate approach, Nexus Care Services have allowed Julia to maintain her independence while ensuring her safety and well-being.

“Their flexible and professional team has made a lasting difference, offering peace of mind to her loved ones and delivering outstanding care every step of the way.”


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Olivia Smith
Carer

Our Service Promise to you

At the heart of all of the kind comments made by our service users lies the hard work of our incredible care team and our core values.

“Person-centred care”

We focus on our clients’ needs and actively seek their participation in the care they receive.

“Carers times and calls to suit”

Carers deliver our promises and our high standards of care. We strive to provide our carers with the hours of work that suit them most, the clients who they bond with and runs with the shortest amount of travel and waiting time.

“Excellence in all that we do”

Our daily reminder that Nexus is a premium supplier of care and people expect us to deliver an excellent service, every day, every time.

“Call times asked for”

We have built our reputation on; and actively promote; that clients will receive calls at the time they request (give or take 15 minutes either side to allow for traffic and the unforeseen).

“Yes”

We have developed a “Yes” culture within our company and will always do our utmost to say yes in the first instance to the requests that are made of us.



Start your own home care journey

As you can see, many people trust and rely upon our high-quality home care services to live independently and with the utmost dignity.

If you feel that our values and approach to care align with your own needs and expectations then we would love to meet you and discuss how we can support you or your loved ones.

Before undertaking any care work, we like to complete a detailed assessment to learn more about your requirements, passions and preferences, so that we can create highly tailored care plans.

If you would like to arrange a free, no obligation assessment with our team or learn more about our services, **please speak to us** on **0121 308 2906.**



NEXUS

CARE SERVICES

Inspected and rated Good

CareQuality Commission

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