



Your Care

Thoughtful care, from our family to yours.

"Professional, caring, took time to explain care options to me and then came to meet my mum who needed some help with dressing etc due to multi illnesses. They are very supportive and friendly too. I love the idea of 2 hour visits as it gave mum time to be herself and not be rushed. Mum got on well with all 3 carers that spent time with her and enabled her to stay home. She had some fun times: pedicures, foot soaks, chats plus a visit to a local garden centre. I wholeheartedly recommend using this company if you need some help"

- Mel S, Daughter of client.



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Welcome to Your Care

Welcome to Your Care (South West) Ltd – Bristol's Personalised Care Introduction Agency

If you're starting to look into care, it's completely natural to feel unsure. You may have a hundred questions, and just as many worries, about finding the right support for yourself or a loved one. At Your Care, we're here to offer clarity, reassurance, and truly personalised care. Based in Bristol and proudly family-run, we are an introductory care agency specialising in thoughtfully matching personal assistants with clients seeking support at home.

What makes us different is our unwavering focus on people.

We believe care should always be led by the individual - shaped around their needs, preferences and wishes. Every care relationship begins with listening and grows through mutual respect and trust.

A cornerstone of what we offer is continuity.

We know that consistency builds confidence and comfort, especially in care. That's why we prioritise long-lasting, stable matches that foster familiarity and genuine connection between our clients and their personal assistants.

We invite you to explore who we are, what motivates us, and how we work each day to enhance lives across our community.

And to get a real insight into what we stand for, we encourage you to read the heartfelt review left by the daughter of one of our clients, her words offer a powerful glimpse into what compassionate, person-centred care looks like in action.

At Your Care, you're not just choosing a care agency. You're choosing a supportive, trusted family who believes that good care starts - and stays - with the right people.

"83% of older people say they would prefer to stay in their own home as they age (Age UK)"

Who Are We?



Your Care is a family-run business built on compassion, integrity, and a desire to do things differently. Founded in 2014 by Tina and now co-led with her daughter Claire, we've grown from a small local service into a trusted name for personalised support at home.



Claire Westlake – Director of Operations

- 10 years in the care sector
- Former accountant with business expertise
- Joined the business in 2015
- Leads day-to-day operations and a community of self-employed Personal Assistants
- Works to match clients with the right support, tailored to fit their lives and preferences

Tina Westlake – Founder & Heart of Your Care

- Over 15 years experience in care
- Background in hairdressing and beauty – where her love of people began
- A mother of three and loving nanny, known for her natural warmth and empathy
- Founded Your Care to create the kind of support she wished existed – personal, thoughtful, and genuinely caring

Our Belief

At Your Care, we're not just a service, we're a family.

We believe the best care starts with listening, grows through trust, and is shaped by the people receiving it.

Homecare Services – Personalised to your needs



At Your Care, we provide trusted, flexible support for adults from all walks of life. Whether it's a little help at home or more complex care, our dedicated Personal Assistants are here to help you live well, with dignity and confidence.

INDEPENDENT ADULTS NEEDING LIGHT SUPPORT

Some of our clients don't need complex care, just a helping hand. We assist with everyday tasks like cleaning, preparing meals, running errands, attending appointments, or enjoying community activities, so you can stay independent and comfortable at home.

PERSONAL CARE & MEDICATION

Our Personal Assistant's help with daily hygiene routines, dressing, bathing, continence care, and medication management - always delivered with privacy, patience, and respect.

LEARNING DISABILITIES

Our team supports adults with a wide range of learning disabilities to lead active, fulfilling lives - both at home and out in the community. We focus on developing independence, building confidence, and promoting inclusion.

RESPIRE CARE FOR FAMILY CARERS

If you're a family carer, we can step in when you need a break. Whether for a few hours or a few weeks, we'll care for your loved one with compassion and consistency.

ELDERLY CARE

We support older adults who wish to remain living in their own homes with dignity. From companionship and personal care to medication support, our team provides thoughtful, respectful care tailored to each individual.

DEMENTIA CARE

We provide gentle, consistent care for individuals living with dementia, including Alzheimer's. Familiar routines and trusted relationships are central to how we support clients to feel safe, calm, and understood.

HOSPITAL TO HOME SUPPORT

We help individuals transition safely back home after a hospital stay, offering support with recovery, mobility, and routines to reduce the risk of readmission.



Here to Help, Every Step of the Way

We know from experience that choosing the right care can feel overwhelming — but you're not alone. Our friendly, knowledgeable team is here to guide you through every step. From your first conversation with us, we'll take the time to understand your needs and help you make the choice that's right for you and your family.

Care That Fits Your Life



From Your Care – Trusted Support at Home

Whether it's you or a loved one needing a little extra help with daily tasks or ongoing weekly support, Your Care is here to make life easier, by offering care where it feels most natural: at home. We believe in doing things the right way, with consistency, compassion, and care you can trust. Our approach is client-led, which means you stay in control. You decide what support looks like, when it's delivered, and by whom.

Our self-employed Personal Assistants (PAs) work closely with you, providing care on your terms, shaped around your routine, values, and preferences.

Our home care services can include:

- Light housekeeping and laundry
- Grocery shopping and errands
- Personal grooming and hygiene
- Help with bathing, dressing, and mobility
- Transport to appointments and social activities
- Medication support and reminders
- Meal preparation and assistance with eating
- Companionship and emotional support



Whether it's a quick visit or regular weekly support, our PAs are committed to continuity, so you see familiar, trusted faces who understand your needs.

Understanding Your Options

We know that arranging care can feel overwhelming, especially if it's your first time. That's why we're here not just to provide care, but to guide you through the process with honest advice and a friendly voice at the end of the phone.

We start with a telephone consultation to understand your needs, preferences, and routines. From there, we'll suggest a Personal Assistant we feel is the right fit, and arrange a face-to-face introduction so you can meet them before any care begins.

♦ Simple, Transparent Pricing

At Your Care, we believe in keeping things straightforward, so you'll always know where you stand. We offer a flat hourly rate, with no hidden charges, no extras, and no surprises.

♦ Did you know?

If you're arranging care for yourself or a loved one aged 18 or over, you may be eligible for financial support to help cover the cost of home care.

Got questions? We're here to help you make an informed decision - with no pressure, just support.



Why Choose Us?

Choosing the right care provider is one of the most important decisions you can make, for yourself or for a loved one. At Your Care, we don't just offer support, we offer genuine care built on trust, respect, and relationships.

Here's why families choose us:

- ☀️ We're Not a Corporation—We're People, Just Like You
- 🚫 You're in Control
- 👥 A Community of Trusted Personal Assistants
- 🛡️ Consistency, Reliability & Respect
- 💛 Care That Feels Like Family
- 🌟 Our Reputation Speaks for Itself



Step 1- Give Us a Call

Reach out for a friendly, no-pressure chat. We'll listen, answer any questions, and start to understand what's important to you.



Step 2 - Telephone Consultation

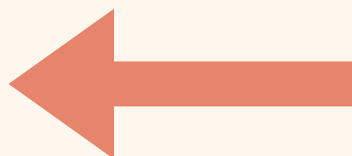
We'll arrange a convenient time to have a more in-depth conversation about your needs, preferences, and how we can help.



Our Simple 4-Step Approach to Care

Step 4 - Start Seeing the Benefits

Once you're ready, your support begins, and you'll start experiencing the consistency, flexibility, and dignity Your Care is known for.



Step 3 - Meet Your Personal Assistant

If it feels like a good fit, we'll introduce you to the PA best matched to your values, lifestyle, and personality.

Our Core Values



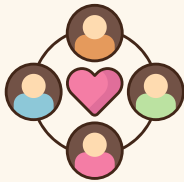
Put People First

Every decision we make starts with the individual. We don't follow rigid systems, we listen, adapt, and support people in a way that works for them.



Do What's Right, Not What's Easy

We act with integrity, even when no one's watching. We'll always choose what's right for the client, not what's quickest or most convenient.



Build Real Relationships

Trust is built over time, and that starts with consistency, kindness, and open communication. We treat every person with the care we'd want for our own family.



Keep Learning, Keep Improving

We reflect on what works and what could be better. As the needs of our clients evolve, so do we - growing as individuals and as a service.

At Your Care, these values aren't just words on a page, they guide everything we do. From your first phone call to each visit from your Personal Assistant, our approach is shaped by respect, compassion, and the belief that care should always be personal.

We're here to build trust, to listen, and to support people to live life their way, because real care starts with truly understanding what matters most.

We're always happy to talk - get in touch for an informal chat today on 0117 9477422.

Our People, Chosen With Care



Handpicked by Your Care

At Your Care, we know the right match makes all the difference. That's why we carefully select each self-employed Personal Assistant (PA) we work with — not just for their experience, but for their values, reliability, and ability to connect with people.

What Makes Our PAs Different?

- ✓ Fully background checked and reference verified
- ✓ Interviewed for professionalism and personality
- ✓ Compassionate, capable, and client-led in their care
- ✓ Matched to you based on values, lifestyle, and routine
- ✓ Personally introduced before care begins



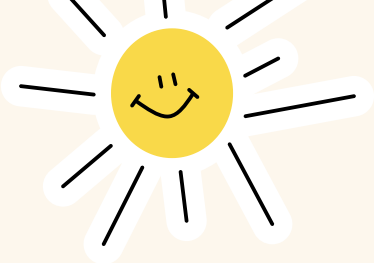
No Strangers at the Door

We get to know you first. Only when we're confident a PA is a strong match for your needs and preferences, do we suggest a face-to-face introduction. If they're not the right fit — we don't proceed. Simple as that.

"If we wouldn't send them to our own family, we won't send them to yours."



"Our day was a lot less stressful due to Your Care providing as always a lovely carer to be with mum. Thank you Your Care, you did us proud"



Dementia Day Centre



Living Well Days

A different kind of dementia day centre

At Your Care, we believe support should be joyful, not just practical. That's why we created 'Living Well Days', weekly sessions designed to bring movement, laughter, and real connection to people living with early-stage dementia.

Held at Hanham Community Centre, each session includes:

- 🎯 Adapted sports & games like lawn bowls and seated volleyball
- 🤝 Friendly, small groups led by dementia-trained staff
- 🥗 A nutritious lunch and refreshments
- 🧘 Gentle physical activity to support wellbeing

It's safe, inclusive, and full of moments that feel like life again. We're proud to offer free taster sessions to help people try it out with no pressure.

Because we don't just offer care, we offer something different.

*"It's been a lifeline.
I can work without
worrying, knowing Dad
is safe, stimulated and
not alone."*

– Mark, family carer



What happens if my PA is absent?

If your usual Personal Assistant is unable to attend a scheduled visit – for any reason – we will notify you as soon as possible. Where we can, we will look to offer alternative cover from another member of your team. Any change in personnel will always require your agreement before proceeding.

If you prefer not to accept cover for that visit, you are welcome to cancel it for that day at no charge.

Can I cancel or change visits?

Cancellations

If a visit is cancelled with 7 days' notice or less, the full fee will still apply, as your Personal Assistant has set that time aside especially for you.

Visit Changes

If you'd like to make a change to a scheduled visit, just give us a call. We'll speak with your assigned Personal Assistant to see if they're able to accommodate the new time or day. While we'll always do our best, changes can't be guaranteed, as they depend on the assistant's availability.

If a change isn't possible, the visit can either go ahead as planned or be cancelled. Please note, cancellations with 7 days' notice or less will still be charged in full.

Is funding available?

You might be eligible for help with the cost of your care, depending on your circumstances. Support is often available through your local council or other funding schemes.

The best place to start is by contacting your local Adult Social Care team to request an assessment.

If you're not sure how to go about it, we're always happy to point you in the right direction or offer general guidance.

What tasks can my personal assistant do for me during for my visits?

You're in control of your care and how your visits are spent. Our Personal Assistants are here to support you and can help with a wide range of tasks, based on your needs and preferences.

For a full list of what we can help with, take a look at the breakdown on page 7.

Get In Touch



Whether you're just beginning to explore care options or know exactly what support you're looking for, we're here to help you take the next step with confidence.

At Your Care, there's no pressure, just a genuine conversation about what's right for you or your loved one. We'll listen, offer guidance, and explain how our personalised matching process works in simple, practical terms.

Reach out today to speak with a friendly member of our team. We're always happy to answer questions, offer reassurance, or arrange a no-obligation meeting.

Because the right care starts with the right people, and a conversation is the first step.

How to contact us:

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