



IMPACT REPORT

10 YEARS OF MAKING A
DIFFERENCE EVERY DAY

2021

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This Impact Report was published 13th September 2021

WELCOME FROM OUR FOUNDER AND CEO





I can hardly believe that it has been a decade since I was in Preston opening the first of what would become a growing network of circa 70 Right at Home franchises operating across the United Kingdom.

Today, we are one of the most highly awarded homecare providers in the UK, with industry leading recognition from the regulators. These achievements are testament to the hard-work, dedication, and commitment to delivering the highest quality care that is exemplified by each franchise and every colleague who works with us.

Plenty has changed since we opened our first office. The whole sector has faced well-reported challenges including underfunding, staff shortages, increasing demand for care services and now a pandemic – all of which have made the work we do more difficult.

In the face of these challenges, each franchise has risen to the occasion. They have ensured that our family-feel ethos of providing care to Clients in the way they want to receive it, at a time they want it delivered, and in a truly personalised way, remains just as high quality now as it did ten years ago.

On our ten-year anniversary of franchising, now is the right time to reflect on the impact we have achieved over the past decade for our Clients, their loved ones, and our communities, and to set out a vision of where we are going in the future. This Impact Report – which I hope is the first of many – seeks to do exactly that.

It reflects on where we started, the services we provide and the impact we deliver before importantly looking at the future and setting out some exciting new initiatives that will ensure we can deliver impact for ten more years to come.

Ken Deary
Founder and CEO
Right at Home UK



ABOUT RIGHT AT HOME

Right at Home was founded in 2010 and has expanded to become a multi-award-winning national homecare provider with circa franchises spread across England, Scotland and Wales. Each franchise shares the same goal: to help Clients live independently and safely, in the comfortable and familiar surroundings of their own home.

We strive to deliver services that are genuinely life changing, and to always provide the kind of highly personalised care we would want for a member of our own family.

“Right at Home were able to step up to the mark instantly, which was fantastic. I cannot praise these people enough. If you are looking for care as though you were giving it yourself, then look no further. Right at Home are a vital part of my family now, looking after Mum as though she were their own, exactly as it should be.”

- Valerie, Daughter of the Client



OUR SERVICES

Elderly care



Providing the extra help around the house that lets a Client maintain their independence, and live in their own home for longer

Companionship and support



Providing a trusted, friendly face to share interests with

Dementia care



Highly trained CareGivers provide the consistent company, stable routines, and familiar home environment proven to help those living with dementia lead a healthier and happier life

Alzheimer's disease care



Providing those living with Alzheimer's disease the support to remain living independently in the comfort of their own home

Live-in care



24/7 care, provided by a live-in CareGiver who provides all the care a Client needs in the comfort of their own home

Personal care



Maintaining a Client's personal hygiene with dignity and respect

Specialist care



From respite to regular visits, our CareGivers support Clients living with medical conditions that require specialist care

Respite care



We provide temporary extra support when a Client needs it most, or to provide a primary CareGiver relief

Hospital to home care



Care to ease a Client's recovery following a hospital stay or procedure

THE RIGHT AT HOME FAMILY

East Midlands

Derby
Nottingham
East Staffs
Loughborough

East of England

Bishop's Stortford & Braintree
Colchester and District
Ipswich, Woodbridge & Felixstowe

Greater London

Barnet & Edgware
Bromley & Orpington
Central London
Croydon
Ealing, Hounslow, Hammersmith & Fulham
Enfield
Harrow
Loughton, Redbridge & Waltham Forest
Mitcham, Streatham & Dulwich
Sutton & Epsom
Twickenham & Richmond
Wimbledon, Putney & Kingston
Borehamwood & Watford
Hemel Hempstead

North East

Tyneside

North West

Cheshire East
East Lancashire & Ribble Valley
North Cheshire & Leigh
Preston
Sefton
South Cheshire
South Liverpool
South Trafford
Stockport & Didsbury
Mid Cheshire

South East

Basingstoke

Welwyn, Hatfield & St Albans

Brentwood, Billericay & Havering

Camberley & Woking

Eastbourne

Guildford, Farnham, Fleet, Bordon & Alton

Havant & Petersfield

Stevenage, Letchworth & Hitchin

High Wycombe & District

Maidenhead & Slough District

Medway

Mid Hampshire

Mid Sussex

Oxford

Portsmouth

Reading & Wokingham District

Reigate & Crawley

Solent

Worthing & Shoreham District

Aylesbury Vale & Chiltern

Chichester & Bognor Regis

Isle of Wight

South West

Bournemouth & Poole

Bristol

Chippenham

Swindon

North Somerset

Wales

Bridgend & Vale of Glamorgan

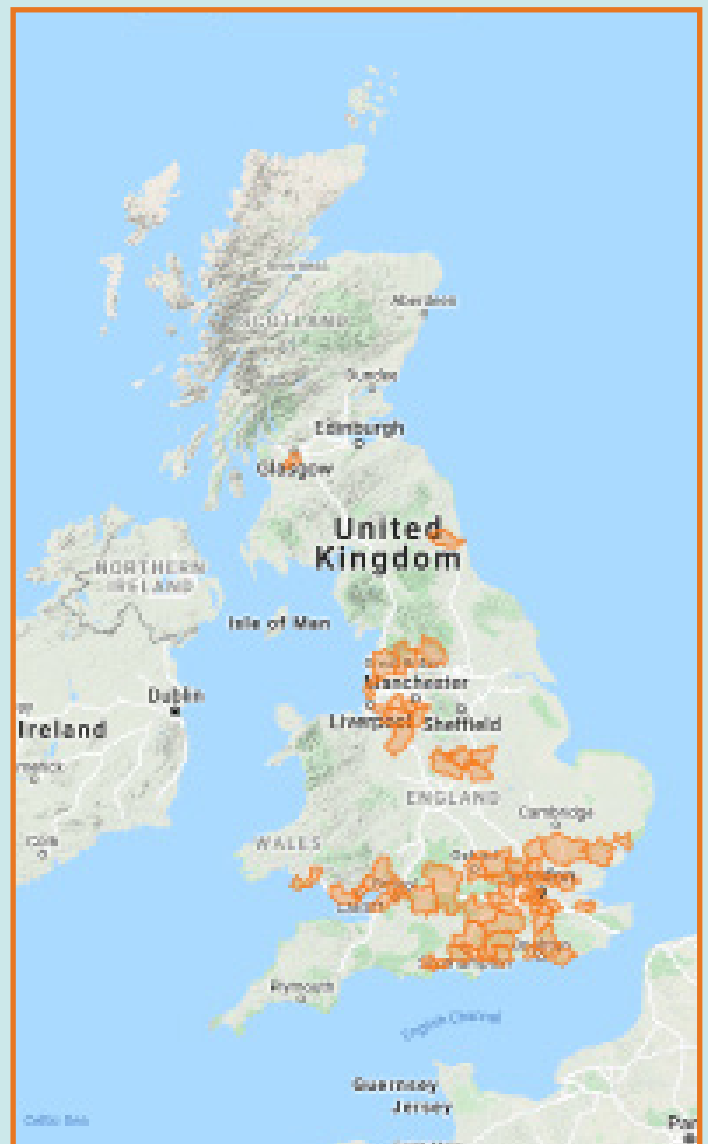
Cardiff & Newport

Yorkshire

Ilkley, Keighley & Skipton

Scotland

Glasgow South



OUR PURPOSE AND VALUES



PURPOSE

To improve the quality of life of our Clients and their families.

OUR VALUES

At Right at Home, our values are at the heart of everything we do. It is our commitment to these four core values that enables us to deliver on our promise of improving quality of life for our Clients and their families.



TRUST

Trust is fundamental to building strong, collaborative relationships with our Clients and their families.

QUALITY

We are committed to providing the highest quality care and support; the same kind of care we would like for our own family.



COMPASSION

We pride ourselves on person-centred, outcome-focused care, delivered with compassion, sensitivity and without judgement.

RESPECT

We promote an all-inclusive culture, where colleagues and Clients can be themselves. We respect people's wishes, seek to understand their aspirations and support them to achieve their personal goals.



CASE STUDY: LIVING OUR VALUES

For Duncan Cameron, Franchise Owner of Right at Home Havant and Petersfield, living the Right at Home values means educating his community about the work CareGivers do, encouraging people to live up to their full potential, establishing trust, and encouraging compassion.

As part of this mission, Duncan founded a project to turn Havant into a dementia-friendly town – allowing Clients, and those in the community who live with dementia, to live independent, fulfilled and active lives for as long as possible.

He began by establishing a town-wide group for raising awareness and improving support for people living with dementia. Working in partnership with Dementia Friendly Havant and Friends of Emsworth Community Health, Duncan built a coalition of interested individuals who could help him achieve his goal – eventually increasing the size of his local group to 25 people.

With the support of the group's members, he organised a community programme of activities, including Dementia Cricket matches and Coffee Mornings, allowing people living with dementia to take part in community events and meet new friends.

Duncan is also involved in community event organising with his local MP, and supports the annual Careers Fairs – from which he recruited three of his longest serving CareGivers! He also established a pen pal scheme to help local school pupils improve their literacy by writing letters to Right at Home's Clients.



10 YEARS OF IMPACT



OUR IMPACT IN NUMBERS

Over the past decade, Right at Home has:

Achieved

100%

**compliance
with the Care
Inspectorate
Wales***

Achieved

34%

**of our inspected English
franchises awarded
Outstanding
by the CQC**

We are currently the

no.1

**rated major homecare
provider on the UK's
leading independent review
site homecare.co.uk**

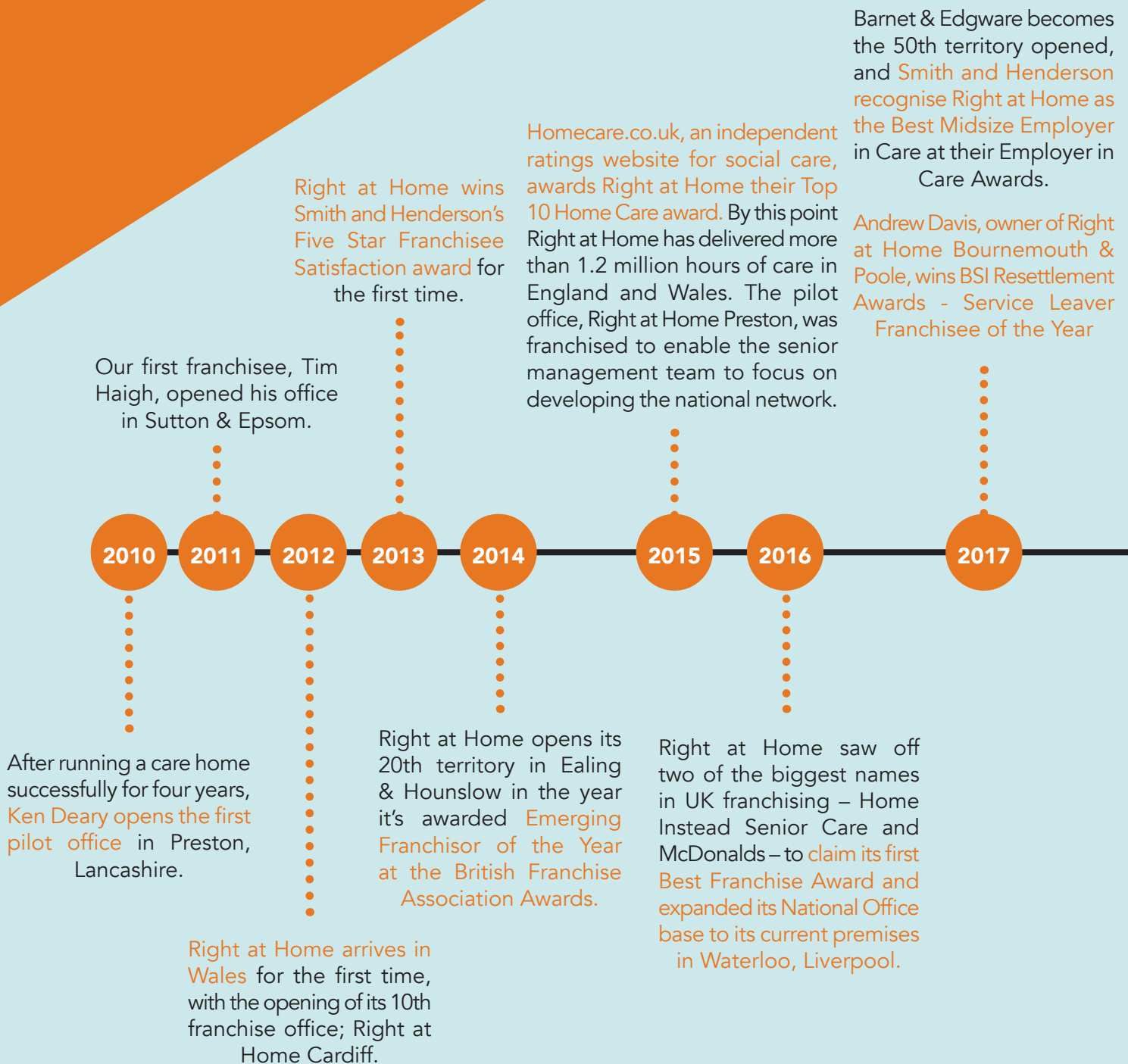
Raised more than

£50,000

**for our partner
charity the
Alzheimer's Society**

*CIW do not issue ratings.

OUR HISTORY



The regulator rates Right at Home offices in Welwyn, Hatfield & St Albans, High Wycombe & District, Maidenhead & Slough District, and Nottingham as 'Outstanding'.

A great year for awards, as the network picks up nine regional care awards across England and Wales and the Derby office wins a national Skills for Care Accolade.

Right at Home was also making its name in franchising, with Kev and Amy Popat from Solent scooping the coveted British Franchise Association, Franchisee of the Year and Customer Engagement Awards; Helen Garland from Right at Home Bournemouth & Poole winning EWiF Franchise Employee of the Year; and Right at Home UK winning the Continuous Improvement category at the Best Franchise Awards.

Right at Home Oxford and Right at Home Enfield were rated 'Outstanding' by the CQC and we say hello to Scotland, with our first Scottish Franchise opening in Glasgow. The same year, we become the only homecare franchise to be named winner of the Five Star Franchisee Satisfaction for the eighth year running by Smith and Henderson (now known as WorkBuzz).

Right at Home also won its first national Home Care Award for Recruitment, Retention and Staff Expertise, while the Team Support Award was won by Right at Home Portsmouth.

Meanwhile, our COO Lucy retained the title of EWiF Woman Franchisor of the Year.



2018

2019

2020

2021

Right at Home South Cheshire receives our first ever overall Outstanding CQC rating, quickly followed by North Cheshire & Leigh, Solent and Havant offices.

Right at Home owners collect two major national franchising awards, with Almas Adam, from Loughton, winning British Franchise Association's Young Franchisee of the Year and Julie Houston, from North Cheshire & Leigh, being named EWiF New Franchisee of the Year

Right at Home offices in South Cheshire, Guildford & Farnham, Mid Hampshire, Derby and Central London win a plethora of regional care and business awards.

Offices in Bournemouth and Poole, Portsmouth, Guildford & Farnham, Basingstoke, Bristol and Borehamwood & Watford are all rated 'Outstanding' by the CQC, and Right at Home signs up its 75th franchise territory in Camden & Hampstead. Lucy Campbell, COO, Right at Home UK picks up EWiF (Encouraging Women into Franchising) Woman Franchisor of the Year Award. Right at Home UK picks up Five Star Employer Award.

OUR CLIENTS



Getting things right for our Clients and their loved ones is at the heart of everything we do. Since 2010, our family of franchises have provided over 10 million hours of care to over 12,500 Clients.

We consider each and every Client to be part of the Right at Home family, and our CareGivers take this philosophy to heart – providing the high-quality care, companionship, and support that they would expect their own loved ones to receive. This goes far beyond the usual task-based activities; we look to genuinely improve our Clients' quality of life, by making a difference every day.

We do this by making sure all Clients receive care from Right at Home CareGivers:

- they trust – we operate a strict 'no strangers' policy, with all Clients introduced to a regular CareGiver or team,
- who understand their needs and how they want to be supported – we create and deliver personalised care packages, tailored to meet individual requirements,
- who are trained and motivated to promote their independence,
- and who share similar interests and hobbies, allowing for a true friendship to be formed.



CASE STUDY: TAILORING SUPPORT TO EACH CLIENT – PATRICIA'S STORY

Born and bred in London, Patricia – known to everyone who loves her as Pat – worked in Soho's film industry as a negative cutter. Married twice and with two children, Pat now lives independently with support from her daughter, Stephanie, whenever she is able to visit.

Right at Home Borehamwood and Watford began working with Pat in September 2018. Pat's primary CareGiver, Ally, was introduced to her and they immediately got on.

During the morning visits to help Pat with personal care and breakfast, a real friendship was formed, with Ally quickly realising that Pat was more of a night owl and that morning visits did not suit her. Ally discussed delaying call times with Pat and her daughter, so the visits better reflected her sleeping habits. This meant Ally could spend more time with Pat, cook her favourite food (a poached egg), and better support her nutrition and her routine. After a while, Pat's natural vivacious character began to make more appearances – making each visit more and more enjoyable.

The continuity of Right at Home's service meant Pat could be at ease with her CareGivers. Initially shy about taking a bath in front of them, they were able to encourage her until Pat would take weekly baths with her CareGivers' help. Afterwards, they would help her dry and style her hair, paint her nails and support her to put her makeup on.

When the Queen was due to make a speech during the coronavirus lockdown – at a time when her family were unable to visit her – Ally and Pat's other regular CareGivers spent their own time in full PPE with her, watching the speech on television together. We know Pat enjoys her visits, and her daughter feels reassured knowing her mother is not alone. This is why we will continue to respect all our Clients' choices and promote independence and fun, when caring for them.



A letter from Pat's daughter, Stephanie

"I imagine how difficult it must be, initially, to depend on others when you have been so independent for so long. However, the understanding and thoughtful care that all the Carers at Right at Home Borehamwood have shown Mum made this transition much smoother than I thought possible. Ally visits Mum mid-morning to give her tablets and breakfast and help her get ready for the day. Mum loves her companionship and, although she doesn't always remember names, [she] certainly recognises and knows Ally and thinks the world of her. I know they have great conversations and a sing song now and then and have a real bond. All the Carers are so lovely, and I know they go above and beyond on numerous visits. Again, in the evening Mum has a hot meal prepared and a drink. I am always so impressed with how much is achieved in the time allotted.

"I also want to mention the ladies in the Management Team – Jenny, Sue and Suzanne and [the office team] – who always provide me with any information I need and always let me know each evening if Mum has had any pain relief and what food she has had. I feel very happy to contact them and know I will be listened to if I have any concerns about Mum and am provided with excellent support and advice.

"I want Mum to be able to stay in her beloved home for as long as possible and this has only been possible because of this first-class care agency. Thank you all so much."

Stephanie (daughter)

TAKING THE TIME TO GET THINGS RIGHT



We believe that limiting the time a CareGiver can spend with a Client limits the quality of care they can provide. That's why we have chosen not to offer a 15-minute visit – a policy other homecare operators use to increase the number of visits their staff make in a day.

Getting things right for our Clients means getting to know them. We don't want to just provide "industry standard" personal care – we want to become the friends and companions that truly understand what our Clients need, what works for them, and to become a trusted part of their support network. That's why our policy is to have a preferred minimum of 1-hour per visit. This makes sure CareGivers always have enough time to look after our Clients with the dignity they deserve.

Our Clients are in charge of their own care planning, and work with us to agree their schedule of visits – ensuring they keep their autonomy. We also make sure that Clients and CareGivers are properly introduced to one another, and that Clients are regularly visited by the same CareGivers, rather than a different CareGiver each time. This allows us to build the trust needed for us to deliver the support our Clients, and their loved ones, want and need.

"15-minute care visits present numerous challenges both for Clients and their Carers, who want to look after vulnerable people well and with dignity."

"We have always maintained that it is impossible for Carers to fully meet Clients' needs when they only have 15-minutes in the Client's home."

"Many people who receive homecare are socially isolated and often their CareGiver is their main link to the outside world – sometimes the only person they will see that day."

"Care work is a vocation, and the vast majority of care workers do their job because they want to make a positive difference to their Clients' lives."

"But you cannot treat people with dignity or take time to sit and have a chat when you are rushing through the essential tasks; nor have you got time to respond or react to any unusual circumstances or to support the person if you find them in a state of upset. This is incredibly distressing for the CareGiver as well as the Client."

- Ken Deary, Founder and CEO of Right at Home UK

"I have worked for other companies that only do 15 minute calls – there is no way you can build relationships with Clients and provide the right level of care that is required. Right at Home's minimum call time of 1 hour was the deciding factor for me [to join]."

As a CareGiver, I loved knowing that I had made a difference to their day. Our CareGivers are always going above and beyond for their Clients. Having the right time to do this is so important."

Now I have progressed to the role of scheduler, which involves managing rotas. Having the same CareGiver and longer visits allows them [CareGiver and Client] to build a good rapport with each other, allowing us to provide high quality, continuity of care."

- Molly, Care Coordinator



SUPPORTING FAMILIES AND OUR COMMUNITIES

Right at Home doesn't just support our Clients – the needs of their families, and their communities, are just as important.

CASE STUDY: MAKING A DIFFERENCE EVERY DAY – MICHAEL AND MICHELLE'S STORY

Michael came to Right at Home for support to help his wife, Michelle, keep her independence and routine despite the challenging behaviour caused by her diagnosis of Frontal Lobe Dementia (FTD).

Michelle had been living with Frontal Lobe Dementia, a form of dementia which causes people to lose all inhibition, for 10 years before Michael decided to call Right at Home. Michael was doing his best to care for her, but with a large family of children, grandchildren and a busy work schedule, he felt like some additional support was needed.

Michelle had been banned from going to her local gym, shops and cafes because her FTD made her act out, cause disturbances and destroy merchandise. This meant that she was often stuck inside and unable to keep to a routine or have independence.

Working alongside Michael, Michelle's new CareGivers worked hard to find creative ways to help her live a fulfilling life, while staying safe. At first, it was difficult to establish a routine; Michelle would turn up early to bookings, and sometimes a CareGiver would be unable to meet her. To solve this, Right at Home worked with the local taxi firm so the office would be notified when Michelle was on her way to see us and we could always make sure someone was available to greet her.

Her CareGivers also worked closely with management and staff in local cafes and shops, offering to provide sensitivity training for Michelle's diagnosis and help locals be more understanding of FTD when she visited.

Michelle now looks forward to meeting with one of her CareGivers every day. She follows and maintains a routine, which is incredibly important for someone with dementia. Our CareGivers adore her, and her husband feels reassured that she is always safe with us.



"I need to know that she is in safe hands and will not get into trouble, particularly during these challenging times, when very few people have tolerance for a person with challenging behaviour conditions, such as my wife. Although we have some set patterns, changes can occur without notice, and the support given by the team at Right at Home has shown tremendous understanding and flexibility in meeting that need. They go beyond the normal need and have made a positive difference to my daily life."

- Michael, Michelle's husband

OUR CAREGIVERS



CareGivers are the lifeblood of Right at Home. Day in, day out, they show commitment and dedication to their Clients' wellbeing and while they may come from many different walks of life, they each possess a big heart and a determination to raise a smile through simple acts of kindness and respect.

That's why we are committed to ensuring that every CareGiver who joins the Right at Home family knows how much they are valued, and is offered an opportunity to progress and learn in a supportive, inclusive, and rewarding environment.

A COMMITMENT TO DIVERSITY AND INCLUSION

For Right at Home to be successful in delivering the highest quality care, we need to attract and retain a diverse and talented workforce who represent the diverse communities they operate in.

Right at Home's ethical franchise system features numerous forums that empower the network to shape our business, share feedback, suggest ideas, and contribute to our success. Our Equality, Inclusion and Diversity Panel members aim to continuously remove barriers and increase visibility and accessibility of opportunities for all.

INVESTING IN OUR CAREGIVERS' CAREERS

Attracting and retaining CareGivers who live the Right at Home values and can deliver the highest quality care means investing in the person and championing their careers.

Right at Home provides sector-leading training to every CareGiver who joins our network. In 2021, we launched a Gold Standard Career Pathway Programme to allow newcomers and established workers in the sector to have a real, visible, and structured progression route to any number of roles within the organisation. It gives employees choice and is a person-centred approach to career development. Whether someone wants to progress into management or aspires to be the best CareGiver in the country, this programme recognises, encourages and rewards that.

FROM CARE COORDINATOR TO REGISTERED MANAGER: INTRODUCING ELSA HASTINGS

"I started working for Right at Home East Lancashire & Ribble Valley in November 2011 as a CareGiver when my daughter was one year old. I was working 16 hours a week while studying for my degree.

"After a couple of months, I was offered the role of Care Coordinator and after another 18 months, the Registered Manager role became available. I applied and I've been here ever since!

"I love working at Right at Home. It's such a caring organisation. We care about our staff just as much as we care about our Clients, which is so important.

"To maintain a high level of quality care you need to have a happy and well cared for workforce, which is what we really pride ourselves on. I wouldn't have stayed here [for] as long as I have if I didn't feel this was true. We're like one big family".



SPOTLIGHT ON KATE DILWORTH, OUR LONGEST SERVING COLLEAGUE!

"I joined Right at Home in April 2010, when Ken had not long launched the first Right at Home office in Preston. This was only meant to be a temporary job, but I loved what the company stood for and saw an opportunity to grow with the business.

"Ten years down the line, my role has progressed from CareGiver to managing franchise recruitment for the network, with many varied opportunities along the way.

"Being able to follow our early franchisees' progress, from start-up right through to renewal or resale, has allowed me to continuously fine-tune our support for owners along their journey.

"I love seeing people come to us with an ambition to build a really meaningful business, knowing that Right at Home can help them achieve their dream of making a huge difference to people's lives.

"I also believe this company is playing a key part in driving up standards of care across the UK, and that's something I'm really proud to be associated with."



PROVIDING OUTSTANDING CARE

OUTSTANDING FRANCHISES

In 2018, Ben Selby, Franchise Owner of Right at Home South Cheshire achieved our first ever overall 'Outstanding' grade from the Care Quality Commission (CQC).

From here, we set ourselves a goal of 20% of CQC inspected English offices achieving 'Outstanding'. We have far surpassed this goal, now standing at 34%.



Right at Home Basingstoke & District
Right at Home Borehamwood & Watford
Right at Home Bournemouth & Poole
Right at Home Bristol
Right at Home Enfield
Right at Home Guildford & Farnham
Right at Home Havant & Petersfield
Right at Home High Wycombe & District
Right at Home Maidenhead & Slough District
Right at Home North Cheshire & Leigh
Right at Home Nottingham
Right at Home Oxford
Right at Home Portsmouth
Right at Home Solent
Right at Home South Cheshire
Right at Home Welwyn, Hatfield & St Albans



"Ever since our inception in 2010, Right at Home UK has always been focused on delivering excellent care with a real focus on the people we support. Over the last 10 years, our franchises achieved this by ensuring each Client has received safe, effective and responsive care.

"Our leadership and local teams have made this possible, thanks to their professionalism, adherence to core values and commitment to providing people-focused care on the front line. Right at Home's National Office, Franchise Owners and Registered Managers demand only the best advice, support and oversight from each other which, in turn, helps ensure we deliver the best standards of care possible for our Clients. Each member of our network is committed to upholding these standards – anything less would never be tolerated.

"This concept of mutual support is not only visible among our leadership but also across our business. Our Chief Executive and Chief Operating Officer have always understood the importance of centralised support for all franchises at all times. Expanding the considerable expertise and team in the National Office has enabled us to provide this excellent support for each of them, resulting in our network's first overall 'Outstanding' rating from the CQC for Right at Home South Cheshire in February 2018.

"Since then, we have never needed to look back. In 2020, our collective efforts culminated in the fantastic achievement of 27% of our franchises achieving an overall 'Outstanding' rating from the CQC. In July 2021, this increased to 34%.

"As you would expect of our superb network, we will not be resting on our laurels. We will move forward in our journey to increase the number of our 'Outstanding' franchises, whilst providing the care our Clients know they can expect from us.

"The hard work to achieve this has long been in progress. We will support our colleagues in Wales and Scotland, where different regulatory systems involve different inspection methodologies, with bespoke tools and processes to assess performance. This will help ensure they provide the same quality of care as we do in England. We hope to achieve the highest possible rating in Scotland and are confident we can do the same in Wales when the Welsh Government introduces a ratings system.

"I look forward to seeing how our hard work and dedication pays off."



Simon Osborne
Head of Quality and Compliance
Right at Home UK



LOOKING FORWARD

INVESTING IN OUR FUTURE

- **Dementia care** - With over 30% of our Clients currently living with the experience of Dementia, we know how important it is to continue to enhance this area of our support offering. 3% of these Clients are under the age of 65 meaning early intervention is key. We are in the process of rolling out specialist dementia care training to all of our franchisees to allow them to use scientifically proven tools and techniques that can relieve some of the signs and symptoms of dementia. Watch this space for an exciting release coming soon!
- **Technology** - Our technology strategy is focused on increasing support for our Franchisees, further enhancing the safety of our services and maintaining the highest quality care provision. Through the application of Artificial Intelligence (AI) and Machine Learning we will be better placed to respond to our Clients' needs, enable them to remain in their own homes longer and improve the quality of life for many. We are at the start of a very exciting journey that will see us transform how we operate over the next two years and fully embrace the future.
- **Early intervention and engagement** – A key part of our mission is support people to live fulfilling lives in their own homes for as long as possible.

Our early intervention strategy aims to give families increased support with planning for future care needs, thereby preventing acute needs from arising. This proactive approach to future care management will also see Right at Home harness innovative health monitoring technologies and well-being programmes, allowing us to further maximise the time our Clients can enjoy living independently in the comfort of their own homes.

OUR NEXT DECADE

A decade ago, Right at Home began with one Franchise and a vision to become a group of 50 Franchise Owners. Ten years on, we have far surpassed that target currently with almost 70 Offices trading across England, Scotland, and Wales. Excitingly, within the next 10 years we have our sights on more than doubling in size, with a firm mid-way (5 years from now) target of 100 offices.

Network growth, coupled with supporting our current network to maximise the potential within their current territories, will see the profile of the Right at Home brand increase significantly; establishing itself as a national household name, renowned for quality and being a brand in which people can trust. To achieve this, Right at Home will continue to be committed to our measured growth strategy, of only bringing onboard the right Franchise Owners, who we believe embody the Right at Home values and will be successful in business.

Of course, at the heart of our 10-year vision, are our Clients. Which is why everything we do, is about how we can continue to drive up the standards of care they receive, ultimately supporting them to live a fulfilling life in their own homes for as long as possible. To achieve this, the next decade is one of dedication to this mission, seeing Right at Home invest in additional support and expertise, revolutionary life enhancing and preventative technologies and a programme of education and positive sector wide influence.

Without doubt, the other key area of focus for us over the next 10 years, is our workforce. That's why Right at Home will continue to do everything in its power to give our incredible employees the very best experience, where they are recognised for the exceptional professionals that they are. We will strive to deliver industry-leading training; best-in-industry pay and benefits packages; and a commitment to provide all the support needed to deliver a quality service. In short, our goal is to remain an organisation which our workforce can be truly proud of.

We are certainly at an extremely exciting stage of our journey, and we expect to see significant changes over the next decade as our sector evolves; changes to the way care is funded and commissioned, greater integration with health services and an increased reliance on technologies as just a few examples.

Of course, some of those changes are not yet certain, but whatever the future holds, Right at Home will be well positioned to continuously adapt and thrive, propelling forwards to make a notable difference to the lives of those we support every day.



Lucy Campbell,
Chief Operating Officer
Right at Home UK



Quality Care in Your Home