



IT'S THE LITTLE  
THINGS WE DO  
THAT MAKE A BIG  
DIFFERENCE



Small, friendly,  
professional care service



Personal care in your own  
home



Tailored care plans,  
specific to your needs



Ensuring that our care  
respects your privacy,  
dignity and wishes



# COMPANY HISTORY

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Sally Tremlett and Sarah McLain started their company in 2010, after identifying a need to provide care that their family and friends would want and expect. They believed that the best way to do this was to provide visits that are unhurried, and care that is personalised. The majority of clients came through recommendations. This is still true today, as the company has grown and expanded to provide more services and care to those that need it.



From left to right: Pauline Chapman, Sarah McLain



From left to right: Sally Tremlett, Sarah McLain

## TODAY

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Sarah McLain continues to manage our day-to-day operations and is supported by Pauline Chapman, our Operations Manager. We remain a small team, made up of carefully selected members of staff. Most of our clients still come to us through recommendation and many return to us, as needed, after previous experience of our service. Our commitment to providing the same standard of care we would want for our own loved ones remains our priority, and we make sure that every member of staff meets our 'Mum' test - we would be happy to have them looking after our own mothers.



# SERVICES

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## PERSONAL CARE

Personal care should never be overlooked and is crucial to maintaining good health, wellbeing and independence. It can involve anything from getting dressed to bathing, using the bathroom and simple grooming. It also includes regular hygiene tasks such as brushing teeth, washing hands, and shaving.

We understand that every individual has different needs, so our carers are dedicated to providing personal care that is tailored to you. We provide a range of services to make sure that your personal care needs are met in a comfortable and safe environment, whilst maintaining your dignity.

## END OF LIFE CARE

Passing away in peace and with dignity is a wish that many of us have. Our end-of-life care provides the opportunity to do just that, in a place you know and feel comfortable in. Staying at home surrounded by family and familiar things can be very important to someone at the end of their life and allows them to avoid the disruption and unfamiliarity of a hospital. With our care, you can be sure that your needs will be met, and you will be supported in the place you feel most at ease.

It is so important for families to have the emotional and practical help they need, so they can focus on spending quality time with their loved ones. This can include help with everyday activities such as light housekeeping, medication administration and meal preparation, so that families can have peace of mind and make the most of their time together.



## RESPITE CARE

As a caregiver, taking time for yourself can be difficult, but it is essential for maintaining your wellbeing. That's why we are here to help – with our experienced team of caregivers, we can step in and take over the care of your loved one, so you can relax and enjoy a holiday or day out, with peace of mind.

With our help, you can take the time you need to recharge and come back feeling refreshed and ready to resume your caring duties.

## SITTING SERVICE

Our carers are here to provide peace of mind and companionship for you and your loved one. Our sitting service allows us to provide a few hours of care, daytime or evening, to ensure your loved one is safe and secure. Our carers are highly trained and knowledgeable in all areas of home care and can assist with a variety of tasks, such as making a cup of tea, providing personal care, or helping to prepare meals.

We are committed to providing the best possible care for your loved one, ensuring their safety and comfort at all times.



## DEMENTIA CARE

Dementia can be a challenging condition, but those suffering with it are still the same person they were before. We understand how important it is for people with dementia to retain their independence and remain in familiar surroundings. That's why we are dedicated to providing the best care possible, offering assistance with daily tasks while encouraging independence and building a trusting relationship between clients and staff.

Our continuity of care promotes familiarity and helps to reduce anxiety, ensuring that our clients can live the quality of life they once had. We also try to engage with our client's passions, whether it be through baking, listening to music, watching a particular television program - it's wonderful to see memories sparked!

## TRIPS OUT

At Sally & Sarah Care, we understand how vital is it for our clients to get out and enjoy life. That's why we provide a service where we can arrange trips out to your favourite places. Whether it be a trip to the theatre, a stroll along a picturesque beach, or just a cup of tea with a nice view, we can organise it all. We also provide transport and good company (in the form of one of our lovely carers) to make your experience even more enjoyable. In addition, our service can include hospital or doctors' appointments, visits to the hairdresser or a shopping trip to the supermarket.

Let us help make your life a bit brighter!



## CHEMOTHERAPY AFTERCARE

If you or someone close to you are going through chemotherapy, it can be an incredibly difficult and trying experience. The side effects can be overwhelming and make it hard to carry on with everyday life. That's why we want to help make this a little easier. We offer home help, personal care and companionship to ensure that you're supported throughout the treatment process and thereafter. We understand the physical and emotional challenges you're likely to face and we're here to provide encouragement and companionship to help you through.



# OUR CARERS



At Sally & Sarah, we understand the importance of hiring the right people to reflect our values. Our rigorous recruitment process ensures that we bring on board staff with the same ethos of care that we ourselves have. We hold ourselves and our team to a high standard and make sure that the care we provide is the same quality that we would want for ourselves and our loved ones.

We are proud of the team that we have built, and we value the relationships we have with each and every one of our staff.



## OUR OFFICE STAFF

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**Sarah McLain**  
Company Director



**Pauline Chapman**  
Operations Manager



**Alice Saddington**  
Receptionist



## WHAT PEOPLE SAY

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*We are very aware of the way in which Sally & Sarah, as a company, made a considerable personal investment in their care of dad, above and beyond anything we could have asked of them. They have looked after us all with skill, professionalism, warmth and humanity – we wonder how we would have got through this without them. Several district nurses have made positive comments on dad's care and condition and the doctor who came yesterday said that this is the level of care he would wish for everyone, if it were possible.*

*Although there is a sadness at dad's passing, our overwhelming feeling at this time is of a job well done; dad had dignity, care, comfort and compassion to the very end – exactly what he wanted. We could not ask for more.*

*Thank you so much for the birthday flowers. So very kind of you and very much appreciated, as is your care.*

*I'm sure it's good for you to know that the whole family is very reassured that I am in the good hands of your lovely people. It was nice to meet some owners of those hands whom I had not met before. Thanks again; and I am not disappearing yet, so look forward to the next occasion.*

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## GET IN TOUCH

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If you have any questions or would like more information, we would be happy to hear from you.

**Telephone:** 01642 608070

**Email:** [hello@sallyandsarahcare.co.uk](mailto:hello@sallyandsarahcare.co.uk)

**Address:** 3 Innovation Court, Yarm Road, Stockton - On – Tees, TS18 3DA

*It is really quite simple; we put your needs first. Yes, we sort out the practicalities, but that's the details. For us, the big picture is you.*

