

MAKING LIFE BETTER

Your Guide to

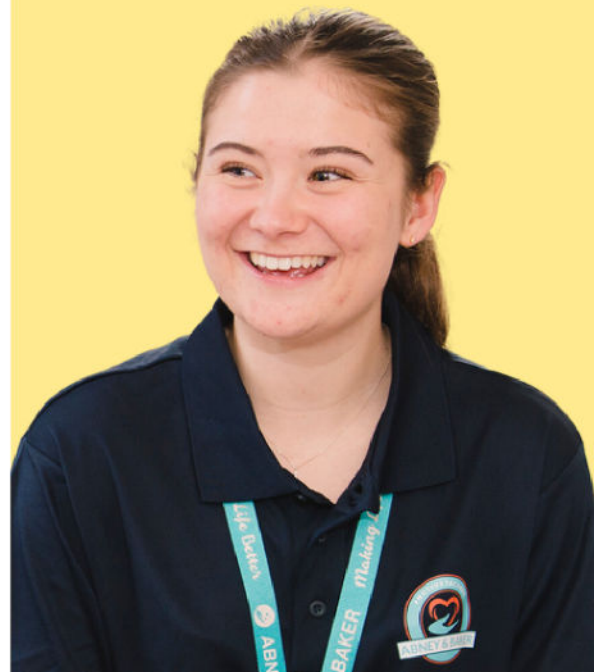
Caring at Abney and Baker

abneyandbaker.com



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We are a family-owned home care company that exists to make life better for our **carers**, **clients** and **communities**.

- Since 2015, we've been looking after our carers while they look after our clients.





"I was in two minds about going back to care work, but I've not looked back since finding Abney & Baker.

It's how care should be."

In 2015, after having seen the impact of low pay and poor working conditions on carers and the quality of care they were able to deliver, Ian (our founder) decided to set up a care company with a difference.

One that set out to pay and treat carers well and then support them to deliver the level of care that they want to be able to provide to their clients.

A care company should care for their carers if they want the best care for their clients.

Our philosophy is working.

Our carers have given us a **98% employee satisfaction score** on indeed.com.

In turn, this has led to better care for clients.

We've won **4 Top 20 Care Group awards** and have a **99% client satisfaction score** on homecare.co.uk.



Ian Willis
Founder and CEO



We're a company with a purpose ...

To Make Life Better for our Carers, Clients and Communities

Together, we're so much more than just a care company.

At different times, for our clients, we're a **lifeline** (sometimes even a life-saver), a **bridge** between them and their communities, a **confidant**, a **motivator** and a **friend** they can rely on.

Put simply. We make life better.

In our logo **#notjustacarer** sums up our philosophy and reflects our pride in the many ways we positively impact other people's lives.



... and a mission ...

To be known as the most caring care company in the world

If we live by our values and purpose all day, every day, then we become a more caring team for our clients, our carers and our communities.

That's what we want: to become more and more caring until we're known simply as the most caring care company in the world.

That's our North Star.

We don't want to be the biggest.
We don't want to make the most profit.

We just want to be the most caring.



... guided by clear values.

Our Values

It's not hard to make decisions when you know what your values are.



1

Do the Right Thing

When making decisions, we will always do the right thing rather than the easiest and go home proud at the end of each day.

2

Do the Best Job You Can

We believe it is by going the extra mile and doing more than is expected of us that we make the greatest difference in our own and our client's lives.

3

Show You Care

The smallest gestures can have the greatest impact in making our world a better place. We seek opportunities to show others that we care.

4

Reflect, Learn, Grow

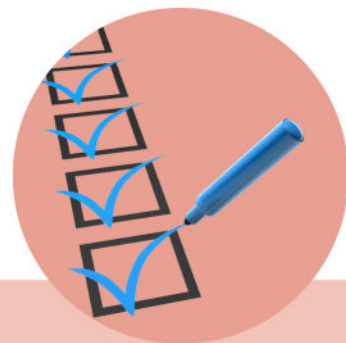
The improvement of our service depends on our growth as individuals and as a business. We focus on being better today than we were yesterday.



"I'm absolutely blown away by how incredible the staff team is!"

Everyone is so welcoming, joyful and proud of the work they do; you can't help but fall in love with the job."

Choose us if you want to feel...



01.

Supported

We operate using small local teams where your colleagues and your managers are visible in the community with you, helping with questions and problems.

We also make sure we're looking after your health and well-being.

02.

Valued

Our whole ethos is based on showing our care team that they are valued for the difference they make to our clients' lives and their families.

We believe our pay and benefits are second to none.

03.

Recognised

Recognition goes beyond pay and benefits. We aim to help all our team to learn, grow and progress within the team.

It's more than lip service; over 75% of our managers started with us as carers.

Keep reading to learn more



Feel Supported

We're a close-knit team, all pulling together and helping each other out.

Be Looked After Whilst You Look After Others

We offer Full Private Medical Insurance for you with the option to add your family. You'll be genuinely cared for by your Community Support Manager and teammates - if you need a helping hand or just someone to chat to, they'll be there for you.

Working Hours You Can Trust

Your availability and personal commitments are important, and we value that. We won't make demands for unreasonable hours and won't pressure you into picking up extra shifts. We offer a range of full and part time roles to suit your lifestyle.

Time to Recharge

Work-life balance at last!
Earn an additional day of holiday allowance each year up to 33 days a year.
Runs are realistically planned using Google Maps so that you'll have plenty of travel time between clients and can focus on delivering awesome care and support.



Feel Valued

When you have the right support, care is a uniquely rewarding job.

Great Rates of Pay

From the very start, we made a commitment to fair and transparent pay and to fighting working poverty by always paying above the Real Living Wage. Plus we pay the maximum rate for mileage so you're left with more of your pay in your pocket.

For Your Whole Shift

We pay for your whole shift, so you'll be paid from the first minute of your first visit right through to the last minute of your last visit in each shift, regardless of any gaps.

With Proper Overtime Rates

There's no pressure to take on extra shifts, but if you want to, you'll be rewarded with being paid at the 25% overtime rate.

Early Access to Your Pay

Your pay, your way! Early Pay is a mobile app that gives you flexibility in how you take your pay. It's instant access to the pay you have already earned.

01.

Training

You're at the front line of our business – working with clients, sharing our values and helping us grow, so **investing in you** is one of the most important things we can do. Enjoy a fully paid two-week induction programme and access to ongoing self-led learning.

02.

Specialisation

In 2024, we're launching our **Abney & Baker Academy**. We'll offer in-depth training on a range of care-related subjects and also provide the opportunity for our care team to become our in-house experts, training others and advising families.

03.

Progression

With **Deputy** and **Community Support Managers** opportunities regularly opening up as we grow, there's always a chance to take that next step. We believe in promoting from within; over 75% of our managers started as carers with us!

Feel Recognised

We're all at our best when we're recognised for the difference we've made and given the opportunity to learn and grow in our career.



"It's the best job I've ever had in my life. It fits so well around my family life and suits me so well as a person.

I never ever dread going out to work."

Could you help us be the most caring care company in the world?

Our first promise to you is an application process that's as considerate of your needs as ours.

Simple: Apply online or email your CV to us.

Rapid: We value your time. Expect to hear back from us within 24 hours, ensuring you're always aware of what's happening with your application.

Relaxed: We hold a welcoming, informal interview at our office. It's not just about us knowing you - it's about you discovering if we align with your aspirations. Please ask any questions you have.

Hassle-free: If we both want to move forward, we'll conduct a DBS check, gather references, and swiftly line up your induction dates.

Welcome to an application process that's just as much about what you're looking for as what we're looking for in our care team members.



What it feels like to start with Abney & Baker

We're proud of our thorough **two-week, fully-paid induction journey**, carefully designed to build your confidence.

With Abney & Baker, you embark on a journey, confident in your ability to make our clients' lives better.

Holistic Training Modules: From mastering manual handling to specialised dementia support, we ensure you grasp the ins and outs of every aspect of caregiving.

Real-time Experience: Engage in shadow shifts, allowing you to observe, learn, and interact in real-world scenarios, ensuring you step into your role with confidence and expertise.

Achieve Excellence: We'll be your guiding hand as you gain your Care Certificate, proof of your dedication and skill.



Meet the team

Say "Hi" to some of the folk you'll meet if you join us.



Ian

Founder
and CEO



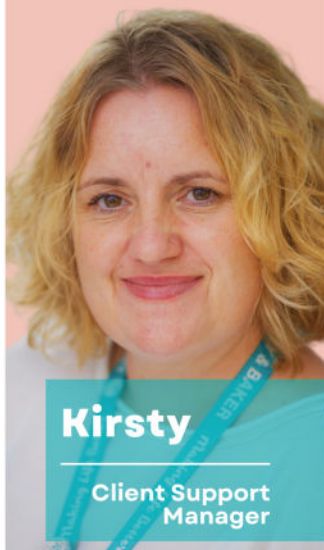
Debbie

Business
Manager



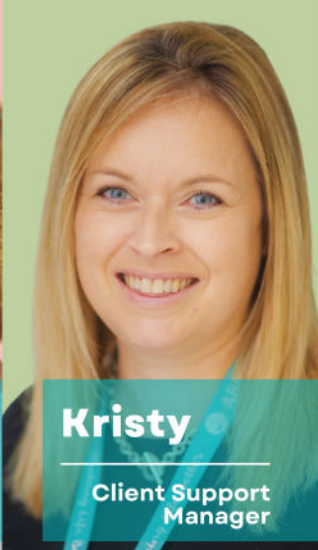
Karen

Client Support
Manager



Kirsty

Client Support
Manager



Kristy

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