

Future Care Solutions  
*Your future care in our hands*



Join our outstanding  
Care Team

Inspected and rated

Outstanding ★



Make a  
difference  
every day

01223 882681

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# Welcome to Future Care Solutions

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Empathy is key to our service. Our team actively listens to understand each person's needs, concerns, and preferences. This creates a trusting environment where clients feel heard and valued, ensuring the best personalised care.



We pride ourselves on our transparency and ethical conduct. We encourage open communication among our team members and expect our leaders to exemplify these values. This fosters an environment of trust, ensuring that our clients, team, and community can rely on our commitment to their well-being.



Respect is a core value at Future Care Solutions. We build trust by actively listening, valuing everyone, honouring individual choices, maintaining confidentiality, upholding professional standards, showing cultural sensitivity, and fostering a positive environment.



We are committed to continually improving our services by seeking feedback, embracing new technologies, and investing in staff training.

# About us

At **Future Care Solutions** our aim is to provide quality personal support and home care to enable each individual to live their lives as independently as possible whilst maintaining control of their future.

We aim to provide services within the home environment to clients from 18 years of age upwards with a wide range of needs. Care can be provided 24 hours a day, 365 days of the year from short support visits to comprehensive packages of care. The support and care we provide will be flexible and holistic to ensure our clients needs and expectations are met in a professional way.

Our founders **Esther** and **Jo** were both district nurses in the Cambridge area and both worked in numerous healthcare settings prior to this. In 2010 they had a vision to set up Future Care Solutions, to offer high quality social care to people in their own homes. To achieve this Esther and Jo knew they would need a team of individuals that are as committed and passionate about providing high quality care to clients in the local community as they are.

Future Care Solutions is now proud to say that we have a **team of over 40 people** who all strive towards delivering care and support to people in their own homes with the utmost consideration, compassion and respect. Esther and Jo continue to enjoy working closely with all team members and visiting clients.



“We really want to make a difference to people’s lives and help keep them in their homes longer, this has proven health and social benefits. We are enjoying the fresh challenge we are getting from our work and love the rewards of seeing our clients and their families more relaxed and able to spend quality time together.”

Esther Hunt, Registered Manager

## What we offer

- Guaranteed hours
- Employee Assistance Program
- Paid travel time
- Mileage reimbursement
- Paid induction and training
- Paid DBS check
- Uniform



## Meet the team



**Laura Scott**  
Training  
Manager



Laura has been with Future Care Solutions since it first opened its doors. She began her care career supporting Adults with Learning Disabilities. In 2002 she joined the NHS working as a Therapy Assistant and later as a Health Care Assistant with the Out of Hours Nursing team where she met Esther & Jo. In 2013 the opportunity arose for her to use her skills, experience and recently gained qualifications to take on the role of Training Manager. To this day Laura continues to develop the training needs of the staff and enjoys the chance to work out in practice with her clients.

**Ruth Kirk**  
Office  
Manager



Ruth joined Future Care Solutions in July 2013 as an Office Administrator and was promoted to Office Manager in June 2025.

Previously she'd worked as a Nanny for 13 years. In 2016 she obtained a BA Honours in Psychology with the Open University.

**Nicki Fraser**  
Deputy Care  
Manager



With over 25 years in the care industry, Nicki has built a career supporting individuals with compassion, dignity, and respect. She has led teams across the NHS, residential homes, and domiciliary care, with a strong focus on delivering high-quality care.

As a senior care professional, she is passionate about home care and its role in helping people live independently. Nicki prioritises building trust with clients and teams, ensuring care is both personal and professional.

From mentoring staff to coordinating care and advocating for better standards, Nicki is committed to making a meaningful difference.



**"Home care is not just a job; it's a calling to make a meaningful difference in someone's life."**



## Our services

### Home help

- Regular home visits
- Assistance with shopping and errands
- Meal preparation support
- Light housekeeping
- Help paying the bills or organising trade companies e.g. plumbers
- Companionship and emotional support
- Assistance with pets

### Companionship and social inclusion

- To boost mental and emotional health
- Minimise loneliness and seclusion
- Help with everyday tasks
- Reassurance, safety and security

### Personal care

- Bathing and showering assistance
- Toileting and incontinence support
- Dressing and grooming
- Mobility support
- Meal preparation and feeding
- Medication administration and prompting
- Support with surgical stockings
- Skin care and application of creams
- Pressure ulcer care
- Well-being checks and companionship



### Nutritional care

- Help with preparing and serving food
- Assistance with eating and drinking
- Promoting a well-balanced diet
- Food shopping



### Waking nights

- Continuous safety monitoring
- Personal care support
- Medication administration and prompting
- Comfort and reassurance
- Support for health conditions
- Record-keeping and reporting



### Sleeping nights

- Overnight presence of a trained carer
- Assistance with occasional needs
- Support with bedtime and morning routines
- Monitoring and emergency response
- Peace of mind for families

### Respite at home

- Personal assistance
- Household management
- Companionship and emotional support
- Specialised care (if needed)
- Transportation
- Crisis support



### Leaving hospital

- Healthcare Coordination
- Transportation
- Home Preparation
- Medication Management
- Appointment Scheduling
- Community Support

### End of life and palliative care

- Partner with medical and nursing providers
- Help manage symptom control
- Facilitation of emotional, psychological, and spiritual support
- Personal care assistance
- Caregiver support, guidance, and respite care

### Warden service

- Daily 15-minute check-in phone calls
- Weekly in-person visits
- Companionship and emotional support
- Quick identification of health or safety concerns





## Working in care

### What does it involve?

Domiciliary care workers assist with personal care, medication management, meal preparation, household chores, mobility, and companionship to support clients in their daily lives. However, if you take a look at our services (above) it isn't always about personal care - although that is incredibly important for a client's dignity and comfort. Many of the care and support tasks you would be asked to do are the day-to-day tasks that clients can't manage for themselves.

### Is it rewarding?

Working in domiciliary care is a challenging yet highly rewarding career that offers the chance to make a significant difference in the lives of others while also providing personal and professional growth. If you have a compassionate nature and a desire to help others, it can be an incredibly fulfilling path.

### What makes it rewarding?

Domiciliary care is rewarding because it allows workers to make a significant impact on people's lives, often receiving deep gratitude from clients and their families. Building strong, meaningful relationships with clients enhances their quality of life. Additionally, by supporting individuals at home, domiciliary care workers help reduce the strain on healthcare facilities and contribute to the community's overall well-being.

### What are the challenges?

Domiciliary care can be emotionally and physically demanding, especially when dealing with clients with severe health issues or those at the end of their lives. Working alone in clients' homes can sometimes feel isolating compared to a team environment. Additionally, while flexibility is a positive aspect, it can also mean irregular hours and the need to be available at short notice.

**"Being there for someone when it matters most - that's what makes this job so special."**

**Emma, Care Worker**





# Am I the right person?

Working in domiciliary care can suit a variety of individuals, especially those who possess certain qualities and experiences. Here are some key attributes and backgrounds that can be beneficial:

## Who it suits:

Domiciliary care suits compassionate individuals who genuinely care about others and want to make a positive impact on their lives. It is ideal for those who can handle challenging situations with patience and maintain a calm demeanour. Good communicators are essential for interacting effectively with clients, their families, and healthcare professionals. Adaptable and flexible individuals who can adjust to changing needs and situations thrive in this role. Reliability and trustworthiness are crucial, as clients often rely heavily on their care workers.

## Previous experiences that help:

Previous experiences that help in domiciliary care include having a healthcare background, such as nursing or healthcare assistance, and personal care experience from roles in residential care homes or hospitals. Volunteering in community services or with organisations supporting vulnerable individuals can provide valuable experience. Additionally, customer service roles can enhance communication skills and the ability to handle diverse situations.

## Personal experiences that help:

Personal experiences that help in domiciliary care include caring for elderly or disabled family members, which provides practical insights and empathy. Life skills gained from managing a household, such as cooking, cleaning, and organizing, are directly applicable. Additionally, empathy and emotional intelligence are crucial for understanding and managing emotions, both your own and others', to provide compassionate care.

**“Working in domiciliary care in the UK involves providing essential support to individuals in their own homes. This role is crucial for helping elderly people, those with disabilities, or individuals recovering from illness to maintain their independence and quality of life.”**



# Frequently asked questions

## What is domiciliary care?

Domiciliary care refers to support services provided to individuals in their own homes, helping them with daily activities and personal care.

## What do domiciliary care workers do?

They assist clients with personal care, meal preparation, medication management, companionship, and housekeeping tasks.

## Who do domiciliary care workers typically care for?

They often care for elderly individuals, people with disabilities, and those recovering from illness or surgery.

## What qualifications do I need to become a domiciliary care worker?

Formal qualifications are not necessary. There are options for you to complete qualifications whilst in your role.

## Is there any specific training required?

Yes, most employers provide training in areas such as health and safety, safeguarding, manual handling, and first aid.

## Do I need a background check?

Yes, a Disclosure and Barring Service (DBS) check is typically required to ensure the safety of vulnerable individuals. If you are worried about anything that may show during these checks, please let us know as we can complete a risk assessment.

## Are there any certifications I should pursue?

Certifications in Health and Social Care, such as NVQs or diplomas, can enhance your employability and knowledge. These are often funded.

## What is the typical work schedule for a domiciliary care worker?

Schedules can vary; many workers have flexible hours, including early mornings, evenings, weekends, and holidays. You would confirm your availability during the interview process.

## Do domiciliary care workers work alone or in teams?

They usually work alone, providing one-on-one care, but may collaborate with other healthcare professionals and support staff.

## What are the working conditions like?

Workers travel to clients' homes, which can vary in environment. Physical demands may include lifting or moving clients although equipment will always be provided.

## What skills are important for a domiciliary care worker?

Key skills include communication, empathy, patience, organisation, problem-solving, and physical stamina.

## How important is emotional resilience in this role?

Very

## What is the typical salary for a domiciliary care worker?

Salaries vary by region and experience but typically range from minimum wage to around £12–£15 per hour in the UK. We pay £12.35 per hour between 8am–6pm Monday to Friday and £14.35 from 6pm–8am Monday to Friday and weekends.





### **Are there opportunities for career advancement?**

Yes, experienced workers can advance to senior roles, management positions, or specialised areas like dementia care or palliative care. Support and training will be provided.

### **Can I work part-time or on a flexible basis?**

Yes, we offer part-time positions and flexible working hours to accommodate workers' needs.

### **What are the benefits of being a domiciliary care worker?**

Benefits include job satisfaction from helping others, flexible hours, and opportunities for personal and professional growth.

### **What are some challenges faced by domiciliary care workers?**

Challenges can include emotional strain, unpredictable work hours, travel requirements, and dealing with difficult clients or families.

### **What should I expect during the interview process?**

Expect questions about your experience, skills, scenarios to assess your problem-solving abilities, and discussions about your motivations for the role.

### **What are the long-term prospects for this career?**

The demand for domiciliary care workers is expected to grow due to an aging population and a greater emphasis on home-based care. This offers stable job prospects and opportunities for growth within the field.

### **How can I maintain a healthy work-life balance as a domiciliary care worker?**

Set clear boundaries regarding your working hours, practice self-care, and utilise any support systems available through your employer or professional organisations.

### **Are there resources for mental health support for care workers?**

We offer an employment assistance program and have trained mental health first aiders. We also provide many opportunities to speak to your manager and raise any concerns that you may have.

### **How do I know if I am suited for a career in domiciliary care?**

Reflect on your motivations for helping others, your ability to handle stress and emotional challenges, and your desire to work in a physically demanding environment. Volunteering or shadowing a care worker can also provide insight into the role.

### **What kind of support can I expect from my employer?**

Employers typically provide training, supervision, and resources to help you succeed in your role. They may also offer mentorship and opportunities for professional development.

### **What are the ethical responsibilities of a domiciliary care worker?**

Care workers must respect clients' dignity, privacy, and rights, maintain confidentiality, and provide care that is in the client's best interest, adhering to professional and ethical standards.



**No experience needed. Just bring your heart. Call today.**

**01223 882681**

# Training and progression

Once you have received your job offer we will assess your experience and any previous training that you've had and will build your induction around that. We offer a bespoke induction, suited to your needs. Your induction will start with Laura our training manager and then you will complete some shadowing with one of our carers. We will continue to offer you a range of eLearning modules and in-house training. During your job chats we will always check in with you around your training needs to ensure that you are confident in your role.

***"I wanted to thank you and all the team at Future Care Solutions again for supporting my mum with such care and attention."***

There are numerous training opportunities available for individuals working in the adult social care sector in the UK. Here are some key options:

## **In-House Training:**

Laura offers a number of in-house training sessions which can be either face to face or offered via Zoom. We will also offer training as topics arise or if during your job chats you would like to explore a topic more in depth we can support that.

## **Professional Qualifications:**

### **NVQs and Diplomas:**

National Vocational Qualifications (NVQs): These are work-based awards in the UK that are achieved through assessment and training. NVQs are available at various levels, from Level 1 (entry level) to Level 5 (senior management).

Diplomas in Health and Social Care: These qualifications are designed to provide practical skills and knowledge needed for a career in health and social care. They cover areas such as patient care, support services, and healthcare administration.

### **Apprenticeships:**

Earn While You Learn: Apprenticeships offer a combination of on-the-job training and classroom learning. They allow you to gain practical experience while earning a salary.

Qualifications: Apprenticeships can lead to nationally recognized qualifications, such as NVQs, diplomas, or even degrees, depending on the level of the apprenticeship.

These qualifications and training opportunities are excellent for building a career in health and social care, providing both theoretical knowledge and practical experience.



# Why join us?

Home care is your chance to make a real difference supporting people in their own homes with compassion, dignity, and respect.

## What You'll Do

It's not just personal care. Simple tasks like meals, shopping, appointments, home help, or pet care can mean the world. You'll offer support where it really matters.

**We will value your contribution, support your growth, and welcome you into a trusted, professional team.**

## All that we're looking for

- A full UK driving licence and car
- The right to work in England

but most of all

- **Empathy**
- **Integrity**
- **Respect**



# What's next?

Our first step is to have a call with you to tell you all about us and learn a little about you.

You will be invited to an interview at a time that suits you at our office in Fulbourn. During your interview, we will ask you a few questions about your work and personal experience.

Once we have made an offer, we will ask you to complete the application form, a questionnaire, and book in your training.

Laura will look at your experience and will design your induction plan to suit your needs.

During your induction, your shadowing will be arranged so you can see what we do. You will attend shadowing shifts with one of our fabulous carers and meet some of our clients.

Once your DBS is through and your induction and shadowing is completed, then you can get started.

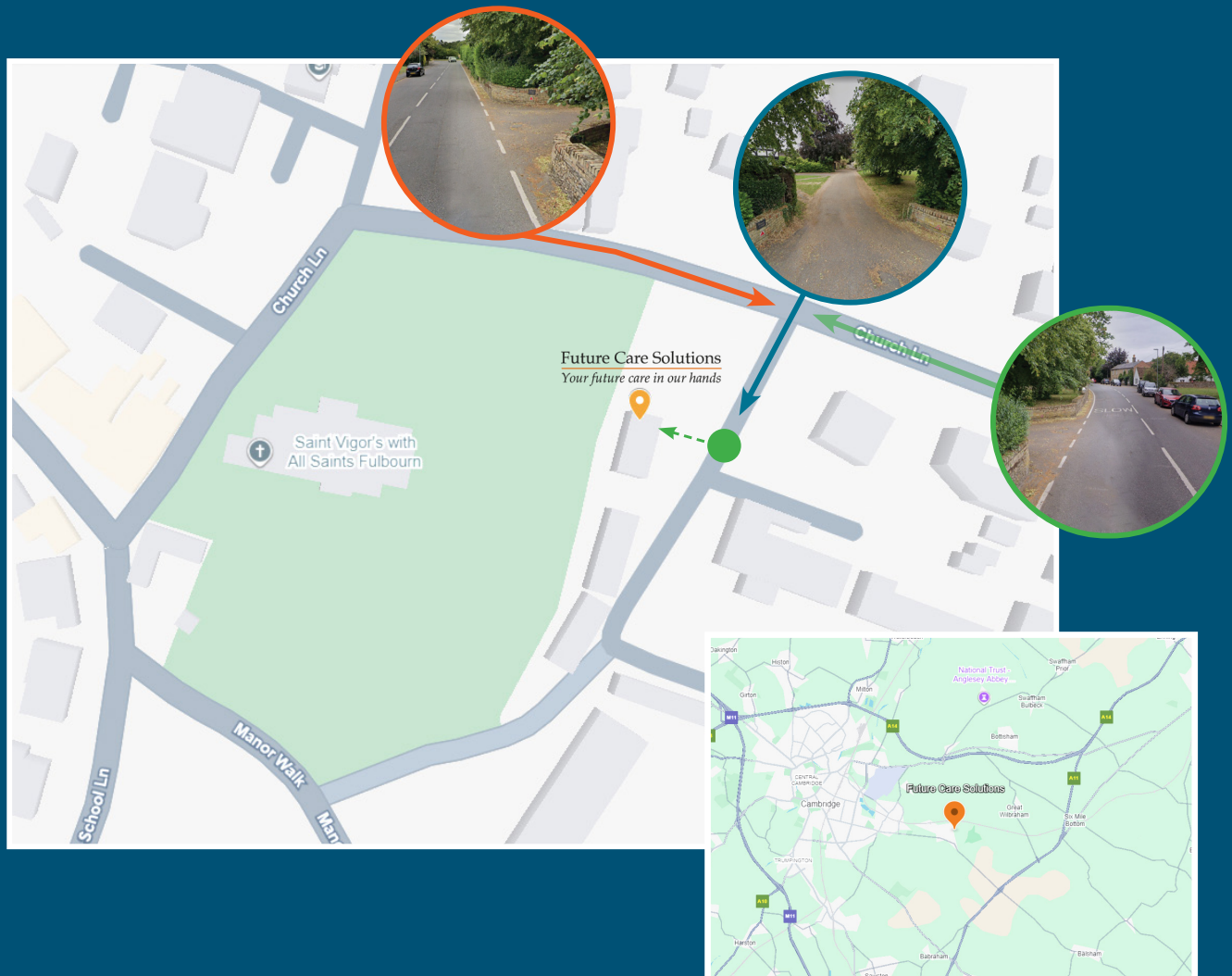


Ready to build a rewarding career in care? We'd love to hear from you.

**01223 882681**



# How to find us



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