

SERVICE USER GUIDE

Terms and conditions

Practical information for clients and families

Service hours

We provide 24-hour care with on-call support. Office hours are 9:00am to 5:00pm.

Cancellations

Please contact our office as soon as possible if care is no longer required. Cancellations within 48 hours may incur normal charges.

Termination of services

14 days' notice is required to end your care contract. Less than 14 days' notice may incur charges equivalent to your usual care for that period.

Accepted payment methods

Personal Budgets

Direct Payments

Cheque

Private Income

Direct Debit

Local Authority

Your safety

If our staff are unable to enter your home, we will contact your next of kin and, where necessary, the relevant authorities.



Details of our registered provider

BWA Health & Care Services Ltd, trading as BlayCare

Registered office:

Rowan House
9 St James Court, Large Street
Derby, DE1 1BT
Tel: 01332 208811

Out of hours: 01332 208811

Email: info@bwahealth.com

Website: www.bwahealth.com

Office opening hours:

Monday to Friday, 9:00am to 5:00pm

Responsible Individual:

Yvonne Woodhouse

Qualifications:

Registered Nurse

Registered Midwife

MA Health & Society

LM Diploma in Management

CNAA Certificate in Teaching (FE)

Employer's Liability Insurance:

Details are available from our registered office.



HOME CARE YOU CAN TRUST



OUR COMMITMENT & VALUES

We enhance the physical, emotional, and overall well-being of every client through personalised care plans built around their individual needs.

Our staff are carefully selected, thoroughly trained, and supported to deliver compassionate care you can rely on.

We work closely with your existing healthcare and support network to make sure your care is joined up and nothing is missed.

- Flexible care when you need it: one-off visits, regular check-ins, or full-time live-in support
- Packages that adapt as your needs change

Serving homes across Derbyshire with trusted, personalised care since 2006.

Visit our website



SERVICES WE OFFER

Tailored just for you, and with over 20 years of experience, we know what great care looks like.

At BWA Health | BlayCare, we support all stages of life with services like: We collaborate with clients to create care plans that value dignity, choice, and independence.

- ✓ Personal Care
- ✓ Medication Support
- ✓ Alcohol & Drug Support
- ✓ Daily Routine Support
- ✓ Dementia Care
- ✓ Palliative Care
- ✓ Mental Health Support
- ✓ Companionship & more

Every care package is built around your individual needs. If you don't see what you're looking for, get in touch — we'll find the right solution together.

What our clients say

"Everyone at BWA is brilliant. They're always kind and easy to talk to. It's a lovely place with lovely people."



Kelly
BlayCare Client



Fully regulated by the CQC

Our home care services are registered with the Care Quality Commission, the independent health and social care regulator. This means your care is checked to be safe, caring, effective, and well led. You can feel confident from your first enquiry onwards.

Inspected and rated

Good

