

# What We Do

Practical support. Genuine care.  
**Stronger together.**



## Everyday Skills

Build confidence and learn life skills for greater independence at home, at work and in the community.



## Work & Career Support

Explore your strengths, find opportunities and get the support you need to succeed.



## Living Well

Support with daily routines, wellbeing and safe, comfortable living—your way.



## Community Connections

Make friends, join activities and be part of a welcoming, inclusive community.



“ At BlayCare, we believe everyone has the right to live a meaningful life, feel valued, and reach their full potential.

*We're here for you—every step of the way*

# Our Purpose

We provide personalised support that empowers young people with disabilities to build confidence, make choices and create the life they want.

## What Makes Us Different

- ✔ Support that's tailored to you
- ✔ A team that listens, cares and believes in you
- ✔ Opportunities to learn, grow and belong
- ✔ Focus on your goals, your way
- ✔ A safe, respectful and inclusive environment



## Get In Touch

- (01332) 208811
- [info@bwahealth.com](mailto:info@bwahealth.com)
- [www.bwahealth.com](http://www.bwahealth.com)
- Rowan House, 9 St. James Court  
Friar Gate, Derby, DE1 1BT

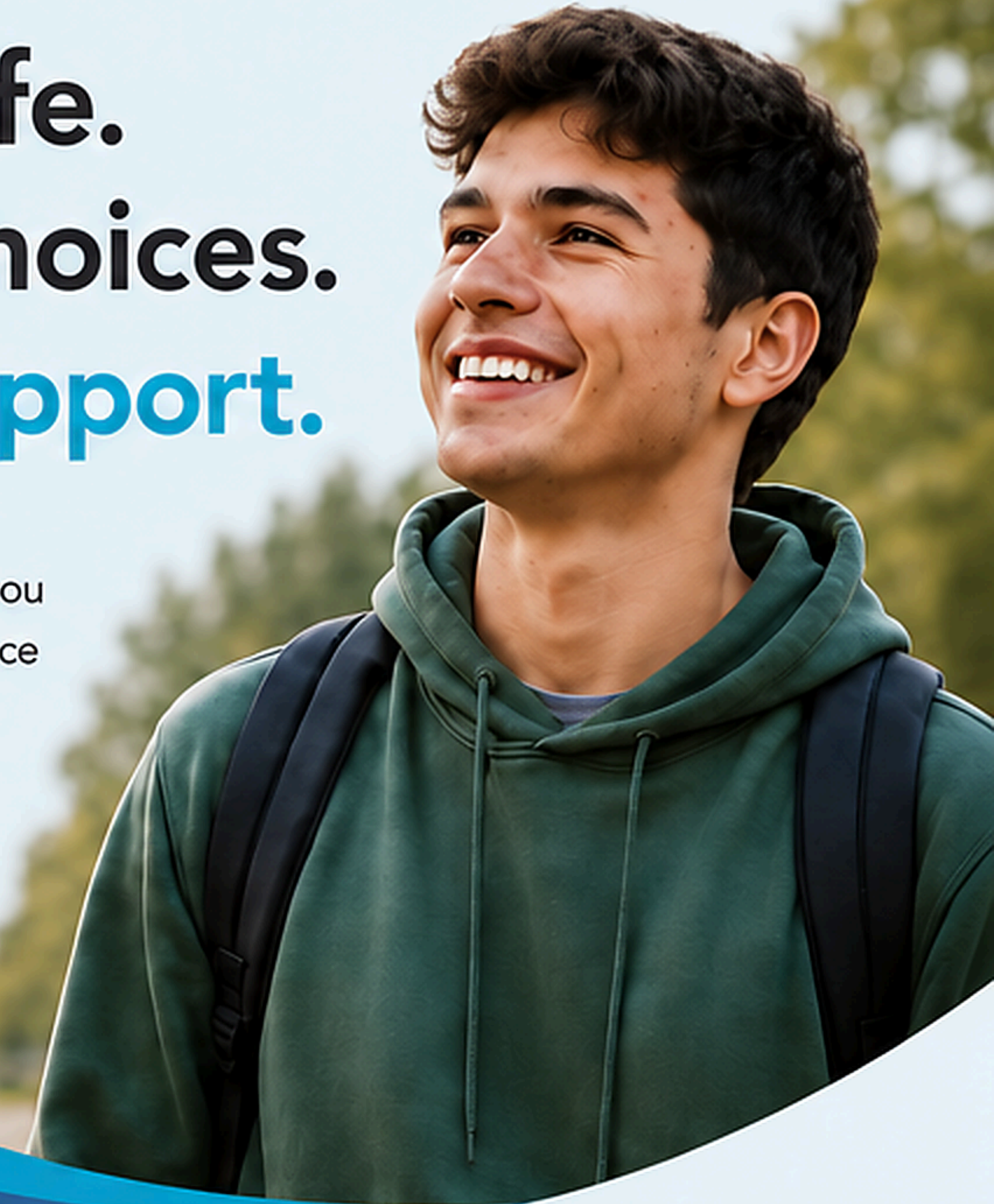


*Scan to learn  
more about us!*



# Your life. Your choices. Our support.

We're here to help you build skills, confidence and connections so you can live life on your terms.



## We support goals that matter to you



### Build Confidence

Develop skills and self-belief.



### Live Independently

Make choices and manage everyday life your way.



### Be Connected

Build friendships and be part of your community.



### Achieve Your Goals

Set goals and work towards the future you want.

*You're capable. You're not alone. You matter.*

# 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](mailto:info@bwahealth.com)

**Website:** [www.bwahealth.com](http://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.