

Regulated by



Service Range:

- Supported Living
- Domiciliary Care
- Under and over 65 Adult Care
- 0-18 children care
- Learning Disabilities
- Dementia Care
- 92% Placement Stability
- Response- within 24hrs

**PETRICHOR
HEALTHCARE
PROVISIONS LTD**



"Care beyond compare - for every age, every stage"

Contact: services@petrichorltd.co.uk 24/7 Support: +44 7521 480254



THE CHALLENGE

For Them, and For You.

Every **care decision** is a pivotal moment in a person's life. For them, it's about stability and dignity. For you—**their family** or **care professional**—it's about making a choice you can trust.

As someone who has experienced the pressures of emergency calls and complex needs, you know better than anyone that **when care fails**, it doesn't just disrupt budgets and timelines; it disrupts a human life.

At Petrichor, we build care solutions that last by putting the person first.

Our approach is founded on one measure of success: the **individual's well-being**. Through tailored home support and carefully matched placements, we deliver consistent, sustainable care solutions that place people at the centre of practice and uphold trust at every level.

WHO WE ARE

Petrichor Healthcare Provisions Ltd is a CQC-registered provider delivering personalised support for adults, young people, and children.

Our strength lies in our people: a leadership team whose combined professional experience spans the **NHS, local authorities**, and independent health and social-care organisations.

These experiences are the foundation of Petrichor's culture of **stability, safety, and progress**.

"Together, we bring decades of collective knowledge in clinical governance, mental-health nursing, public health, residential childcare, and community coordination."

OUR STATEMENT OF PURPOSE

To deliver Care Beyond Compare – person-centred care that protects dignity, promotes independence, and achieves measurable outcomes across every age and stage of life.

Our regulated activity is Personal Care – provided across supported living, and domiciliary settings.

We operate in accordance with the **Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, CQC's Key Lines of Enquiry (Safe, Effective, Caring, Responsive and Well-Led)**, and the **NICE Quality Standards** relevant to adult, children's, and community care.



OUR CORE VALUES

Compassion

We care deeply about our service users and their families, showing kindness and empathy in everything we do

Respect

We honor the dignity, privacy and individuality of every person we serve.

Integrity

We uphold honesty, transparency, and ethical practices in all our services

Excellence

We strive for the highest standard in care through ongoing training and innovation.

Teamwork

We work collaboratively with clients, families and healthcare professionals to deliver comprehensive care



Domiciliary Care

- Assistance with washing, dressing, and grooming
- Medication prompting and monitoring as prescribed
- Meal preparation and nutritional support
- Support with safe mobility and transfer
- Companionship and emotional reassurance
- Daily routines that promote comfort, safety, and dignity



Adult Care Services

- Personal hygiene and continence care
- Assistance with mobility and exercise routines
- Nutrition, hydration, and meal planning
- Medication administration support
- Companionship and emotional wellbeing monitoring
- Regular communication with families and professionals



Children Care Services

- Assistance with personal hygiene and daily routines
- Support with homework, recreation, and structured activities
- Encouragement of independence and social interaction
- Emotional support and positive behaviour guidance
- Close collaboration with families, schools, and local authorities





SPECIALISED CARE FOR SPECIFIC NEEDS



Learning Disabilities & Autism

- Support with hygiene, dressing, and daily living skills
- Gentle prompting and communication support
- Positive behaviour reinforcement and structure
- Mealtime and medication assistance
- Encouragement of independence in home and community settings

Dementia Care

- Assistance with personal hygiene, dressing, and grooming
- Safe mobility and falls prevention support
- Meal preparation and nutritional monitoring
- Medication prompting and administration as prescribed
- Emotional reassurance and memory-supportive conversation
- Establishing calm, familiar routines to reduce anxiety
- Guidance and respite support for families and carers



Safe, Supportive Living Environments

We currently manage a portfolio of over 30 properties across London, Essex, Leicester, Birmingham, and Hertfordshire.

- Individual Flats: For young people requiring 1:1 up to 3:1 support
- Shared Houses: For 1:1, 2:1 and 3:1 support arrangements
- Serviced apartments
- Transitional Units: For step-down to full independence



All Accommodation include

-  Fully furnished and equipped living spaces
-  24/7 staff presence or on-call support
-  Safe, secure environments with appropriate risk management
-  Community locations with good transport links
-  Access to local amenities, education, and healthcare



**Specialised Features:

Sensory-Friendly Spaces: For young people with autism and sensory needs
Secure Environments: For those requiring additional safety measures
Skills Development Areas: Kitchens and living spaces for independence training



OUR CARE GIVERS

We carefully select and train our staff to ensure they possess the skills, compassion and dedication needed to provide exceptional care.

We have reliable: Care managers, Care Coordinators Health care assistants, Mental Health Nurses, LD Nurses, Support workers available on a 24/7 basis.

TRAINING AND DEVELOPMENT

- ✓ 148+ documented policies covering care, safeguarding, health & safety
- ✓ 216+ CPD-accredited training modules
- ✓ Continuous audits and quality-assurance reviews

PREVIOUS PARTNERSHIPS

Local Authority Partnerships

- Enfield
- Haringey
- Hertfordshire
- Lincolnshire
- Redbridge
- Leicester

NHS Collaborations

- Whittington Health NHS Trust
- North Central London TB Service
- North East London ICB
- NHS Shared Business Services

Through these collaborations, our leadership team has contributed to successful hospital-discharge initiatives, reduced delayed transfers of care, and improved placement matching across boroughs.

PROCESS & OUTCOMES

A seamless, person-centred pathway – designed for stability, safety, and success.

Rapid Review (24 hours)

We aim to respond to referrals within one working day. Our team assesses capacity, risk, and compatibility, ensuring transparent communication with commissioners and families.

STEP 1.



Strategic Matching (24 hours)

We aim to match each person to the most suitable property, staff team, and peer group. Compatibility checks reduce disruption and promote placement stability.

STEP 2.



Supported Transition (Ongoing)

Smooth transitions are achieved through gradual introductions, structured handovers, and open collaboration between all agencies involved.

Ongoing monitoring continues through daily reports and monthly reviews, ensuring consistent progress and wellbeing.

STEP 3.





SAFEGUARDING & QUALITY

Our Promise:

At Petrichor Healthcare, every person's safety and wellbeing are our highest priorities. We uphold the strictest safeguarding standards through:

Safeguarding Measures:

- Enhanced DBS checks for all staff
- Comprehensive safer recruitment and vetting procedures
- Ongoing safeguarding training and professional updates
- Clear, responsive reporting pathways for any concerns
- Close collaboration with local safeguarding boards and agencies

Our culture of accountability ensures that every action we take is rooted in protection and trust.

Quality Monitoring

Daily: Staff supervision • Care plan implementation • Health and safety checks • Wellbeing assessments

Regular Reviews: Weekly care plan updates • Monthly progress assessments • Quarterly comprehensive reviews • Annual service evaluations

Through this framework, we maintain the highest levels of safety, transparency, and quality assurance — ensuring care you can trust



How to Make a Referral – All Services

What We Need:

- Current assessment and care plan
- Risk assessments and safety plans
- Health and social care history
- Existing professional network details
- Confirmed funding arrangements



GENERAL PROFESSIONAL REFERRALS:

Email: placements@petrichorltd.co.uk

PHONE: 020 8374 7820, +44 7521 480254

Hours: Monday-Friday, 9am-5pm

GENERAL INFORMATION:

Email: services@petrichorltd.co.uk

Website: <https://petrichorltd.co.uk/>

Service Location: 37 Woodlands Road London, N9 8RP

24/7 EMERGENCY SUPPORT:

24hrs Emergency Line: +44 7521 480254

For all current placements and urgent matters



**SCAN TO VISIT OUR
WEBSITE**



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CQC Registered • Professionally Qualified • Locally Focused
Company Registration: 12718653 | CQC Provider ID: 1-11967557958