

Inspected and rated Good CareQuality Commission

Rated Good by the Care Quality Commission

Good in all five key questions · CQC report, June 2026

DEMENTIA CARE · NORTH & CENTRAL LONDON

Dementia Care at Home

Familiar surroundings, thoughtful support.

Support from regular, carefully matched carers who take time to know the person — their history, their routines and the small things that help a day go well.

Helping life at home stay familiar.

Dementia affects everyone differently. Good support starts with understanding the person — their routines, relationships, interests and the things that help them feel comfortable and secure.

Our carers give practical help while protecting independence and choice. Support can range from regular visits to larger packages, overnight care or live-in care, subject to assessment and availability.



Who it may help

- People living with dementia who want to remain at home
- Someone whose routines have started to feel harder to manage
- Families who would like a familiar person to share the care
- Relatives who live further away and want reassurance
- Family carers who need regular time for themselves

GOOD TO KNOW

The person always comes first

We support people to keep doing what they enjoy and can still do, and we follow their lead. Good care is about helping someone live well, on their own terms.

The main benefits

Familiar routines

Established habits and preferences keep each day more predictable.

Familiar faces

A small, regular team who understand how the person communicates.

Own surroundings

Home, belongings and neighbourhood stay part of everyday life.

HOW HEDGEROW MAKES A DIFFERENCE

Support built around the person, not a checklist.

Before care begins, we spend time learning about the person's life story, preferences and daily rhythms — and write these into their personalised care plan.

Personal care

Respectful help with washing, dressing, continence and mobility, where it's wanted.

Daily activities

Meals, shopping, appointments and getting out and about safely.

Meaningful engagement

Music, photographs, hobbies and conversation — time together, not just tasks.

Communication & reassurance

A calm, patient approach that follows the person's pace.

Medication support

Provided in line with the person's care plan and assessed needs.

Adapting as needs change

Regular reviews so support changes as circumstances develop.

01

Continuity of care

CQC found that people were supported by the same regular staff. We aim to keep a small, familiar team around each person.

02

Supporting families

We listen to what you know, keep you involved and, with permission, share care notes through the Birdie family app.

03

Local oversight

Managers in our NW8 office review care plans with you and remain your point of contact.

Working alongside others

We don't diagnose or treat dementia. Where appropriate, and with consent, we work alongside the GP, community nurses and other professionals involved in the person's care.

- Sharing observations about changes we notice
- Supporting appointments where it is part of the plan
- Following guidance agreed with health professionals
- Updating the care plan when advice changes



TAKING THE NEXT STEP

Let's talk about what would help.

Whether you're planning ahead or need support soon, we'll talk through what's happening and explain the options — at a pace that suits you.

Step 1

Talk to us

Tell us what's happening, what might help and any worries you have.

Step 2

Free assessment

We visit to understand needs, routines, risks and what matters most.

Step 3

Care plan & matching

We agree a personalised plan and introduce suitable carers.

Step 4

Care begins

Support starts, and we review it with you as needs develop.

ARRANGE A FREE CARE ASSESSMENT

020 3876 7833

hedgerowhomecare.com/dementia-care-north-london

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Care assessments are free and carry no obligation. All care is subject to assessment and availability. Our telephone line connects to an out-of-hours on-call team; the office itself is not staffed around the clock.