

Inspected and rated

Good



Bringing care back home

An introduction to our services

☎ 020 3876 7833

www.hedgerowhomecare.com

 **Hedgerow
Homecare**



An introduction to our care

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Care in your own home.
With people who take the time to know you.

Welcome to Hedgerow:

A letter from our Registered Care Manager

Thank you for thinking of us.

At Hedgerow Homecare, we share a simple belief: most people are happiest at home, among their own things, their own routines and the neighbours they know. With the right help, staying there is very often possible.

Our job is to make that help feel personal. We take time to understand the person first - their habits, their history, what a good day looks like - and then plan care around them, not around a rota. We introduce carers thoughtfully and work hard to keep the same familiar faces visiting.

We are independent and locally managed. When you call, you speak to our local team on Park Road, the same people who assess, plan and oversee your care. That closeness is what allows us to notice when something changes and to respond.

This brochure explains how we can help and what happens after your first call. If anything raises a question, please pick up the phone. We would be glad to talk it through.



Cameron Donaldson

Registered Care Manager & Director
Hedgerow Homecare

As we grow, our commitment stays the same: personal care, familiar faces and a local team you can reach.



The difference is in the relationships

We are an independent provider, not a franchise or a national chain. Good care depends on trust, and trust grows when the same people turn up, know the routine and notice when something has changed.

01 Local and independent

Our office team is based in NW8. Decisions about your care are made by people a few miles from your door.

02 Carefully matched carers

We consider personality, routine and preferences, and where possible you can meet carers before deciding who suits you.

03 Managers you can reach

You speak directly to the local team who assess, plan and review your care - not a national call centre.

04 Families kept informed

Private clients and authorised relatives can view rotas, visit information and care notes through the Birdie app.

05 Rated Good by CQC

Good overall and in all five key questions, following the Care Quality Commission's June 2026 assessment.

06 Someone always on call

Outside office hours our number is forwarded to an on-call member of the team, so you can always reach us by phone.



Visiting care: help that fits around your day

From a visit each morning to several calls through the day, visiting care gives you a hand with the things that have become harder - so you can carry on living your own way. Visits are agreed in your care plan and reviewed as your needs change.

Personal care

Discreet help with washing, dressing, continence and getting ready for the day.

Medication support

Prompts or support as set out in your care plan, plus prescription collection.

Around the home

Light housework, laundry, changing beds and keeping things the way you like them.

Meals

Shopping, cooking favourite dishes and help with eating and drinking well.

Companionship

Conversation, hobbies and company - someone to share part of the day with.

Out and about

Walks, errands, appointments and visits to friends or favourite places.

Your routines. Your favourite things. Your own way of living.

Live-in care:

The comfort of home, with someone by your side

A dedicated carer lives in your home and supports you day to day - from getting up in the morning to settling down at night. Because they are there, meals, conversation, a walk to the shops or company in the evening can happen when you want them.

One familiar carer

Continuity day after day, with someone who gets to know your habits, history and preferences.

Matched with care

We choose carers whose skills and personality suit you and, where possible, you can meet them first.

Planned relief cover

Your carer's weekly breaks and leave are planned in advance and covered by a briefed relief carer.

Support for couples

Live-in care can help couples stay together at home, with care planned around both people's needs.

Good to know

Live-in care is not the same as 24-hour waking care. A live-in carer needs proper sleep and breaks. If someone needs help most nights, or someone awake throughout, we will discuss options such as waking night care or a second carer.



Support for every stage of life at home

Many people combine services - regular visits with overnight help, for example. We care for adults of all ages and will help you work out what fits.



Dementia care

Patient support built around familiar routines, faces and surroundings.

Overnight care

Sleeping or waking nights, for safety and peace of mind until morning.

Parkinson's care

Support that adapts to changing mobility, routines and energy levels.

End-of-life and palliative care

Calm, dignified support at home for the person and those close to them.

Companionship

A friendly, familiar face for conversation, hobbies, outings and appointments.

Respite care

Short-term cover so family carers can rest, travel or recover.

Disability care

Personalised support for adults with physical or learning disabilities.

Elderly care

Everyday help with personal care, meals and routines, so home stays home.

The people behind your care

Get to know us by name.



Cameron Donaldson

Registered Care Manager
and Director



Johnny Donaldson

Director - Operations, Marketing
& Business Development



Jéda Ramsey-Moore

Assistant Care Manager



Sara Argentini

Recruitment and Office Manager



Emma Bowden

Care Coordinator



Victor Bello

Field Care Supervisor

Trained in person, supported every day

Recruited with care. Interviews, references and background checks.

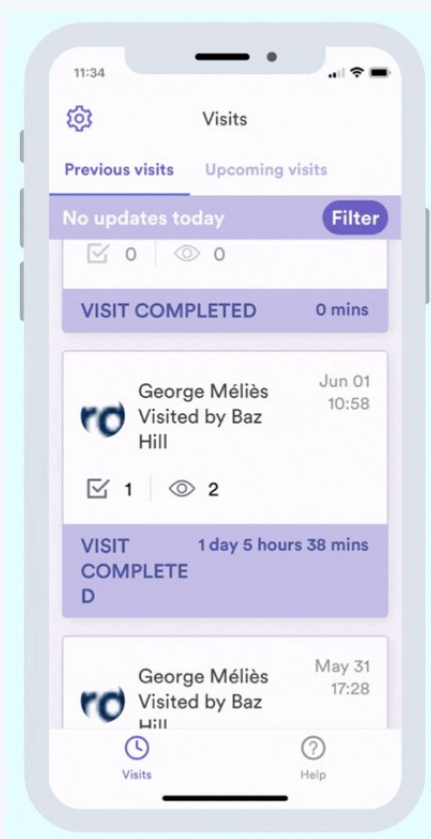
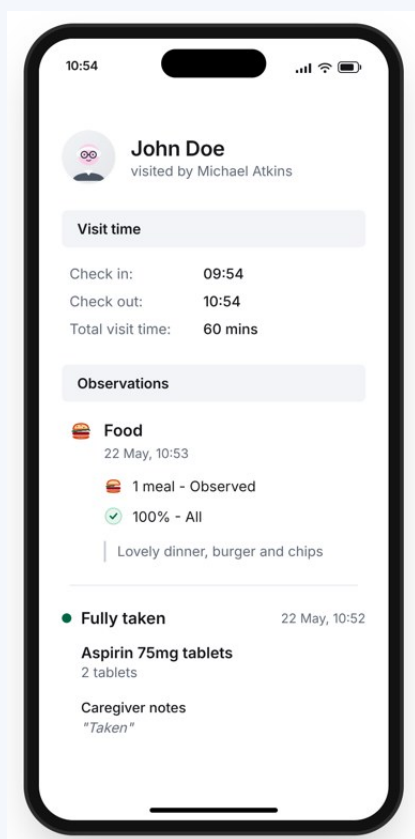
Practical training. Face-to-face skills training and competency checks.

Never on their own. Office and field support, spot checks and regular supervision.

Stay connected to your loved one's care, wherever you are.

The Birdie Care Circle app - keeping families informed

Private clients and authorised family members can use Birdie's free family app to follow agreed care. It is a reassuring way to feel involved, whether you live nearby or further away.



**More connection.
More
reassurance.**

Free family access
on iPhone and Android

Know who is visiting and when

View upcoming visits for the next seven days, with planned start times and the carer allocated.

See the care recorded

Read recorded visits, care notes, completed tasks and shared observations about wellbeing and medication support.

Stay informed and involved

Feel closer to their day, even when you cannot be there in person. Our team will help you get started.

Access is read-only, with client consent or appropriate legal authority and enabled sharing. Updates appear once records sync. To ask questions or change care arrangements, contact our team directly.

Care Quality Commission review

Independently rated Good

The Care Quality Commission is the independent regulator of health and adult social care in England. Following its assessment on 3-8 June 2026, CQC rated Hedgerow Homecare Good overall and in all five key questions.



Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well-led	Good

What CQC found

Familiar faces, reliable care

People were supported by the same regular care workers. Staff arrived on time and followed care plans.

“The care worker is kind and gentle.”

Feedback recorded by CQC

Care shaped around you

Needs and choices were assessed before care began, and plans were reviewed as circumstances changed.

“Care workers are amazing and professional”

Feedback recorded by CQC

A supported, capable team

Recruitment, induction, training and competency checks were in place. Clients had regular contact with managers.

“We are lucky to have them”

Feedback recorded by CQC

People involved in their care

People and their relatives were involved in care decisions and could speak with managers when needed.



From first call to familiar faces

There is no obligation to arrange care after your enquiry or assessment. We will be clear about when care can begin, which depends on your assessment and on finding the right carer.

- 1 A first conversation**
Call or write to us. Tell us what is happening and what would help.
- 2 A free assessment**
A manager visits you at home to understand needs, routines and preferences.
- 3 Your care plan**
We agree the support, visit times and details with you, plus a clear written quote.
- 4 Matching your carer**
We choose carers to suit you and, where possible, arrange an introduction first.
- 5 Care begins**
We check in during the first days to make sure everything feels right.
- 6 Ongoing support**
Regular reviews, spot checks and changes to your plan whenever needs change.

A day with Hedgerow

An example only. Your care plan sets out agreed visits and activities; a visiting carer is not present throughout the day.



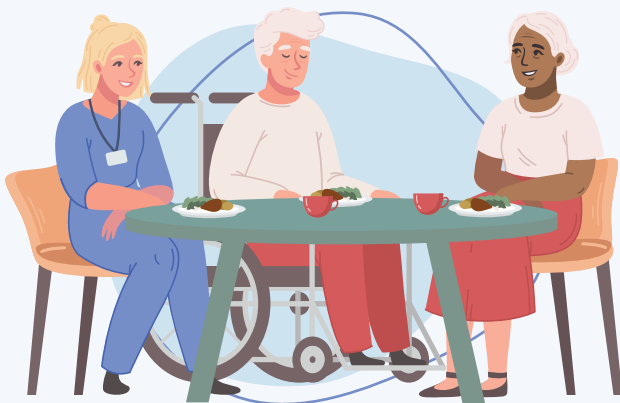
1

A gentle start. Help getting up, washed and dressed, then breakfast the way you like it.



2

Time for breakfast and a chat, with support for morning medication as agreed in your care plan.



3

Out and about. A walk, the shops, an appointment or lunch in your favourite local café.

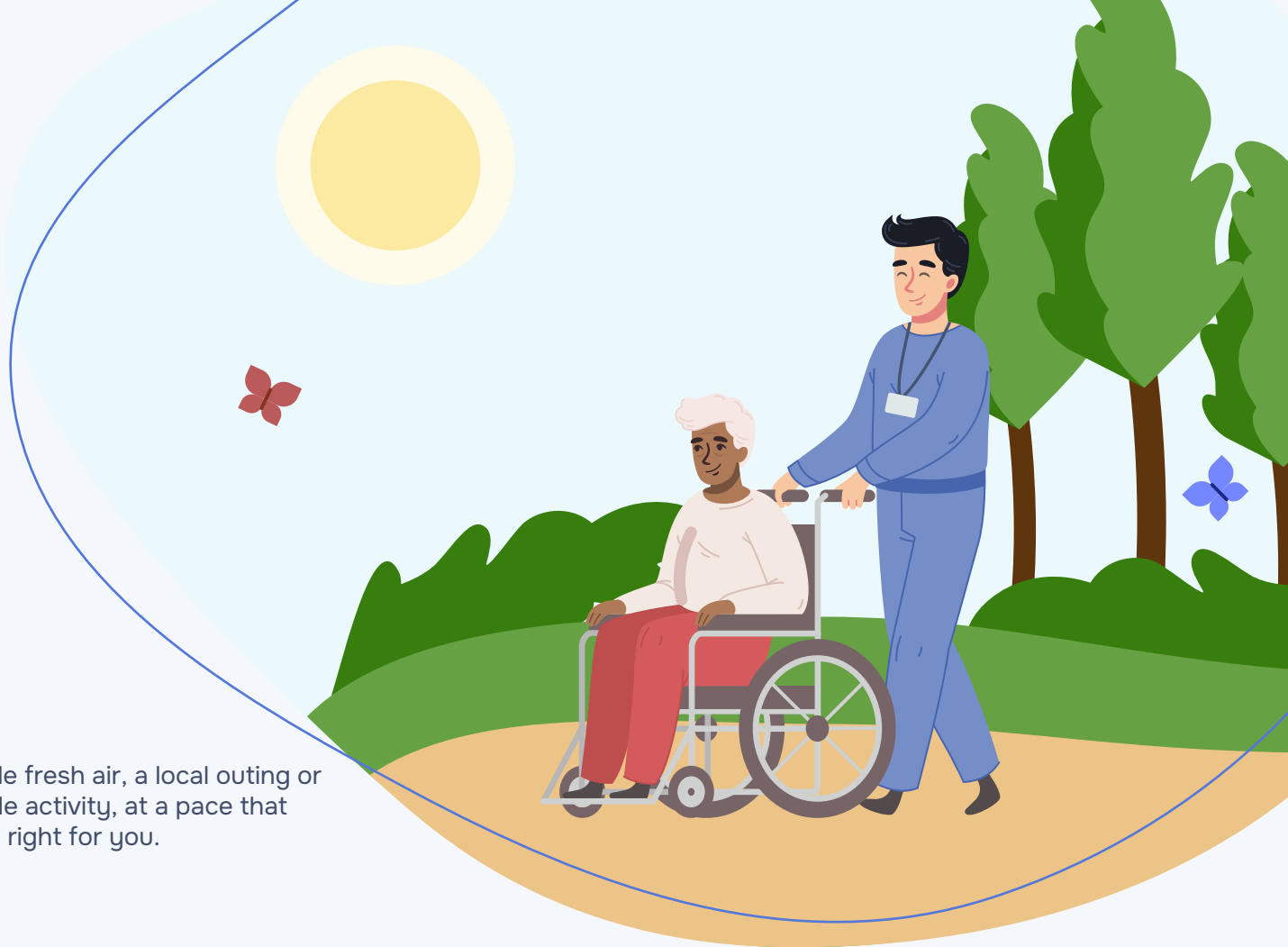


4

Time for the things you enjoy: the paper, a jigsaw or a favourite programme, while a little housework gets done.

5

A little fresh air, a local outing or gentle activity, at a pace that feels right for you.



6

Winding down. Dinner, a phone call with family, and help getting ready for bed.



7

Settled and safe. Overnight support can be arranged if needed; live-in carers need proper sleep and breaks.





Bringing care back home

Let's talk about what would help.

Arrange your free, no-obligation care assessment.

Hedgerow Homecare Ltd

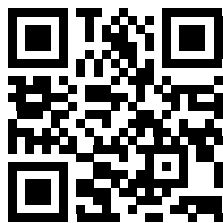
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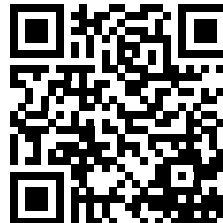
24/7 telephone support

Our local office team answers during office hours.
Outside those hours, calls forward to our on-call team.



Visit our website

Explore care and get in touch



Read our CQC report

Independently rated Good

Serving North & Central London

Camden · Islington · Barnet · Haringey · Hackney · Enfield

Hedgerow Homecare Ltd · Registered in England and Wales · Company no. 09548295

Registered office: Office 4, Second Floor, Park Lorne, 111 Park Road, London NW8 7JL