



Providing high-calibre support since 2001

## BESPOKE HOME CARE AND SUPPORT

Specialist support for children, young people, and adults with disabilities or additional needs since 2001.





Camilla, who inspired Snap Care's creation<sup>1</sup>

## NEW SERVICE PROVIDER DIVISION

Snap Care is proud to introduce our new Service Provider model—created for families and individuals who want a fully managed support service that offers more than just basic care. If you're seeking dependable, professional support for yourself or a loved one, we're here to help.

Our Service Provider model is a fully managed option where we take care of everything: recruitment, employment, training, and ongoing management of your support team. This complements our other services - the Full Recruitment and the Shortlist Service—so you can choose the right level of involvement for your circumstances.

With over 20 years' experience supporting individuals with complex needs, we understand how important it is to have the right team in place. This new option is currently available for clients in London, with plans to expand to other areas soon.



MD, Sally Britton enjoying a walk with Camilla

## Sally Britton, Managing Director

Sally Britton is the co-founder and Managing Director of Snap Care, alongside Andrew Knight, Camilla's father.

With a career in childcare and disability support beginning in 1983 and a BSc (Hons) in Psychology, Sally combines academic knowledge with extensive hands-on experience. Since launching Snap Care in 2001, she has led its development into a trusted name in specialist recruitment.

Sally is a regular speaker at conferences and training events, hosts the Snap Care webinars, and sits on the Communications & Events Committee of the Institute of Registered Case Managers (IRCM).

Outside of work, she enjoys playing table tennis, swimming, practising yoga, cycling, and tending to her wild garden.





Supporting all clients to maximise their opportunities

## BEYOND CARE: ENABLING POTENTIAL

We believe care should do more than meet basic needs—it should help you or your loved one live life as fully and independently as possible.

Our focus is on supporting rehabilitation, therapies, and meaningful participation in daily life. Whether dealing with complex healthcare needs, neurological conditions, acquired injuries, behavioural or SEMH needs, our skilled professionals bring experience, compassion, and commitment to every role.

Through our Service Provider model, we offer the same high-calibre of candidates that Snap Care has been known for since 2001, including:

- Professional Support Workers
- SEN Nannies/Mannies
- Personal Assistants (PAs)
- Rehabilitation Assistants
- Team Leaders
- Night Carers

Our experienced staff are passionate about helping people live fulfilling lives.



Client-focussed Support for all ages children to adults aged 65 years

## CLIENT-FOCUSED, BESPOKE SUPPORT

All our support staff have the relevant experience, receive ongoing, in-house training, and, just as importantly, are dedicated individuals, committed to making a difference. We carefully match candidates to each client based on needs, experience, and personality.

As a fully managed, client-focused service, we directly employ, train, and insure all staff. Our commitment to fair pay helps us attract and retain high-quality professionals.

Every person is unique, and so is our support. We start by learning about your individual needs, preferences, and goals. Then we carefully match the right support worker to fit your circumstances.

We work with children, young people, and adults up to the age of 65.



From Temp to Perm – Supporting Long-Term Stability

## A FLEXIBLE TEMP TO PERM OPTION

We know it's important to find the right fit, and sometimes that takes time. That's why we offer a temp-to-perm pathway.

This allows you to try working with a support worker through our fully managed service. If everything is working well, you can then employ them directly through our recruitment service.

Buyout fees:

- After 6 months: A buyout fee of £2,500.00 per candidate
- Between 3–6 months: A buyout fee of £4,000.00 per candidate

These fees are subject to VAT.

We believe directly employed candidates can bring greater stability, continuity and longevity to a placement, and we are pleased to facilitate this transition if, and when, the time is right.



Trusted Support Since 2001

## WHY CHOOSE SNAP CARE?

**Over Two Decades of Expertise:** Since 2001, we've supported clients with complex needs, always aiming for the highest standards. We have worked directly with clients and families, and clients supported by a case manager.

**Outstanding Support Starts with the Right People:** We source highly skilled professionals and manage their employment, compliance, and HR, so you can focus on what matters to you.

**Flexible, Bespoke Support:** Whether full-time, part-time, or rota-based care is required, we find the best fit for your needs, goals, and personality.

**Trusted Talent Pool:** Our new service provider division builds on decades of experience and a database of 40,000+ professional support workers, giving you access to skilled, trusted individuals from the start.

**Comprehensive Support for All Ages:** We support children, young people, and adults up to the age of 65 with disabilities or additional needs, offering tailored care every step of the way.





A simple process to get started

## Referral Process

We are currently able to offer support to clients in London who do not require personal care, while our registration with the Care Quality Commission (CQC) is being processed.

1. **Initial Discussion:** Either you or your case manager (if you have one) can speak with a member of the Snap Care team to talk through your support needs. We'll then send out a welcome pack that includes estimated costs.
2. **Referral Form** – Complete a short online form confirming your key information and agreement to our terms.
3. **Assessment** – One of our experienced team members will visit you to carry out a full assessment and understand the type of person who will best meet your needs.
4. **Proposal and Costs** – You'll receive a clear proposal and full breakdown of costs.
5. **Agreement to Proceed** – Once you're happy, we'll ask for a signed agreement from you (or your representative) and, if different, the fee payer.





Every Detail Matters for a Bespoke Service

## RECRUITMENT & ONBOARDING PROCESS

Once you've decided to go ahead:

- We develop a bespoke support plan tailored to your needs and long-term goals.
- You'll receive shortlisted candidate profiles—including their experience, qualifications, driving status, spoken languages, and interests.
- We arrange a meet and greet, either face-to-face or online.
- We ensure all training is completed and relevant to your specific support needs before the first shift begins.

Every detail matters in creating a support plan that works for you.



# COMMUNICATION

Strengthening relationships & achieving a shared objective

## Ongoing Communication and Collaboration

We will keep in regular contact with you and your support team to ensure everything is running smoothly and any adjustments can be made quickly if needed.

We also coordinate with other professionals involved in your care—such as case managers, physiotherapists, speech & language therapists, occupational therapists, and neuropsychologists—for a joined-up approach.

Care Records – Through the secure OPENPASS app, you, your family, and authorised individuals can access real-time care records at any time.

Get in Touch: You can reach us at [info@snapcare.co.uk](mailto:info@snapcare.co.uk), 020 7729 2200 Monday to Thursday, 9.00 AM to 5.30 PM, Fridays, 9.00 AM to 4.00 PM, plus a designated out-of-office hours line.

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More Than Care—Specialist Support That Makes a Difference

## Support Staff Rates

### Specialist Support That Goes Beyond Basic Care

We don't just offer care—we offer specialist support that empowers people to reach their potential. That includes help with therapies, rehabilitation, education, and life skills.

### Competitive Rates for Exceptional Support

We offer competitive hourly rates that reflect the experience and responsibilities of the role. This helps us attract and retain outstanding professionals and ensures you receive high-quality, consistent care.

Rates we pay vary depending on the role and individual client needs. To support informed decision-making, we provide clear guidance on typical experience levels associated with each wage bracket on our [Recommended Rates](#) page.





**FEES**

Clear Rates. Fair Pay. Better Outcomes

## Snap Care Fees

High-quality support requires fairly paid, experienced professionals. That's why our rates reflect the experience, dedication, and responsibility required in these roles. By valuing our staff appropriately, we foster long-term, reliable placements and ensure the best outcomes for clients.

### **Transparent and Role-Specific Rates**

We offer clear guidance on how rates correspond to experience and responsibilities. This helps you make informed decisions and feel confident about the service you're receiving.

**[Click here to download our Rate Sheet.](#)**



Let's talk!

## Contact us to discuss your needs

If you'd like to find out more, we'd love to hear from you.

**Call us on** 020 7729 2200

**Email us at** [info@snapcare.co.uk](mailto:info@snapcare.co.uk)

**Visit us at** [www.snapcare.co.uk](http://www.snapcare.co.uk)

Office Hours:

Monday–Thursday: 9:00 AM – 5:30 PM

Friday: 9:00 AM – 4:00 PM

We're here to support you.

