



*Established for you.
An independent life.*

ABOUT US

We established in 2019 to provide high quality care to individuals within their home, ensuring we enable you or your loved one to be as independent as possible within your requirements.

With over 30 years experience in just our management team we have a wide knowledge set to pass down to our amazing care team who also always strive to be the best they can be.

We provide your support in smaller designated staff teams , this gives you the opportunity to bond and form those important friendships and working relationships with your team. you also get our lovely photos so you can see who we all are including our Management and Admin team.

YOUR TEAMS:

Our Manager/ senior member of staff will come to visit to you at home (or in additional care settings if applicable) and discuss your needs and how you like to have things done

Our teams cover areas which are allocated according to their postcode, this enables staff to continue to deliver care even in severe weather and means they are not travelling cross country

Each staff member is introduced to you, so you have the chance to meet and greet your team within the first weeks of your care commencing. You also get their lovely photos on a sheet with all contact numbers and the times we attend so you know who they all are. Whilst we fully understand a persons preference on staff gender, we cannot guarantee male/ female only teams due to the nature of our work and the mixed gender of our clients.

you will get your own dedicated staff team to support you helping you form those friendships and bonds with your carers. We are an equal opportunity employer and employ staff from all gender, orientations, races, colours, LGBTQ+, ages and variabilities .

Our family app also helps provide you and your loved ones with access to care planning , additional information and the daily care provided by your team , this means your never left wondering

OUR TEAM

Each staff member is subjected to a formal interview, with FULL DBS checks including POVA, references – professional and character based , practical assessments (where needed) during interview, all before commencing training with us.

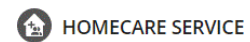
2 weeks initial induction followed by meeting with the management team to assess ability and how they as a person also feel in their new job role, we also like to check in with you too and get your views.

We provide full practical, theory and competency based training for all staff including specialised training to suit the needs of our clients and encourage progression from within the family,

We encourage our staff to embrace their diversity and have a wide range of ages, gender and ability within our team. we actively encourage equal opportunities within our team for all staff when allocating their groups. This includes male, female, non binary and LGBTQ+



We Were Inspected and rated by CQC in 2022 and received a rating of GOOD in ALL areas



Nova Care Yorkshire Ltd

● Overall: Good

Office 31 and 32, Titan Business Centre, Cleckheaton, BD19 5DN (01274) 866883
Provided and run by: [Nova Care Yorkshire Ltd](#)

Overview

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- [All inspection reports and timeline](#)
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Overview

Latest inspection: 25 July 2022 Report published: 26 August 2022
Latest review: 8 September 2022 ⓘ

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

OUR SYSTEMS

All of our care planning is now completed electronically using Log my care this can be accessed via the family app to provide you with that extra bit of reassurance your loved one is being well taken care of



We electronically track all our staff when providing care using our Atto App.



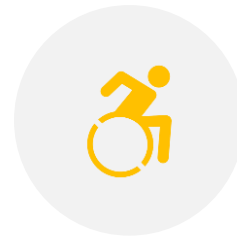
OUR SPECIALISMS



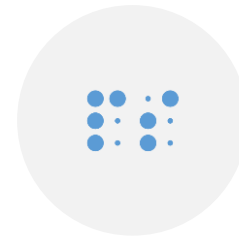
WE PROVIDE CARE FOR ADULTS 18-65 AND OVER, THIS INCLUDES DEMENTIA CARE (ALL STAGES AND TYPES), COMPLEX NEEDS/CHALLENGING BEHAVIOURS.



MENTAL HEALTH CONDITIONS,



PHYSICAL DISABILITIES



LEARNING DISABILITIES AND SENSORY IMPAIRMENTS.



PALLIATIVE AND END OF LIFE CARE

COST OF CARE- (PRIVATE FUNDERS)

We regularly review the costs of care across our locations, our pricing includes weekends, bank holidays, public holidays and does not change depending on the day of the year it is.

Price per Hour - £33.00 (correct as of Jan 2026)

Price per Half Hour - £16.50 (correct as of Jan 2026)

There are no hidden extras what your charged is all your charged , we add up the hours you have per month from the 29th of on month to the 28th of the next, these are then sent out to you via your chosen method of invoice – Email or Postal

You can pay via Cheque, BACS, card payment, Direct Debit or Cash (all cash receipts will be signed by a member of the office team only , we will arrange a day suitable to yourself to come and collect this – no cash is handled by our Care team.)

COST OF CARE — (LOCAL AUTHORITY FUNDED)

If you have your care funded by or through your local council this will be paid for by them directly, they will have sent you your contribution details (where applicable) before a package of care is commenced.

We will send all invoices direct to your local authority- never to you.

If you have any queries you can contact your local council for additional support on this, we cannot advise on the amounts you may contribute given we are an approved provider for the local authority not employed by them.

COST OF CARE- (DIRECT PAYMENTS)

You will of received your budget from your local authority on how much they will contribute to the cost, this may mean you have to top up your fees independently(we do not have any influence over the budget you are allocated) we do hold a select number of spaces to suport the direct payment amount set out by the Local Authority this will be advised before any package is confirmed

Price per Hour - £33.00 (correct as of Jan 2026)

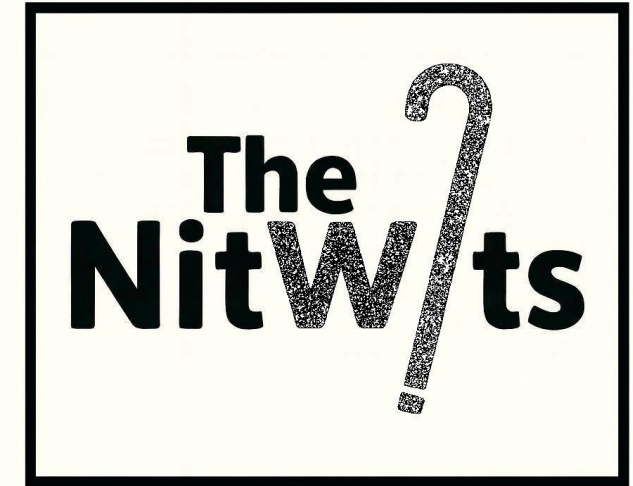
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There are no hidden extras what your charged is all your charged , we add up the hours you have per month from the 29th of on month to the 28th of the next, these are then sent out to you via your chosen method of invoice – Email or Postal

You can pay via Cheque, BACS, card payment, Standing Order or Cash (all cash receipts will be signed by a member of the office team only , we will arrange a day suitable to yourself to come and collect this – no cash is handled by our Care team.)

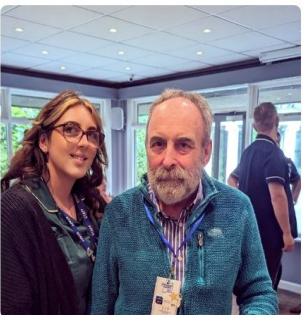
OUR COMMUNITY

We have a great community with all of our clients, we enjoy telling our stories and theirs in our feature affectionately named Nova Gram.





We have a fabulous social group who get together a few times a year for a great party to enable individuals from care homes, being supported at home or supported living facilities to come and enjoy music food and friendship .



this was affectionately named the 'Nitwits' by our fabulous ladies and gents whom attend



PIC•COLLAGE



PIC•COLLAGE



PIC•COLLAGE



*Established for you.
An independent life.*



**2 x NATIONAL AWARD WINNING
FOR LEADERSHIP**



**3 x HIGHLY COMMENDED WINNER
AT NATIONAL LEVEL**



5 x REGIONAL AWARD WINNING



8 x NATIONAL & REGIONAL FINALIST

Passion . Integrity . Excellence

AWARDS



The
NitW!ts

Our wonderful social network group 'NitWits' was nominated and was a finalist in the National Stars Of Social Care Awards

Reducing Social Isolation – (Winning Highly Commended)

TRAINING



Our training for all of our staff is bespoke designed and accredited through our registered Training Centre.

We pride ourselves on being able to pass this down to our clients and their families to support with various conditions .

Training isn't just for our staff team, were here to help you too

COMPLIMENTS, COMPLAINTS, OUT OF HOURS.

The Managing Team for Nova Care are available 24/7- 365 days per year, for concerns or out of hours support please ring the on call number listed below, this is run on a rota basis between the Management team.

Sarah Moore – Managing Director –Registered Manager sarah.moore@novacareyorkshire.com

Nick Moore – Deputy Manager – deputy.manager@novacareyorkshire.com

Caroline Miles – Admin Manager - admin@novacareyorkshire.com

Out of hours number: **07915908767** - available 24/7 – this also has text and wots app capability

Take a look at our website- see what our other clients think or have a look at our page on homecare.co.uk

www.novacareyorkshire.com

WHO TO CONTACT :

Email address	Name and job role	Uses
Sarah.moore@novacareyorkshire.com Deputy.manager@novacareyorkshire.com	Sarah – Managing Director / Registered Manager Nick – Deputy manager	Absolutely Anything at all .
Admin@novacareyorkshire.com	Caroline – Administration Manager	Referral queries, review bookings, holiday bookings log my care requests, general enquiries
Finance@novacareyorkshire.com	Holly or Gemma	All finance queries, invoicing, standing orders
24 hour access line -07915908767 Main land line 01274 866883	Manned by the management/ senior team 24/7	Cancel a call , inform of updates , make requests (where applied in your care plan) . Queries outside office hours. Client and family wots app service.

YOUR MANAGER/PROVIDER :

Sarah Moore – Registered Manager / Managing Director

Sarah initially trained as a first responder and event medic but her passion lay in the delivery of care to those who needed it most within the community and those who needed an extra voice.

she spent her time growing her skills and specialising in clinical areas working in dementia homes and undertaking turn round projects before following her dream which is now a reality within Nova Care .

She is a qualified teacher within Health and Social Care and also designs and delivers training programmes to those working in adult social care and is an accredited MITOL member

Sarah's biggest passion is ensuring everyone is treated as they should and believes the 'little things' are just as important as the 'Big things' when providing care.

SAFEGUARDING CONTACTS:

Bradford : <https://www.bradford.gov.uk/adult-social-care/adult-abuse/safeguarding-adults-board-sab/>

email BSAB@bradford.gov.uk or call 01 274 432736

Kirklees:

Tel: 01484414933 email: gatewaytocare@Kirklees.gov.uk

Calderdale :

gatewaytocare@calderdale.gov.uk. Tel: 01422 393000

