EBOR HOME CARE

Caring is in our DNA. Home care in York.

Your guide to care at home

Practical support, shaped around your needs, routines and choices.

A family-run team in York

Founded by Paula and Keith Pidd in 2020, Ebor is a family business that also includes Liam Brown, Jordan Brown, Bethany Brown and Kal Pidd. We provide person-centred care to support people at home in York.

Personal care

Help with washing, bathing, dressing, personal hygiene and mobility.

Social care and companionship

Conversation, activities, outings and staying connected with your community.

Domestic care

Support with everyday household tasks, including cleaning and laundry.

Medication support

Prompting or administration as assessed and agreed in your care plan.

Complex care

Discuss dementia, Alzheimer's and other individual support needs with our team.

Nutritional support

Meal planning, shopping, preparation, dietary needs and hydration.

Where we provide care

Haxby, Wigginton, Strensall, New Earswick, Huntington, Stockton on Forest, Dunnington, Heworth, Osbaldwick, Walmgate, Hull Road, Tang Hall, Heslington, Fulford, Clifton and Badger Hill.

Tell us where care is needed and the support you are looking for so we can discuss availability. Our minimum visit is 30 minutes.

Taking the next step

You do not need to know which service to choose before getting in touch.

1. Tell us about your needs

Call or send an enquiry about care for yourself or someone close to you.

2. Talk through your care

Our management team talks through your needs with you. A home visit is required for an assessment. Ask for a quote and an explanation of the charges for your proposed care plan.

3. Plan a supported start

We build a person-centred care plan, keeping you at the heart of it. A Senior Carer or Manager completes the first care call to help us match support to you.

Feedback, concerns and questions

Contact our office by phone or in writing to share feedback or raise a concern. Explain what happened, when it happened and how you would like us to contact you. Ask the team for the full complaints procedure. Avoid sending detailed medical records in an initial email.

Talk to Ebor Home Care

01904 593 759 | info@eborhomecare.co.uk
Utilities House, Outgang Lane, York YO19 5UP
Main office: Monday-Friday, 9am-5pm
Emergency contact hours: 01904 593 759, 7am-10pm, seven days a week.

Questions Answered

Person-centred care and keeping loved ones connected.

How do you understand my care needs?

A home visit is required for an assessment. We talk with you about your needs, routines, preferences and what matters most to you.

What is person-centred care?

We build a person-centred care plan, keeping you at the heart of it. Your choices and independence guide how we support you.

Can my care change over time?

We review your care with you and adapt the agreed support as your needs change. Contact the team to discuss a care-plan review.

Can I combine different types of support?

Tell us what you need during your enquiry. We assess the support required and confirm what is available and suitable before care begins.

The Birdie Family App

The Birdie Family App gives loved ones peace of mind by providing real-time updates on care visits, allowing them to stay informed, connected and reassured about the care being received.

Speak to our team about app access, who should receive updates and consent to share information.