



PARTNERING FOR EXCELLENCE IN CARE



2026

Your Wellbeing Our Priority

www.safetrustcare.co.uk



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Welcome Message

On behalf of the entire team at Safe Trust Care, we would like to extend a warm welcome to you. As a dedicated partnership operating across the UK, our agency was founded on a simple yet profound promise: "Your Wellbeing, Our Priority." Whether you are a healthcare provider seeking reliable staffing or a family looking for compassionate domiciliary support, we are here to ensure that care is never compromised.



Our Vision & Mission At Safe Trust Care, our mission is to provide high-quality, person-centred care that creates a positive and dignified experience for every individual we serve. We envision a future where proactive, personalised care is the standard, achieved through seamless collaboration with medical professionals, social agencies, and local communities. We don't just fill rotas; we build relationships rooted in safety and quality.

Our Services We offer a comprehensive suite of flexible staffing solutions designed to meet the dynamic needs of the UK healthcare sector. Our services include:

- **Temporary & Emergency Staffing:** Rapid-response cover for care homes and hospitals to ensure continuity of care during unexpected absences.
- **Domiciliary Care:** Professional support for individuals in the comfort of their own homes, promoting independence and dignity.
- **Specialist Support:** Experienced staff trained for complex needs, learning disabilities, and mental health support.

Why Choose Safe Trust Care? The "Safe Trust" in our name represents our core pillars. We are built on Reliability, Compassion, and Professionalism. We respond quickly, act with integrity, and focus on matching the right professional to the right environment.

We understand that in the care industry, trust is earned through consistency. As your partners in care, we are available 24/7 to listen, adapt, and support. Thank you for considering Safe Trust Care Agency. We look forward to working alongside you to deliver care that truly makes a difference.



Vision Core Values

Vision

Our Vision: To be the most trusted provider of healthcare professionals in the UK, recognized for our "Safe, Trust, Care" framework.

- **Safe:** Rigorous vetting and CQC-aligned compliance are at the heart of everything we do.
- **Trust:** We build transparent partnerships with Care Home Managers, offering honest rates and reliable staff.
- **Care:** We don't just supply staff; we supply compassionate individuals who treat every resident with dignity.

Core Values

Safe Trust Care is built on five strategic pillars designed to provide peace of mind and clinical excellence. We are dedicated to elevating the standard of UK healthcare by fostering professional partnerships that prioritize patient safety and dignified support. By combining rigorous clinical governance with a compassionate, person-centered approach, we ensure that every life we touch is treated with the highest level of respect and professional expertise.

- **Safety & Well-being:** We prioritize client safety by creating secure environments, following protocols, and addressing risks to ensure they feel safe and cared for.
- **Trust & Integrity:** We build trust through honesty, transparency, and reliability, delivering on promises and acting ethically to be dependable and accountable.
- **Compassionate Care:** Providing person-centered care means honoring individuality, respecting dignity, and training empathetic caregivers to respond to emotional needs with understanding.
- **Excellence & Innovation:** We strive for excellence by continuously improving services, seeking feedback, and embracing innovation to enhance client lives and improve care quality.
- **Collaboration & Empowerment:** We empower clients by collaborating with families and professionals, supporting informed choices, and promoting independence for fulfilling lives.

Company History

The Safe Trust Journey

The 2025 Vision: Safe Trust Care Agency entered the UK market in 2025 with a singular, driving purpose: to establish "Wellbeing as the Priority." Recognizing that many care facilities were struggling with inconsistent quality and persistent staffing gaps, our agency was built from the ground up to address these modern challenges.

Our Identity and Promise: Though we are a new entry into the market, our leadership brings together years of experience in healthcare. We chose our signature **Green uniform** to serve as a visual promise of this experience, a symbol that residents, families, and facility managers can instantly recognize as a mark of integrity. This professional identity represents a new standard of heart-led care, ensuring that every individual we support is treated with the dignity and excellence they deserve.



Operational Integrity: Our current focus is on forging enduring partnerships through radical honesty and streamlined communication. We have moved away from the outdated, rigid practices of the past to offer a dynamic, 24/7 responsiveness that ensures our partners are never left in the dark. By providing a reliable, rapid-response infrastructure, we empower your facility to operate at its peak performance, entirely free from the stress and unpredictability of staffing uncertainty.

Investing in Excellence: We view excellence as a continuous journey rather than a destination, which is why we invest heavily in our workforce through advanced eLearning and rigorous professional development (CPD). Our commitment is to ensure that every professional representing Safe Trust brings a sophisticated, high-standard skill set that evolves alongside the latest industry requirements. As we move forward, we remain dedicated to ensuring that the quality we deliver today becomes the definitive benchmark for the entire UK care sector.



Why Choose Safe Trust Care



Trustworthy

We provide reliable, fully vetted staff who are trained and ready to deliver safe, consistent care. Our recruitment process is thorough, so clients can trust that every worker meets the highest professional standards.



Responsiveness

We respond quickly, offering flexible cover for planned shifts and last-minute needs. Our team is available around the clock to make sure you always have the support you need.



Quality

We focus on quality, working closely with clients to match the right workers to the right roles. We listen to your requirements and select staff who fit your service, your environment, and your expectations.

Our Services



Temporary staffing

We supply trained care staff on a short-term basis to cover shifts, holidays, or unexpected absences, ensuring your service runs smoothly.



Permanent Recruitment

We help care providers find permanent staff who meet both professional and personal fit, supporting long-term continuity and quality care.



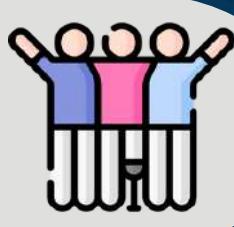
Emergency Cover

Our rapid response team is ready to provide same-day or urgent staff placements, giving you peace of mind in critical situations.



Domiciliary Care

Qualified carers provide support to clients in their own homes, assisting with daily living activities while promoting independence and dignity.



Support Worker

We supply support workers trained to assist individuals with physical, learning, or mental health needs, tailored to each client.



Live In Care

For clients requiring 24-hour care, our live-in carers offer round-the-clock support, companionship, and assistance in a home.

Training Excellence



At Safe Trust Care Agency, we believe that the quality of our service is only as good as the expertise of our staff. We don't just meet industry standards—we aim to exceed them. Every healthcare professional representing us is fully trained, CPD-certified, and vetted to ensure they possess the most current skills and clinical knowledge required to deliver exceptional, safe, and dignified care.

Our rigorous induction and ongoing education programs are strictly aligned with the UK Core Skills Training Framework (CSTF) and CQC fundamental standards. We provide a workforce that is not only highly skilled but ready for immediate deployment, having completed a comprehensive suite of fifteen mandatory and specialist training modules:

Our professionals are fully qualified in the following critical areas:

- **Clinical & Life Support:**
 - Basic Life Support and First Aid in Health and Social Care
 - Medication Awareness
- **Specialist Care & Awareness:**
 - Autism Spectrum Disorder in Health and Social Care
 - Dementia Awareness in Health and Social Care
 - Learning Disabilities in Health and Social Care
 - Mental Health Awareness in Health and Social Care
- **Safety & Physical Intervention:**
 - Manual Handling in Health and Social Care
 - Moving and Handling
 - Fire Safety in Health and Social Care
 - Health and Safety in Health and Social Care
- **Health & Hygiene Compliance:**
 - Infection Control in Health and Social Care
 - Food Hygiene in Health and Social Care
 - Food Allergen Awareness
- **Safeguarding & Ethics:**
 - Safeguarding Adults in Health and Social Care
 - Safeguarding Children and Young People in Health and Social Care



Roles We Provide

We offer a multi-tiered workforce designed to integrate seamlessly into your existing care team. Every professional we supply is fully vetted and trained in the 15 core modules, from Safeguarding to Basic Life Support.

Care & Support Staff

- **Healthcare Assistants (HCAs):** Skilled professionals who assist with personal care, mobility, and daily living tasks while maintaining the highest levels of resident dignity.
- **Support Workers:** Specialist staff focused on mental health, learning disabilities, and autism spectrum support, trained to promote independence and social engagement.
- **Senior Care Assistants:** Experienced leaders on the care floor who oversee shift handovers, supervise junior staff, and ensure care plans are followed meticulously.
- **Live-in Carers:** Dedicated professionals providing 24/7 one-to-one support within a service user's own home, ensuring safety and companionship around the clock.

Clinical & Specialist Roles

- **Registered Nurses (RGN/RMN):** Fully compliant nursing staff for clinical oversight, medication management, and complex care needs in both nursing home and hospital settings.
- **Lead Carers:** Frontline supervisors who act as clinical advocates and quality assurance mentors for your care team.
- **Palliative & End-of-Life Carers:** Compassionate professionals trained to provide sensitive, dignified support for residents and their families during the final stages of care.

Meet Our Company Team



Thinley Dorji

Business Manager

At the helm of our operational excellence is our Business Manager, a seasoned professional with a decade of high-level business experience coupled with years of dedicated service within the UK Healthcare sector. This rare combination of corporate strategy and clinical understanding allows Safe Trust Care Agency to operate with the efficiency of a world-class enterprise and the heart of a local care provider.



Norbu Dolma

Services Manager

The heart of our client relationships is led by our Services Manager, a specialist who brings a powerful blend of years of high-end Customer Service expertise and extensive experience within the UK Healthcare sector. This unique background ensures that Safe Trust Care Agency doesn't just provide "staffing", we provide a premium service experience defined by empathy, active listening, and clinical safety.



Kunga Zangmo

Lead Carer

The daily standard of care at Safe Trust is upheld by our Lead Carer, a dedicated professional with extensive hands-on experience in the UK healthcare sector. Serving as the primary advocate for our residents and the mentor for our care team, our Lead Carer ensures that our "Wellbeing as the Priority" philosophy is translated into every action, from the first morning check-in to the final evening handover.



Partnering With Us

Choosing a staffing partner is about more than just filling a rota; it is about protecting your facility's reputation and ensuring the safety of your residents. At Safe Trust Care Agency, we view ourselves as an extension of your internal team. As a new-market leader launched in 2025, we bring a fresh energy and a "zero-compromise" commitment to every shift we cover.

Our Collaborative Promise

Rapid-Response Reliability: The healthcare sector operates around the clock, and so do we. Our 24/7 management support ensures that you are never left without an answer. We specialize in rapid-response placements, aiming to confirm staff for emergency vacancies within 45 minutes, ensuring your compliance levels and staff-to-resident ratios remain secure.

Compliance Transparency: We remove the stress of CQC inspections. For every professional we deploy, we can provide a digital compliance pack instantly.

Continuity of Care: We understand that residents thrive on familiarity. Unlike many "general" agencies, we prioritize Regular Placement Strategies. We work to send the same "Green" professionals to your facility consistently, allowing them to build meaningful relationships with your residents and reducing the time your permanent staff spend on re-orienting new agency faces.

Fixed-Integrity Pricing: Budgeting in the care sector is challenging enough without hidden costs. Our partnership model is built on "Radical Honesty." We provide clear, fixed-rate cards with no surprise administration fees or hidden weekend surcharges.

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