

Banquo – Supporting your Journey

Your trusted provider of
Health and Social Care.

Regulated by



A photograph of two women in a professional setting. The woman on the left, wearing a white lab coat and glasses, is smiling and writing on a clipboard. The woman on the right, wearing a red cardigan, is also smiling and looking towards the first woman. The image is overlaid with a dark blue geometric shape on the left and a diagonal split on the right.

**Empowering
Lives Through
Tailored Care,
Education, and
Support Services.**

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Welcome!

In every aspect, our aim is to meet the five standards of CQC in terms of Safety, Care, Responsiveness, Effectiveness and Wellbeing.

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ELCOME to Banquo, the newest division of Prospero Group, dedicated to providing exceptional care and support to children, young people, and adults. At Banquo, it is our core philosophy to reflect and promote values which are centered around the individual(s) we are supporting, ensuring that each person is at the heart of the care and support we offer.

We understand that each service user has unique needs and preferences, and we are committed to tailoring our services to meet those needs. By placing the individual in full choice and control, we strive to empower service users to live as independently as possible, whether in their own homes or within alternative community settings.

Our experienced care and support workers are fully trained, qualified, and equipped to match the specific needs of our service users. We take pride in our personalised approach and the dedication of our team to provide the highest quality care and support.

Join us at Banquo, where your journey towards independence and wellbeing is our top priority.

Banquo is proudly regulated by the Care Quality Commission (CQC), ensuring our services meet the highest standards of care and safety.

Regulated by



A photograph of a woman with short dark hair and glasses sitting in a wheelchair. She is wearing a light-colored patterned top. Another woman with long brown hair, wearing a light blue short-sleeved shirt, is leaning over her, smiling and holding her hand. They are outdoors, with a metal railing and some greenery in the background. A large, dark blue diagonal graphic element is overlaid on the right side of the image.

**To learn more,
visit banquoltd.com**



Introduction

Trusted partners in care, education, and support – delivering tailored solutions to help children and young people thrive.

Banquo, a division of Prospero Group, is dedicated to supporting children, young people, and adults through the provision of tailored support across various settings. Our objective is to ensure our service users are supported, cared for, and given the opportunity to thrive in a secure and nurturing environment.

We offer continuous support for individuals transitioning from childhood to adulthood and beyond, ensuring consistent and compliant care throughout their lives. Our services empower individuals with the skills necessary to live independently while maintaining choice and control over their lives.

Banquo was established in 2024 and is part of Prospero Group, which has been delivering staffing solutions in training, education, health, and social care sectors since 2000. Our vision is to provide high-quality services, comply with Section 2 of the Health and Social Care Act 2008 regulations, and achieve long-term success and sustainable growth.

Banquo was formed to meet the ever-evolving demands within health and social care, with commissioners requiring providers to be registered with CQC, have qualified competent staff, and structured support in governance, compliance, safeguarding, policies, and processes.

Banquo has extensive industry knowledge and senior-level experience that enables us to deliver regulated quality support to all service users.

Our strength is having the existing infrastructure, due to being part of Prospero Group, which enables us to tap into tried and tested competitive pricing structures and strategies, use of hybrid candidates, utilise the training and development division to upskill candidates to feed the supply of staff to meet the client requirements, legal and safeguarding knowledge that reduces overheads through the use of our shared support functions.



**We don't just
provide services.
We build trusted
partnerships.**



**Empowering You
With Personalised
and Adaptable
Care Choices.**

Mission, Vision & Values

At Banquo, we offer a comprehensive range of tailored services designed to support adults, children, young people and their families ensuring they receive the care, education, and guidance they need to thrive.

Mission

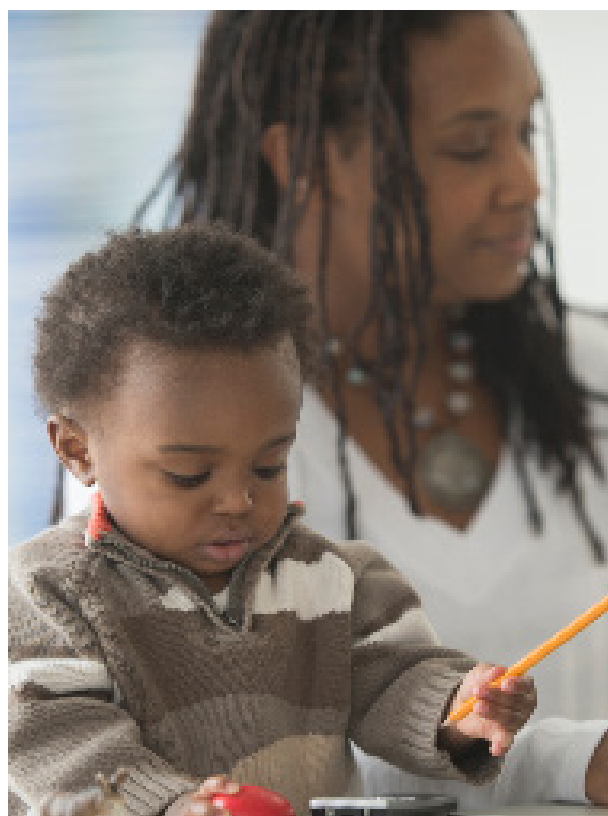
To provide high-quality, child/person-centred health and social care services that empower children, young people and adults to thrive, ensuring their safety, wellbeing, and development. We are committed to delivering compassionate, personalised support that enhances their lives and enables them to reach their full potential.

Vision

To be a leading provider of outstanding health and social care services for children, young people, and adults, recognised for our innovation, excellence, and unwavering commitment to safeguarding and nurturing the most vulnerable in society. We aspire to create a future where every child, young person and adult, regardless of their circumstances, has access to the care and support they need to lead happy, fulfilling lives.

Values

- **Integrity** – We uphold transparency, honesty, and ethical practice in all aspects of our work.
- **Safeguarding** – We are unwavering in our commitment to protecting children, young people and adults from harm and ensuring their safety.
- **Empowerment** – We encourage and support children, young people and adults to develop confidence, independence, and resilience.
- **Collaboration** – We work in partnership with families, professionals, and communities to provide holistic care.
- **Child/Person-Centred Care** – We prioritise the needs, voices, and rights of children, young people and adults in everything we do.
- **Compassion** – We provide care with kindness, empathy, and respect for each child, young person and adult individually.
- **Excellence** – We are dedicated to delivering the highest standards of care and continuously improving our services.



Our Services

At Banquo we tailor all the care and support we provide to meet the individual needs of the service user, ensuring they are at the centre of support with full choice and control, where possible, to enable them to live as independently as possible within their own homes or in alternative community settings.

Home Care

We provide home care services for children, young people and adults, helping them to live as independently as possible in the safety and comfort of familiar surroundings. At Banquo we tailor all packages of care and support to meet the unique needs of the individual, whether they are recovering from illness, require ongoing complex care, or need temporary support, Banquo offers the support to meet those needs. All of our support workers are trained to uphold continuity, promote independence, and maintain daily routines, ensuring that care is delivered in a way that enhances quality of life and independent living.

Day Time Visits

Support workers can visit for a few hours each day to provide assistance with personal care, household tasks, meal preparation, and social engagement. These visits can be arranged at times that suit your routine, ensuring you get the help you need without disrupting your lifestyle.

Night Care

We offer both waking night and sleeping night care services, depending on the level of support required.

- Waking night care: For those who need active support throughout the night.
- Sleeping night care: A carer stays overnight to be on hand if assistance is needed, ensuring a restful and worry-free night.

Complex Care

We can support in managing a long-term health condition and complex needs, assisting with any care and support required to enable individuals to live as independently as possible. Working closely with service users, families, healthcare professionals, and Local Authorities to deliver bespoke care plans that meet the unique needs of each individual.

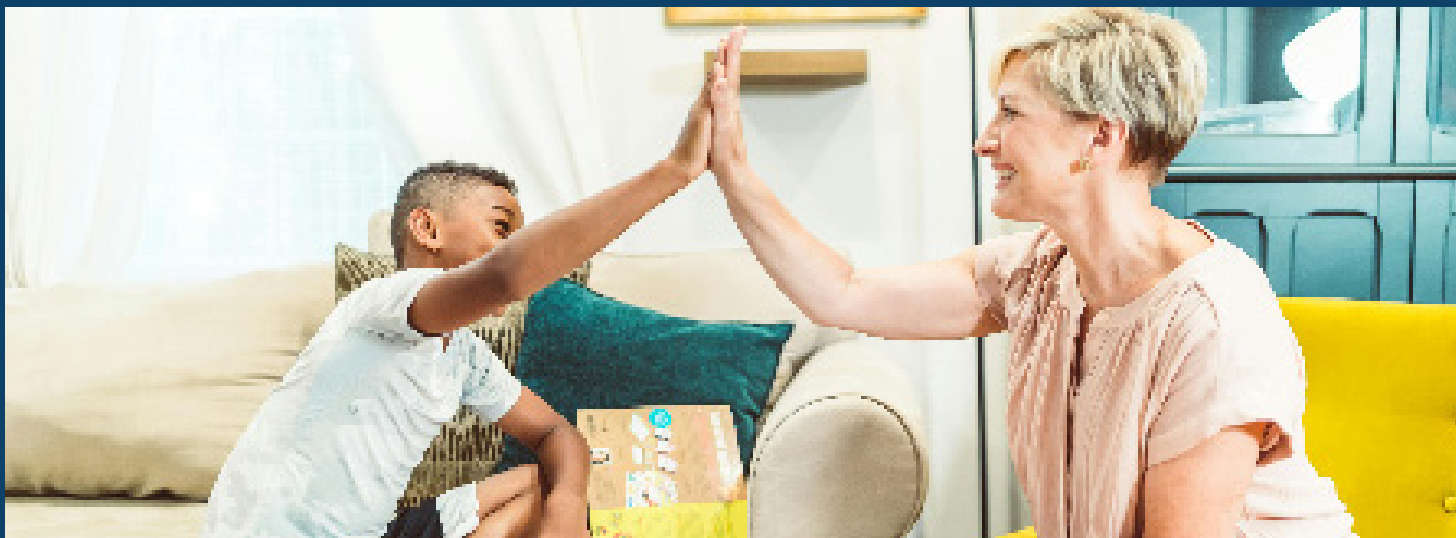


Specialist Care

We have experience in supporting individuals with complex needs, including:

- Physical disabilities
- Learning disabilities
- Dementia and Alzheimer's
- End-of-life Care

Our specialist carers are trained to handle complex medical and emotional needs with sensitivity and professionalism.



Mental Health and Emotional Wellbeing

We recognise the importance of supporting people with any mental health challenges they may have. Our support workers are trained to provide emotional support and practical assistance to help people manage their mental health while maintaining independence and a positive outlook.

Support may involve:

- Encouraging routine and structure in daily life.
- Offering companionship and emotional reassurance.
- Assisting with accessing mental health services.
- Promoting social inclusion and engagement in activities.

Respite Care

Our respite care service allows family carers to take a well-earned break while ensuring their loved ones continue to receive high-quality support. Whether it's for a few hours, days, or weeks, we offer flexible respite care solutions that provide continuity of care during your absence.

We understand that caring for someone with a health condition or additional needs can be demanding. Our respite care services include:

- Temporary care at home, either for a few hours or overnight.
- Providing specialist support in the absence of a primary carer.
- Ensuring continuity of care and maintaining established routines.

Live-In Care

Our live-in care service provides 24-hour support, with a dedicated carer living in the service user's home. This option is ideal for individuals who need ongoing assistance but wish to remain in familiar surroundings. Live-in carers can help with everything from personal care and meal preparation to medication management and companionship, offering peace of mind for both the service user and their families.

Companionship and Social Support

Loneliness can be a significant challenge for those living alone. Our support workers not only provide practical assistance but also offer companionship - whether it's a chat over a cup of tea, help with hobbies, or accompanying service users on outings and appointments.

Support for Parents

We offer bespoke home care services to support parents of children with a wide range of conditions. We understand that being a parent or guardian can sometimes come with added challenges, whether due to complex care needs or simply the need for additional help. Our dedicated support workers can assist through the provision of respite care, day-to-day support, or ongoing care for parents who may be balancing work and caregiving responsibilities.

We work closely with families to ensure the care package is personalised and flexible, allowing parents to take a break or focus on other priorities, knowing their children are in safe hands.

Social & Leisure Support

We believe that a fulfilling life involves more than just physical wellbeing. Our support workers assist young people in engaging with their communities and participating in social or leisure activities that bring them joy.

Our support includes:

- Accompanying young people to social events, clubs, or activities.
- Helping them develop hobbies and interests.
- Encouraging outdoor activities and exercise.
- Promoting friendships and social connections.

Educational and Vocational Support

We go beyond traditional care by providing support for young people in their education or work. Whether it's helping with a morning routine to ensure they're ready for school or assisting with work-related tasks, we help individuals achieve their goals and maintain independence in their personal and professional lives.

Our support includes:

- Helping with morning and evening routines to prepare for school, college, or work.
- Assistance with travel and transport.
- Support during study sessions or vocational training.
- Promoting independence through life skills training, such as cooking and budgeting.

Rehabilitation and Recovery Support

Banquo offers rehabilitation and recovery support for people recovering from surgery, illness, or injury. Our support workers provide compassionate, professional assistance to aid recovery and help individuals regain their independence in a safe and comfortable environment.

Our support includes:

- Short-term care following hospital discharge.
- Assistance with physiotherapy exercises and mobility routines.
- Emotional support and companionship during recovery.



Domiciliary Care

A Personalised Approach

At Banquo, we believe care should be as unique as the individuals receiving it. We work closely with service users, families, and healthcare professionals to create fully bespoke care and support packages tailored to personal preferences, routines, and lifestyles. Whether assistance is needed for a few hours a week or several times a day, our flexible services adapt to changing needs, ensuring consistent, reliable support at every stage.

Our care services can include:

- Personal Care
- Meal Preparation
- Medication Support
- Household Tasks
- Companionship
- Help with appointments and outings

Caring with Dignity and Respect

Care and support at Banquo are always delivered with dignity, respect, and empathy. From the beginning, we take time to assess each person's needs, goals, and preferences, building personalised care plans that evolve over time. Our support workers are not only highly trained but also chosen for their compassionate nature, helping to foster trusting relationships that make individuals feel safe, comfortable, and well-supported in their own homes.

Adapting to Changing Needs

Life is unpredictable, and we understand that care and support requirements will change, sometimes at short notice, whether it is an increase or decrease in

Experienced and Compassionate Support Workers

All of our support workers are fully trained, vetted and chosen, not just for their skills but for their empathy and dedication to providing exceptional care while respecting the privacy and independence of the service user. With ongoing supervision and support from our management team, we continuously strive to improve the care we provide.

Supporting and Working with Families

We recognise that families and loved ones play a crucial role in the care journey. Our team works closely with family members to provide reassurance and peace of mind, ensuring that everyone involved feels supported.

An Office Team You Can Trust

Our office team are handpicked, extensively trained, and fully vetted in line with CQC standards. Each member of our team is committed to delivering the highest standard of support to our service users and are always available to



Get in touch

If you or a loved one could benefit from Domiciliary Care, we would love to hear from you. We're dedicated to helping people live safely, independently, and with dignity in their own homes. Contact us today to discuss how we can create a tailored care plan that meets your unique needs.

How It Works

1

Step One: Understanding individual needs

At the point of referral, whether through a commissioner, family member or other source, we would try to gather as much information about the individual as possible so we can assess if we are able to meet their individual needs.

2

Step Two: Development of a child/person-centered care and support plan

Once a package has been agreed, one of our care team will visit the individual needing the care and support in order to develop a child/person-centered care and support plan.

3

Step Three: Find the perfect support worker(s)

Once the care plan has been developed the care team will allocate support workers to provide the care and support required. This is done through skills matching and looking at geographical location.

4

Step Four: Introducing support workers

Once we have allocated the support workers, where possible we will arrange an introductory visit so you can meet the individual requiring the care and support. This is not always possible, so in these cases we will inform the individual, or their advocate, who will be coming and what time they will arrive.

5

Step Five: Commencement of support

On an agreed day and time Banquo will commence with the care and support agreed as part of the commission and care planning process.

6

Step Six: Maintaining communication

Our care team will stay in contact with the person being supported or their advocate throughout their care and support journey to ensure everything is going smoothly and the needs of the service user are being met.

7

Step Seven: Ongoing support

Banquo's care team operates 24/7 in order to provide full support even out of hours. Should any incidents or emergencies occur our team are on hand to assist and advise.

8

Step Eight: Reviewing and adapting

Once the care and support has commenced our care team will ask for regular feedback from service users, families and support workers to ensure all needs are being met effectively. If any changes to the care and support are required, this will be actioned.

No matter your situation, Banquo's dedicated team of support staff work closely with families, schools, and Local Authorities to ensure every individual receives the right level of care and support for their unique circumstances.

If you think you or someone you know could benefit from our services, we'd love to hear from you.

Get in touch today to find out how we can help:

+44 20 3319 3619 | enquiries@banquoltd.com

Learning More About Our Staff



We understand that the quality of care provided to children, young people and adults depends on the people delivering it. That's why we take great care in selecting, training, and supporting our staff to ensure they meet the highest professional and personal standards.

Supervised & Supported

Unlike many other providers, we take an active role in supervising and supporting our staff throughout their placements. Our dedicated management team works closely with support workers, service users and families to:

- Regularly review care plans.
- Ensure high standards of care are consistently maintained.
- Offer ongoing guidance and support to staff, helping them navigate any challenges they may face.

Extensive Training & Development

Our staff are fully trained in line with CQC requirements, ensuring they are equipped to provide safe and effective care. Every support worker receives specialised training in areas such as:

- Personal care and mobility assistance.
- Supporting adults, children and young people and adults with complex needs.
- Safeguarding and emotional wellbeing.

Training doesn't stop at onboarding – our staff benefit from ongoing

Work Passport System

Each member of our team holds a work passport, which contains a comprehensive record of their training, qualifications, and vetting history. This ensures transparency and gives our clients peace of mind that they are supported by qualified and experienced staff.

Character & Capability

We believe that great care is about more than skills – it's about character. Our team is made up of people who genuinely care about the wellbeing of adults, children, young people and adults with complex needs. They bring not just their knowledge, but also their empathy and commitment to every family they support.

At Banquo, we are proud to have a team that embodies our core values – dedication, compassion, and excellence. Whether you need temporary staffing solutions or long-term care, our staff are here to provide the highest level of

A Lifelong Commitment to Care

With nearly 30 years of experience, Banquo's Director Simon's career in health and social care is built on passion, leadership, and hands-on expertise.

Starting as a weekend support worker, he quickly rose to Registered Manager by 24 and successfully ran his own care business for over a decade. Simon has since held senior roles, including CEO and Managing Director, and

Alongside his experience, he holds multiple care and leadership qualifications, including an MBA. Simon leads Banquo with a clear



Additional Services

As part of the Prospero Group, Banquo works closely with leading UK brands in education and social care. These shared expertise enables us to provide quality care services and access to educational support through our sister brand, Prospero Teaching. Together, we offer a seamless approach to supporting children, young people, and families across education, care, and beyond.



Prospero Tutoring

Prospero also offers dedicated tutoring services to support children and young people who require additional help outside of school. Whether it's filling in learning gaps, preparing for exams, or supporting students in alternative education settings, Prospero's team of experienced tutors provides flexible, tailored education to suit individual needs.

Key Services offered by Prospero Tutoring

- 1:1 and Small Group Tuition: Personalised tutoring sessions to help students catch up, boost confidence, and improve academic performance.
- EOTAS (Education Other Than at School) Support: Specialised programmes for children and young people who cannot access mainstream education, ensuring they continue learning in a supportive environment.
- Exam Preparation: Intensive tutoring focused on preparing students for key exams, such as GCSEs, A-Levels, and Functional Skills qualifications.
- Online and In-Person Tuition: Flexible delivery options to meet the needs of families and Local Authorities.



Prospero Teaching

Prospero Teaching is a trusted provider of high-calibre teaching staff and education professionals to schools and educational institutions across the UK. With over 20 years of experience, Prospero Teaching works with schools, academies, and Local Authorities to supply qualified teachers, teaching assistants, and support staff. Their focus on matching the right educators with the right schools ensures better outcomes for both students and institutions.

Key Services offered by Prospero Teaching

- Temporary and Permanent Staffing Solutions: Providing schools & individuals with access to fully vetted and experienced teachers, including subject specialists and SEN staff.
- Supply Teaching: Ensuring schools have continuity in education by providing short-term cover for sickness, leave, or unexpected vacancies.
- SEN (Special Educational Needs) Support: Specialist staff trained in working with children who have special educational needs, ensuring they receive the tailored support required to thrive in their learning environment.

Who Can Benefit From Our Services?

At Banquo, we provide tailored support for children, young people and adults with a range of disabilities who require care and support in their daily lives. Our services are designed to meet their unique needs, empowering them to achieve their goals, remain as independent as possible and thrive in safe, supportive environments. **We can support individuals in need of the following support:**



Transitioning to independent living including those leaving foster care or secure units, who need assistance with life skills, budgeting, or accessing education and work opportunities.



Requiring emotional and mental health support, helping them build confidence, resilience, and coping strategies.



Those in recovery from surgery, illness, or injury who need short-term rehabilitation support to regain independence.



Requiring respite care, providing families and guardians with a well-deserved break while ensuring loved ones are in safe and capable hands.



Regular reliable visits from a support worker to aid with personal care tasks.



In need of live-in support from a support worker.



Any other care and support required to live as independently as possible.

Our Commitment

At Banquo, we are fully commitment to providing high-quality, child/person-centered care and support for children, young people, and adults. We believe that every individual deserves to live as independently as possible with full choice and control of how and when they are supported. It is important to individuals that they have a familiar environment where they can feel comfortable and safe. We work tirelessly to deliver services that meet the highest standards of excellence, compassion, and integrity with the individual receiving care and support is at the heart of all we do.

Commitment to quality

Quality is at the heart of everything we do at Banquo. All our office staff and support workers are carefully selected, trained, and vetted to ensure they meet stringent industry standards. From initial assessments to ongoing care and support, we maintain a rigorous approach to quality assurance, regularly reviewing our services to ensure they continue to meet the evolving needs of the individuals we support. Our goal is to consistently exceed expectations by providing care and support that is not only professional but also empathetic and respectful.

Commitment to personalisation

We understand that no two individuals are the same, which is why we take a personalised approach to care and support. Every package is tailored to the unique needs, preferences, and goals of the children, young people, and adults who are our service users. Our bespoke services are designed to promote independence, dignity, and wellbeing, ensuring that each person receives the right support in a way that works best for them.

Commitment to collaboration

We believe that great care and support is built on strong partnerships. Whether we're working with Local Authorities, educational institutions, families, or other stakeholders, we adopt a collaborative approach to deliver child/person-centered care and support. By engaging everyone involved in the journey – service users, families, social workers, case managers, and healthcare professionals – we ensure that support is seamless, consistent, and aligned with the best interests of the individual.

Commitment to safeguarding

Safeguarding is a fundamental pillar of our practice. We are dedicated to protecting the rights, safety, and wellbeing of every child, young person and adult in our care. All our staff undergo comprehensive safeguarding training and adhere to strict protocols to ensure a safe and supportive environment. We continuously review and update our safeguarding policies in line with best practices and regulatory requirements.

Commitment to continuous improvement



**“ Provides support
for some of
the most
marginalised and
hard-to-reach
young people and
their families in
the country. ”**



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