

BIG HEART CARERS

We Care!

Phillip Magliolo

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Origin of Big Heart Carers

Big Heart Carers was born from a heartfelt moment that deeply moved founder Phillip, and continues to shape the organisation's values today.
He had helped a 90-year-old lady that had fallen. She spent the entire night, on the cold floor alone, until her granddaughter stumbled across her the next morning.

After helping her back to bed and ensuring she was comfortable, she held his hand and softly whispered, "Phillip, you have a big heart." In that quiet, heartfelt moment, he realised that true caregiving isn't just a duty, it's a calling rooted in compassion and humanity. Those words lingered, inspiring the vision for Big Heart Carers, a place "where care comes from the heart", and" every act is a reflection of love and presence".



OUR STORY

Big Heart Carers was founded in early 2017 by Phillip Magliolo, inspired by a deeply personal journey with caregiving. The idea was born when a friend entrusted him to care for his mother, Phillip’s first client, who was living with Alzheimer’s. This experience, paired with his own father’s battle with Lewy Body Dementia, laid the foundation for the creation of Big Heart Carers.

The business became a heartfelt tribute to his father, rooted in a mission to care for others facing similar health challenges with compassion and dignity. Phillip's caregiving journey deepened when he also cared for his mother, who had suffered two strokes, was in remission from breast cancer, and later passed away during the COVID-19 pandemic. These experiences gave Phillip a profound understanding of the emotional and physical demands families face and instilled in him a strong sense of purpose.



BIG HEART CARERS

OUR SERVICES

At Big Heart Carers, we provide a wide range of compassionate, professional services tailored to each individual's needs.

Personal Care & Daily Living Assistance
- Assistance with bathing, grooming, and dressing.
- Medication Administration with accuracy and care.
- Safe mobility support, including transfers from bed to chair.
- Nutritious meal preparation and feeding assistance.
- Light housekeeping (kitchen, lounge, bathroom, bedroom).
- Companionship and emotional well-being support.
- Optional therapeutic massage sessions.

Daily Vital Signs Monitoring
- Blood Pressure – Ensuring safe, healthy levels are maintained.
- Sugar Levels – Daily monitoring for effective diabetes management.
- Oxygen Saturation (Oximeter) – Tracking oxygen levels to support respiratory function.
- Body Temperature – Early detection of fever or hypothermia.

Bed Sore Prevention & Management
- Daily skin inspections for early signs of pressure points.
- Regular repositioning to prevent sores.
- Pressure-relief mattresses and cushions.
- Wound care for existing sores.
- On-site physiotherapy support.

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Care Coordination
Ensuring seamless, informed care through:
• Collaboration with doctors, nurses, and healthcare professionals.
• Daily updates and ongoing communication with family members

Personalized Care Plans
Every client receives a tailored plan:
• Customized to health needs and lifestyle preferences.
• Regularly reviewed and adjusted to ensure the best outcomes.

Nursing Services
Our qualified nurses provide:
• Dressing changes
• Tracheostomy care
• Catheter care
• Colostomy / stoma care



BIG HEART CARERS



Why Home Based Care:

When it comes to caring for a loved one, families are often faced with the decision: *Should we choose a residential facility, or provide care at home?*
At **Big Heart Carers**, we believe that home is where dignity, independence, and healing thrive best.

Flexibility & Independence
Home-Based Care allows your loved one to live on their own terms—whether it's choosing meals, bedtime, or simply enjoying a favourite TV show. Even beloved pets remain close by, preserving comfort and normalcy

Personalized Care Plans
Unlike the one-size-fits-all approach of many facilities, home-based care is designed around each individual. Every plan is customized to changing needs, ensuring one-to-one support that evolves alongside your loved one's health.

Routine & Familiarity
Maintaining daily routines is especially important for seniors and those with conditions such as dementia. Being in a familiar environment helps reduce stress, improve mental well-being, and encourage a sense of stability.

Comfort of Home, 24/7 Support
Our caregivers provide around-the-clock assistance, ensuring your loved one receives professional care in the security and familiarity of their own home.

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Meeting Specific Care Needs
From daily vital monitoring and mobility support to companionship and meal preparation, our trained caregivers adapt to your loved one's unique needs, allowing families to focus on what matters most—time together.

Trained, Compassionate Caregivers
Every BHC caregiver is carefully selected, screened, and trained to ensure the highest standards of professionalism and empathy. We also take time to match each client with the right caregiver to build trust and comfort.

Family Involvement
Home-Based Care makes it easier for families to stay involved. Visits happen at your convenience, and you can be as hands-on as you'd like, knowing that professional support is always in place.

Peace of Mind
With BHC, families can rest assured that their loved one is in capable hands. Home-based care not only reduces the stress of daily responsibilities—it brings more opportunities for connection, joy, and love.

Big Heart Carers

Training Courses

Accredited by SAIOSH (Membership No. 71693350)

At Big Heart Carers, we don't just provide care—we build caregivers. Our training programs combine theory, practice, and international best standards to ensure every graduate is equipped with the skills and confidence to provide high-quality care

Home-Based Care Course

A comprehensive program for those who want to become professional caregivers.

Course Structure

• Theoretical Component (2–5 weeks): Online learning covering essential caregiving concepts.

• Practical Component (250 hours): Hands-on training at our accredited Park Drive Facility or in an old age home setting.

What You'll Learn

• Caregiving principles and best practices
• Safety and hygiene protocols
• Mobility and transfer techniques
• Wound care and management
• Nutrition and meal preparation
• Communication and empathy skills



Big Heart Carers

Training Courses

First Aid Courses (Levels 1–3)

Gain life-saving skills through progressive training:

Level 1 – Foundations of First Aid

- Injury prevention and First Aid kit essentials
- Vital signs: temperature, pulse, respiration, blood pressure, blood sugar
- Treatment for bleeding, shock, fractures, burns, seizures, choking, drowning
- Childhood illnesses and basic CPR (adult/child/infant)

Level 2 – Intermediate First Response

- Emergency scene management and patient examination
- Head, spinal, soft tissue, and crush injuries
- Diabetes, poisoning, bites & stings, environmental emergencies
- Rescue carry methods, HIV & AIDS awareness
- CPR and artificial respiration

Level 3 – Advanced First Aid

- Advanced emergency scene management and patient assessment
- Heart attacks, asthma, allergic reactions, and water emergencies
- Support in childbirth
- Enhanced First Aid and safety principles



Big Heart Carers

OUR FUTURE

At Big Heart Carers, our journey is only beginning. We are committed to expanding our reach, deepening our services, and ensuring compassionate care is accessible to all.

1. Regional & National Expansion
Extending our services to key regions, including Cape Town, Johannesburg, Pretoria, and the Eastern Cape—bringing quality home-based care to families nationwide.

2. Specialized Care Services
- Babysitting support for chronically ill and frail children
- Dedicated care for children with special needs, including Cerebral Palsy and Down Syndrome

3. Medical Aid Partnerships
- Collaborating with more medical aid providers to make care accessible to families who cannot afford private costs
- Improving our BBBEE compliance (beyond Level 4) to partner with government medical aid schemes and extend services to underserved communities

4. Non-Profit Objectives
- Offering free vital-sign monitoring to underserved communities and townships
- Providing First Aid training to schools and staff to help protect children across South Africa

5. Facility Development
Building a comprehensive, multi-purpose care facility with a dementia focus featuring:
1. Dementia Care Quadrant – with specialized caregivers
2. Step-Down Facility – with physiotherapy and reflexology services
3. Elderly & Frail Care Quadrant – a safe, homely environment for seniors
4. Daycare Centre for Seniors – offering recreation, activities, and socialization opportunities

6. International Expansion
Exploring opportunities to extend Big Heart Carers' impact across the globe, including regions such as Nigeria, Mexico, USA, and Europe.



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