



Live-in Care

Care and companionship every day at home, done just the way you want. From the UK's leading provider of care in the home.



Time to choose for your *family*

When your loved one needs assistance with daily activities, wants more companionship and to stay connected to family, friends and local community, it's hard to know where to turn.

With a busy family life that just gets busier, work commitments and unmissable appointments, you may think that discussing a care home with your loved one is the only option. It doesn't have to be that way.

At Home Instead, we've helped tens of thousands of families through every imaginable situation, with home care that is truly personal to them.

Live-in Care is a way to remain independent at home while receiving practical care, support and companionship. It's a cost-effective way to care that's practical for everyone.

The whole family can be reassured that all needs are being taken care of in your loved one's own home, surrounded by their treasured possessions and memories.

Home Instead is the UK's leading provider of care in the home, and Live-in Care is part of our high-quality service. You can expect everything we've become recognised for:

- ♥ highly personalised care
- ♥ flexible arrangements
- ♥ responsive support, when and how you need it



What is *Live-in* Care?

Live-in Care means having a qualified Care Professional living with your loved one and providing daily living support.

Care Pros can help with a variety of activities:



Personal care
*such as dressing
and bathing*



Medication
assistance



Meal
preparation



Being a
companion



House-keeping
and errands
*such as shopping,
collecting prescriptions*

“With *Live-in* care, you can stay connected to your family, friends and local community, surrounded by your *best memories* and creating new ones”

Maggie Jones, client



How does it work?

You and your loved one will decide the Care Professional's usual hours of work and create a schedule that provides the assistance and companionship that you need. When not working their agreed hours, your Care Pro will be able to rest, sleep, and enjoy the usual activities of living at home.

Here's how a typical day in the life might work...

6 am

John wakes up bright and early so Cristina helps him downstairs and into his favourite chair. John loves to catch up on the morning TV news.

7 am

Cristina prepares a fruit smoothie just the way John likes it with a spoon of coconut oil.

8 am

After breakfast it's time for a shower and Cristina helps John get washed, dressed and ready for the day.

9 am

The sun is shining so John loves to get outside in the fresh air for a walk with Cristina.

10 am

It's a coffee break after a refreshing walk so John comes in for some toast and to catch up on his favourite crosswords.

12 pm

Cristina preps a healthy lunch for John – today is a chicken roast followed by some chocolate pudding.

1 pm

John usually takes a nap after lunch so Cristina takes some of her break to relax too.

3 pm

Feeling refreshed, Cristina and John go to the local shops to run some errands including picking up a prescription and some of John's favourite bread from the bakery for tea.

6 pm


Cristina prepares a light tea of ham sandwiches and salad which John enjoys watching the cricket highlights on TV.

8 pm

Cristina helps John to take a bath and get him ready for the evening to relax. She helps him video-call his family who live abroad and then he settles in for the evening.

Why choose Live-in care?

Live-in care enables your loved one to remain in their beloved home while receiving support from a dedicated Care Professional – somebody who becomes part of your family. Live-in care can also be a more affordable alternative to hourly care and residential care.

		Typical care home
Loved one can stay in their own home	✓	✗
1:1 Companionship and care	✓	✗
Optimising your time on your daily schedule	✓	✗
Meals – choose what you want, when you want	✓	✗
Personal care – when you want it instead of a strict rota	✓	✗
Weekly saving	£100-200 per week	

Perhaps surprisingly, the cost of our Live-in Care is below that of many nursing homes. We tailor our care plans to suit the individual, so you only need to pay for the level of care you receive. The reassurance is that the Care Pro will provide 1-2-1 care in the home.

A Live-in care *story*



Kathy's wish and her family's wish had always been for her to remain in her own home. She had seen her husband's health fail and he had to move into a care home after 40 years of marriage so she knew that was something she didn't want to do.

When Kathy was diagnosed with dementia her daughter Mary and Grandsons, Luke and Mark, understood her wish to stay at home, and wanted to honour her decision. Mary knew that their mother needed a companion, and not just someone to help with jobs and the daily routine.

Unfortunately, when Kathy's family got in touch, they had reached crisis point and Kathy was no longer safe living alone at home. We supported the family in finding a suitable Live-in Care Professional, with the relevant dementia training and experience, who would be a suitable companion, and was available to start within a matter of days.

The Care Pro was aware that this is Kathy's home and she is a guest, so she needed ensure Kathy was comfortable by building a strong relationship.

Luke and Mark still wanted the flexibility to continue seeing their Grandmother as they still wanted to enjoy spending time with her at her home. This partnership of working closely with the family has continued till this day, the brothers were happy for us to organise this for them, and they gave us advanced notice of any days that they could not cover themselves and we would provide a Care Pro to cover the 2 hour breaks.

With a circle of support from the Home Instead family and her own, Kathy was enabled to stay at home and we gave the family peace of mind that she was cared for in the place that she chose. To this day the relationship between Kathy and her Care Pro team has made her feel at ease and she and her family feel it is the best decision they ever made.

Finding your perfect Live-in *Care Professional*

For many people who receive care, having continuity of both the environment and Care Pros is hugely important. When family and friends don't live nearby or are unable to visit regularly, Live-in Care ensures an older loved one is not lonely or isolated and can continue living well.

Sharing your home with a new person is a sensitive decision and that is why we carefully match you with a Care Pro who will best compliment your routines and preferences.

"It's a brilliant way
of *helping* your
loved ones stay
in the *comfort* of
home receiving
care from a
familiar face."

Flo Watkins, client's daughter



Why should you *choose* us?

There are many reasons why Home Instead Live-in care is special and distinct:

- ♥ Our Live-in Care services are managed locally by Home Instead care experts who live and work in your area. Many Live-in companies operate from a regional or national head office and so are not as connected, flexible and responsive as us.
- ♥ As a result of our local presence, clients and Care Pros receive regular in-person check-ins and visits, from a dedicated point of contact in the office.
- ♥ Home Instead offices have access to a nationwide pool of Live-in Care Pros through our dedicated Live-in Care Pro Team, enabling us to give you greater choice and access to the profiles of prospective Care Pros.
- ♥ Over a third of Home Instead offices in England are rated outstanding by the Care Quality Commission (CQC). The offices within the other home nations also, either meet or exceed the minimum standards of their regulator.
- ♥ Our local offices provide day-time and night-time care, as well as Live-in care. However, many Live-in companies do Live-in only and rely on third-party agencies to provide respite and wrap-around care. Instead, we provide a full service managed by the same office and care manager, and we can respond as your needs change.
- ♥ Our Care Pros are directly employed by Home Instead and are not self-employed. This means that we direct and manage the care on your behalf.
- ♥ We always match clients with a compatible Care Pro. We will ask about the character of people your loved one gets on well with, interests, hobbies and personality. You can read about the Care Pro, see them and talk together before they come to stay, to ensure the best possible match.

"There is a feeling of *assurance* that the person you *love* is being taken care of in your absence."

Ryan K, client's nephew

Things to *think* about

It is worth pointing out that Live-in Care involves a few requirements which form the basis of the arrangement. For example, you will need to:

- ♥ Only ask your Care Pro to undertake work as defined within your care plan and within the hours agreed.
- ♥ Provide a separate room for the Care Pro to sleep in, including bedding.
- ♥ Offer access to a television and WiFi.
- ♥ Provide meals and drinks, or agree to a budget for this. This should be the equivalent to three meals per day but doesn't include snacks.
- ♥ Understand your Care Pros are not allowed to act as signatories or witnesses to any legal documents or paperwork.
- ♥ Be aware they are not able to assist with tasks that a district nurse would complete such as administering injections. They are unable to do any gardening or carry out DIY or other in-house alterations.



Our *Care Pros* give more

Our Education Programme at Home Instead aims to enhance the development plans for our Live-in Care Professionals, enabling them to grow and progress their careers within the Home Instead family. Our Quality training at Home Instead is best in class and has been benchmarked against industry standards.

At Home Instead we offer a wide variety of blended learning, including digital training. Our eLearning is all contained within our learning management system. Our training programme ensures that the eLearning we offer is industry leading, always up to date and meets regional and national requirements.

"This is by far the *best* job I've had, it's really kicked off my career and the people I work with are like *family* now."

Sammy Harris, Care Pro

96% Say they are proud to work with us*

97% Say they'd recommend us to a family member or friend*

We're constantly working with new Live-in Care Pros every week of the year, giving them the skills required to provide high-quality care in people's homes.

* Statistics are based on an employee engagement survey by independent research company WorkBuzz.



What's the *assessment* and *selection* process?

Our Live-in Care Professionals undergo the following preparation so that they surpass the needs of the role.

- ♥ They will learn the theory and practical skills for providing quality care within a person's own home.
- ♥ Expert assessors run our courses, each with hands-on experience in home care.
- ♥ All of our Care Pros receive the skills required to care for those with a particular need, such as a use of hoists, personal care, dementia care and/or medication support.
- ♥ Extra training is arranged as required – as we invest in our Care Pros to support the client and increase their developmental growth.

Our training covers the essential skills and knowledge to provide care, in line with the regulatory requirements/ Care Certificate.

One of the benefits of our strong training programme is that enables Home Instead offices to have Dementia Champions with increased knowledge around the care and support of clients living with dementia and those close to them.

These Dementia Champions are able to contribute to enhancing the knowledge of Live-in Care Pros and are involved in creating bespoke care plans for them to follow, to ensure the best possible support is provided.

We guide our Care Pros through their employment journey at Home Instead with resources and training targeted at each stage of their career development.

Learn the theory and practical skills



Expert assessment



Key skills training



On-going development

Dementia Champions



Wide range of skills



Enhanced knowledge



Relevant training

Home Instead care
in numbers



Over 117 thousand hours
per month of Live-in Care



96%
of **Care Professionals**
are proud to work
for home instead*



More than **350**
Live-in Care clients,
and growing

* Statistics are based on an employee engagement survey
by independent research company WorkBuzz.

**WE ARE A DIVERSE AND
INCLUSIVE WORK FORCE**

We have over **400**
Care Pros providing
live-in care in the clients
own home



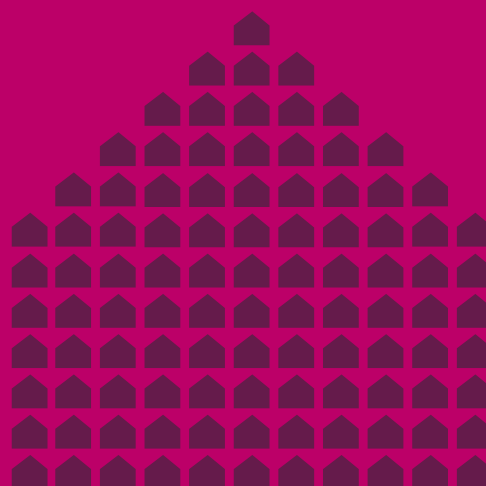
With over **250 Home**
Instead offices across
the UK and Ireland, we
have care local to you



We have **Dementia Cafes**
across the UK & Ireland



A third of our offices in England
are **CQC rated 'outstanding'**



Over half our network
of offices offer the Live-in
Care service locally

Any *questions?*

How is Live-in Care different from home care?

A home care arrangement usually involves a Care Pro popping in to see their clients once or twice a day, perhaps to help them get up and dressed in the morning, or to help them prepare dinner and bathe in the evening. Live-in care is different because a Care Professional moves into the family home so they're available 24/7 for whatever kind of support their clients need.

When does a Live-in Care Pros take time off and have breaks?

Every Live-in Care Pro is entitled to 14 hours of breaks over the course of a working week, this can be divided in a way that suits you best. Commonly it is split into two hours each day, or a few afternoons a week. There are also care options available for their time off so that a replacement Care Pro stays instead, or family or friends can support if preferred.

Who is Live-in Care suitable for?

Live-in care is a great option for anyone who needs extra support to be able to continue living in their own home. This could be due to a condition like dementia or mobility issues that increase the risk of falling. We create individual care plans for all our clients, as no two people's needs are the same.

How long will a Live-in Care Pro stay?

A Live-in Care Pro will stay in your property, on average, for 2-3 weeks at a time, or a duration that suits you. They will then take a break of 1-2 weeks in which time a replacement Live-in Care Pro will stay. The two of them will then work on a rotation.

Will a Live-in Care Pro accompany me or my loved one on trips?

When there are appointments or social outings planned, your Live-in Care Pro will be able to help you or your loved one get to them safely and be a companion if that's what you'd like. We find that some of our clients are keen to do more outside the home with the peace of mind that Live-in Care provides.

Can I arrange Live-in Care for a short period only?

Short term Live-in Care is a great option if recovering from an injury, or for respite care for families. We'll be able to arrange a short-term Care Pro to support you for as long as you need them.

How can I get funding for Live-in Care?

While it's possible to self fund Live-in Care through savings, pensions or help from family, there are a number of options available for financial support. We would be happy to walk you through the resources available to you.

How do I know we'll get on with the Live-in Care Pro?

We will ask you about the character of the person you get on well with, noting your interests, hobbies and personality. We then match you up with a compatible Care Pro. You can read about them, see their picture and speak with them before they come to stay with you in your home to see what you think, so that you are comfortable at all times.

How do I set up Live-in Care?

Begin with a care assessment so we can get to know your needs. Give us a call and we will be happy to arrange an appointment. We welcome family, friends or Power of Attorney (POA) to join this.

Where can I find out more?

Call our office to discuss your specific requirements (see details on back page). You can also find more information on the **Live-in Care** section our website – go to homeinstead.co.uk/care/live-in



What's *next?*

If you think Live-in care is the solution for you and your family, we highly recommend arranging a care consultation with us.

One of our Registered Managers will come to visit you to discuss your needs and expectations around Live-in care and whether Home Instead is the right choice for you.

The consultation is an opportunity for you to get to know us more and ask questions. It usually takes a couple of hours to make a plan to fit around your needs.



We will talk through all of the different options available and what would be the best recommendation for your own individual circumstances.



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