



Your guide to live-in care

Quality and compassionate care at home.





What is live-in care?

It's 24-hour, one-to-one support, tailored to your needs.

Live-in care is an alternative to residential care allowing you to stay in the comfort and familiarity of your own home. A fully trained Care Worker will live with you, providing 24-hour, one-to-one support tailored to your individual needs. Whether it's support with everyday tasks or more advanced healthcare needs, they'll be dedicated to ensuring you live well at home and continue to make the most out of life.

Real stories - Nina

“ Mum's wishes have always been to stay in her own home instead of moving into residential care.

Mum is happier than she has been in a long time, and the two Care Workers are like angels to us. Thanks to their support, Mum can attend church once again after two years, and there's now laughter and fun in her life. Angela loves to cook up a storm in the kitchen, which Mum loves, and they enjoy delicious meals together.

Live-in care has not only made a significant impact on Mum's life but also on mine. I used to receive constant calls from Mum, but now I know she is safe, which has lifted a huge weight off my shoulders, and we have a much better relationship. ”



Helping you make the most out of life

Live-in care is for those wishing to live well in their own home, but are unable to do so without round-the-clock care. Our live in-care service is built around your individual needs and personal routine.

We can support you with a range of conditions and circumstances:

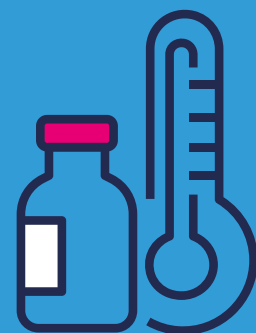
- End of life care/Palliative care • Physical disabilities • Learning disabilities
- Cancer care • Stroke recovery • Dementia • Alzheimer's disease
- Parkinson's disease • Respite care

Please talk to us about your requirements



Personal care

Going to the bathroom and washing.



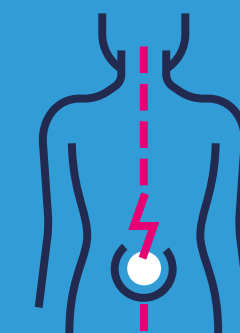
Medication management

Prompting you to take any medication when you need to.



Getting out and about

For essential appointments or errands and social events.



Complex and specialist care needs

Advanced needs including spinal care, PEG feeding, Stoma Care.



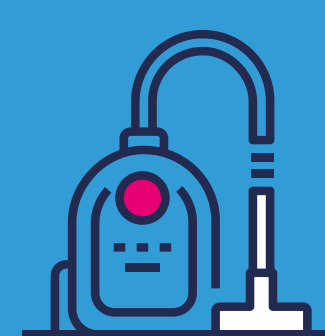
Cooking, nutrition and meal preparation

Ensuring you have a well-balanced diet, keep hydrated and enjoy the meals you love.



Mobility and safety

Helping to keep you mobile, safe and comfortable at home.



Household maintenance

Helping you to keep the house clean, safe and comfortable.



Companionship

Someone to spend time and enjoy activities with, creating a close and enduring bond.



Why choose live-in care?

From the ability to stay with pets and loved ones to receiving bespoke one-to-one support, live-in care is a practical and cost-effective option for those seeking high-quality care and support.

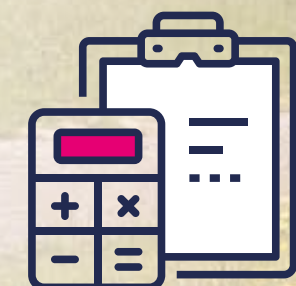


Ability to stay in a comfortable, familiar setting, rather than the upheaval of moving.

Couples can stay together, receiving support and care as a team.



Bespoke one-to-one support, tailored to your needs.



Lower average costs than a care home.



Minimal disruption to your daily life and the routine you wish to keep.

Individuals can continue to live with their beloved pets receiving help with feeding, walking and caring for them.



Real stories – Steve

“ After a car accident many years ago, it became clear that I would never be able to live independently. As a young man, I didn’t want my disability to hinder me from living life to the fullest. Although being paralysed limits what I can do, having a Live-in Care Worker has opened doors to many activities I enjoy, such as going to the local pub with friends or using my in-house gym. Luckily, my family and friends live close by, but I don’t want to solely rely on them. Having a Live-in Care Worker available 24/7 allows me to be independent and enjoy life to the fullest. It was important for me to choose carers I could relate to and share similar interests with since we spend most of our time together. ”



A fully managed service


At Abbots Care, we provide a fully managed service and are regulated by the Care Quality Commission (CQC) offering total peace of mind to families and individuals.

Our full service includes managing all aspects of the care process so you can focus on what really matters – spending quality time with your loved ones. We directly employ our staff (we never use agencies) to ensure consistency and continuity of care. This means that we're able to provide sickness cover to ensure uninterrupted care, and you can rest assured that only the most qualified and experienced Care Workers are assigned to your care.

In contrast, some home care providers operate as non-regulated agencies, matching self-employed care workers with clients, meaning they are not monitored, inspected or regulated.

How our live-in service compares

Industry regulated service

	 Abbots Care	Non-regulated care agencies
Registration with the Care Quality Commission (CQC)	✓	✗
Monitor, regulate and inspect services CQC Inspections carried out to ensure our care service is safe, caring, effective, responsive to people's needs and well-led. Findings are published and available to the public.	✓	✗
Compliance with key industry standards A duty to uphold the fundamental standards of care as recognised by the CQC.	✓	✗

Fully managed service

Employed workforce Our staff are directly employed and receive full company benefits, pension contribution and holiday pay. We also cover any absence with another member of our staff.	✓	✗
Stringent recruitment and onboarding process Our rigorous selection process includes background checks (Disclosure and Barring Service), in-depth references and a full employment history. Our in-house training assessment framework ensures standardised training across our care workforce.	✓	✗
Central and community support Access to a dedicated community and office support team, available to you and your family from the assessment stage and throughout your care to ensure that our service exceeds your expectations. A care plan created by a qualified care professional.	✓	✗
Accredited training and assessment framework All of our care staff are trained to a high standard and receive full care certification which is delivered in-house and recognised by care training industry leaders, Skills for Care.	✓	✗

Our person-centred care plan

What is a care plan?

A care plan allows you to be involved in the care and support planning process, ensuring that you receive consistent care. It will detail your assessed individual needs, what type of support you require, how it will be given and who should provide it.

While each care plan is unique, we will structure it to address the following:

- What your assessed care needs are
- What type of support you should receive
- Your desired outcomes, wishes and personal preferences
- Who should provide which aspects of your care
- When care and support should be provided
- Records of care provided
- The costs of the services

Abbots Care was founded on the basis of providing care that focuses on the needs of an individual while respecting their needs, wishes and aspirations. We work with people and their families every day to create flexible and responsive person-centred care plans that help you feel in control of your choices.

Real stories – Ceri

“Our family decided on a Live-in Carer after my mum had a disastrous short spell in a residential care home at the beginning of the covid lockdown. We were unable to see and support her during her bereavement following my dad's passing away, which had a significant impact on her well-being, particularly as she has dementia, so is vulnerable to any changes.

The Live-in Care Worker is able to support Mum with all her needs such as personal care, meals and medication as well as providing valuable company. It also means I have peace of mind that she is receiving one-to-one care 24 hours a day and flexibility for myself and family members to see her whenever we want to.”



Abigail & Sara – a day in the life

A Live-in Care Worker supports you in everyday life, enabling you to live well and happily at home. Our Live-in Care Workers are here to support your individual lifestyle, needs and routines, which we understand differs from person to person. Here's what a day looks like for Sara who supports Abigail with live-in care.

Starting the day – your way

Abigail likes to have a relaxed and quiet start to the day so I bring Abigail a cup of tea in bed and then head back to my room until Abigail is ready to get up. I help Abigail to get ready, supporting her with washing and dressing before we make our way to the kitchen where I've already prepared breakfast for us both. Over breakfast, we talk about the day ahead and decide to visit the local high street, to pick up essentials in the afternoon.

Activities and social time – your Live-in Care Worker is there to help you get the most out of each day

Abigail keeps a calendar in her kitchen so I know what upcoming appointments or social events Abigail has planned. Abigail's daughter pops in every morning to spend some time with her. This is my opportunity to carry on with household tasks such as the laundry or vacuuming. After a light lunch, we head into town for some fresh air and spend an hour or so shopping, we also enjoy a slice of cake at Abigail's favourite bakery.

Enjoying mealtimes and eating well

Abigail is very social and prefers to share her mealtimes with me. In fact, we prepare, cook and enjoy lunch and dinner together most days. During this time, we share stories, discuss what's going on in the world and more importantly, who our favourite bake-off contestant is!

Personal time and respecting boundaries

After dinner, I clear up in the kitchen before heading off to my room, I know Abigail likes to have space at regular points in the day to do things that are important to her and her independence, for example watching the TV or making a telephone call to her friends and family.

This is an opportunity for me to have some downtime as part of my scheduled break.



Night-time routine

In the evening I make Abigail a cup of tea an hour before bedtime and remind her to take her medication. We go upstairs and I support with any personal care needed before helping her get into bed. Abigail likes to listen to her favourite radio station while she falls asleep. After I have said goodnight, I take some time to get things prepared for the next morning before going to bed myself. On occasion, Abigail may need my help in the night so I listen out for her.





Ways to pay for live-in care

When it comes to funding care, there are many options to consider, depending on your personal circumstances. These include social care funding, benefits or self-funding options.

Financial Support (Government funding)

Local Authority funding:

If you have savings of less than £23,250, you may qualify for Local Authority funding through a free needs assessment conducted by your local council to determine the amount of assistance you require.

Direct payments:

If you are eligible for Local Authority funding through a needs assessment, you'll receive a personal budget that can be paid to you as a direct payment, allowing you to choose how your care is arranged and who provides it.

NHS Continuing Care funding:

This type of funding provides free social care for those with long-term complex health needs, following an assessment from a multidisciplinary team of healthcare professionals to determine eligibility.

Self funding care options

Equity release:

Equity release schemes are a way of unlocking the value of your home to provide a lump sum or regular income. There are two types, lifetime mortgages and home reversion.

Savings and investments:

If you have savings or investments, you can use these to pay for home care services. These could include ISAs or selling investments to generate income.

Annuities:

An annuity is a type of insurance product that allows you to swap your pension savings for a guaranteed regular income that will last for the rest of your life.

We recommend researching and comparing different options for funding home care to help you find the best option that meets your needs and circumstances. You may also want to seek advice from a financial advisor or another relevant professional to ensure you make an informed decision.

Our team of care advisors can help point you in the right direction

How it works

When it comes to understanding care and the choices available, there's lots of information out there, which can be overwhelming – especially if you need care in place quickly. We find the best way to start is with a conversation.

And don't forget!
Our team of care advisors are on hand to help you access further information

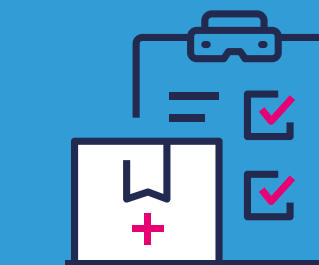
1. Get in touch

We will guide you through the process, explaining what options are available to you.



2. We do an assessment

A compassionate, qualified senior member of our team will visit you to discuss your needs.



3. Bespoke Care Package

We will create a person-centered care plan, together with you and your family.



4. We find a match

We will match you to a qualified, experienced member of our live-in care team.



5. Meet and Greet

You and your family can arrange to meet your Live-in Care Worker.



6. Care package starts

We will be in contact regularly to find out how you are finding things in the early stages to ensure that live-in care is working for you.



About us

Proud to be twice rated CQC Outstanding

At Abbots Care, we make a meaningful day-to-day difference to the lives of people in our communities by providing award-winning, CQC-rated outstanding, home and live-in care services.

As a family-run home care provider with over 25 years' experience, we understand

how important it is that people and their families who choose care at home, receive compassionate care, tailored to their needs and preferences.

Simply, we put people at the heart of our services, and strive to consider the individual in everything we do.

Quality Assurance

We are committed to providing outstanding care services to each and every one of our customers and are recognised for our high standards across the industry. We are regulated and inspected by the Care Quality Commission (CQC) and British Standards Institute (BSI) and hold accreditation with Skills for Care and the United Kingdom Home Care Association.



Our story



Together with my family, I founded Abbots Care in 1995 with a mission to provide the highest quality of home care and put Service Users in charge of their own choices.

Throughout my childhood my mum, Stephanie (Co-founder of Abbots Care), was passionate about care. Working firstly with people with learning disabilities at a local NHS hospital before qualifying as a Nurse Manager and working with children's respite service.

My sister and I also worked in the care sector in different roles and all of us felt frustrated with the way the agencies we worked for were run. No training was offered, and no one knew who could do what, with a drive for money over quality.

With no funding but a whole lot of heart and drive, we started Abbots Care. Initially, we were our own care workers and unpaid managers, while we set the business up. We recruited and trained a team of people as we secured the NHS (via continuing care) as our first client!

Times have changed and so have our circumstances, with Naomi leaving in 2012 to pursue her earlier dream of becoming a nurse and mum semi-retiring, leaving me at the helm. From our humble beginnings I now find myself Managing Director,

responsible for supporting almost 1000 customers and some 500 care workers.

I can honestly say that from 1995 until today, we at Abbots Care have put our service users in charge of their own choices, worked to further educate and qualify ourselves and our employees, and sincerely care about the people who we have a responsibility to, and we always will.

Live-In Care is one of many vital services we offer and we are so happy to be able to help individuals remain in their homes and make the most of their lives.

Camille Leavold

Camille Leavold
Managing Director and Co-founder of Abbots Care



We can help with urgent needs or respite live-in care and can support you to have care in place within 48 hours.

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