



the **live in care** company

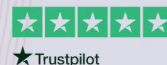
Live in care where you belong:
At Home

"80% of people want to remain in their own home in later life."

- *JustGroup Survey*



“Care and Compassion



Right from the first chat with the Live in Care Company, we were listened to and cared for. Things we felt important were acted upon and we have had regular phone calls from the same person, giving continuity and making us feel valued.

The care our parents have received has been excellent. Our live in carer is always professional, sensitive and thoughtful, treating our parents with dignity and respect, and has become a valued member of our family. All the relief carers have been equally good, supporting and caring at the most difficult time for our family.

It has been a great comfort and relief to myself and my brother that our parents are in ‘very safe hands’. I would recommend the Live in Care Company wholeheartedly.”

- Elaine

The Live in Care Company and our carers make a huge positive difference to many people's lives across the UK



Andrew S

1 review  GB



 Verified

Mum's wicked sense of humour and smiles have once again returned.

To a lot of people, it may not be a big deal for their mother to go out shopping for new clothes and shoes, however Mum has been housebound for over three years. We have gone through a number of substandard live in care companies, often supplying staff with no experience or compassion. Then we found The Live in Care Company, which matched Mum with Mawata who has built a fantastic relationship with Mum, rebuilt her confidence and once again 'socially enabled' Mum, with shopping trips and bar snacks. Mum's wicked sense of humour and smiles have once again returned.

Luca Rado, the owner of the company, is there for the family 24/7, he will always go the extra mile to match the client with the carer. Thanks Guys.

Excellent   Trustpilot

We are the top rated agency in the UK, rated excellent on Trustpilot. 95% of people give us 5 stars!



Christine

1 review  GB



 Verified

Outstanding service received

The Live in Care Company responded promptly and sympathetically during the weekend to our request for urgent support, which was able to start the very next day.

The team were helpful, kind, easy to contact, replied to phone and email messages quickly, giving us a range of care options and carers to choose from. They were clear with regard to communicating the costs of the care package put in place.

Our carer, Beatrice, was outstanding, a delight to have as part of our household through a very difficult time, supporting both myself and my daughter.

Welcome

We created the Live in Care Company after years of working in the healthcare industry, encountering the same key issues time and time again; difficulty in sourcing and retaining high-quality, reliable carers and, as a result, a lack of continuity along with failing care relationships for clients. We vowed to change this whilst also providing an unbeatable level of customer service.

The key to successful care is to have the right relationship between client and carer. This is achieved by taking the time to understand the individual needs, preferences and expectations of our clients and their families and in addition the skills, personality and experience of our carers. This enables successful matching of client and carer.

With unbeatable levels of service and support throughout the process, our clients have control over their care, provided in the comfort of their own home.

- Luca Rado, Co-Founder

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Why People Choose Live In Care

- ♥ To remain at home surrounded by a lifetime's worth of memories.
- ♥ One-to-one care, companionship and support from the carer of your choice.
- ♥ Avoid the stress, upset and loneliness of a care home.
- ♥ Remain with your spouse or partner.
- ♥ Choice over daily routine and when you receive care.
- ♥ Stress-free respite care and holiday cover.
- ♥ The kind care choice for those living with dementia & Alzheimer's.
- ♥ Choose what and when you eat.
- ♥ Extremely cost-effective for couples, costs 20% more than for individuals.
- ♥ Retain control over what is important to you.
- ♥ Stay connected with partners and family.
- ♥ Friends and family can visit at any time.
- ♥ Maintain community bonds and activities.
- ♥ Maintain independence and choice.
- ♥ Comfort and security of a familiar environment.
- ♥ Keep your pets close.
- ♥ Stay close to your garden.
- ♥ Consistent companionship.
- ♥ Continuity of care due to carers working 7 days a week for a number of weeks at a time.
- ♥ Mobility support.
- ♥ Housework and laundry.

"The Live in Care Company is excellent.

They responded quickly and professionally to my needs for care for my father. I was provided with the CVs of possible carers and could speak with them before I chose one.

This all happened quickly as I was in dire need of care after my father became ill. The carer and company were excellent in all respects and I can fully recommend them."

- John



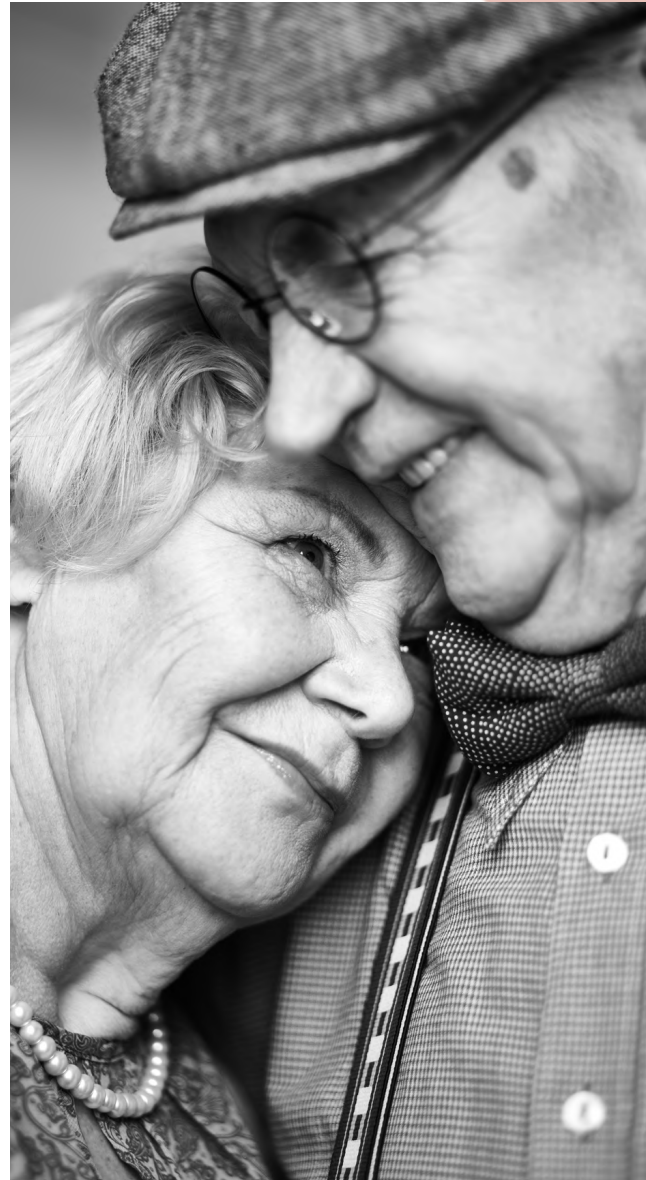
Daphne and George's Story

Daphne and George were finding it difficult to cope at home. They needed support and decided to contact us to arrange a live in carer. After careful consideration, they selected Sarah who arrived with them a few days later.

One afternoon Daphne went for her usual mid-afternoon nap, but when Sarah went to wake her she noticed that Daphne was very confused. Daphne was speaking, but the words were coming out all jumbled up and she appeared weaker on one side of her body.

Sarah made sure Daphne was safe and called 999, explaining to the operator what had happened, suspecting that Daphne had suffered a stroke. Sarah explained to George that she had called 999 and also let their son James know what was happening.

Sarah was calm and reassuring throughout. She described the situation to the paramedics and while Daphne was being monitored she quickly put a hospital bag together with some home comforts. The next day, Daphne was transferred to a much larger hospital in the city and was admitted to the Acute Stroke Unit. Sarah stayed at home with George, reassuring him, speaking with





the doctors and ensuring that the family understood what was happening and that Daphne was being well cared for. It became clear that Daphne had had a small stroke which triggered weakness and aphasia (an impairment of language, affecting the production or comprehension of speech). Although George was missing Daphne greatly, he was reassured by Sarah's presence in the home.

After two weeks the Doctors decided that Daphne could continue her recovery at home, with Sarah on hand to provide support, help with occupational therapy visits and medical appointments, prepare home-cooked meals, ensure Daphne took her medication and help her with the exercises that she had been given.

Aged 81, Daphne and George just want to be together. The idea of not seeing Daphne for weeks on end was extremely upsetting for George and he was delighted that she could return home so soon. The day Daphne was discharged from the hospital George waited all afternoon by the window watching out for the ambulance to bring her home.

A few weeks on and Daphne is doing really well with Sarah's help, and George is delighted to have her back home.

How We Find The Perfect Care Solution

1

You tell us what you need

We take the time to get to know you and your individual needs and preferences so that we can understand exactly how to match you with the perfect carer.

Getting to know each other

We create a bespoke placement description to ensure all your care needs are met and preferences are clearly understood.

2

3

Unique two-way matching process

The best care relationships happen when both client and carer are happy. We have a wide selection of carers from which our team creates a shortlist and we work with you to select the right carer.

You meet your live in carer

You'll get to know your live in carer via video or telephone call, so you can be sure that they are a great match for you.

4

5

Care begins

We set a start date and your carer will arrive at midday. One of our dedicated client liaison managers will be in touch regularly to ensure everything is going well and to provide support.

Who We Support

We provide care for all conditions and situations, including:

Alzheimer's

Dementia

Stroke

Post operative care

Parkinson's disease

Brain injury

Care for loved ones during family holidays

Hospital discharge

Learning disability

Physical health needs

Sensory needs

Incontinence care

Palliative care

Neuro degenerative conditions

Companionship

Respite care

Medication management

Waking night care

Physical frailty

Multiple Sclerosis

Cerebral Palsy

Cancer care



**Respite care available
for minimum 7 days**

Our Approach and Values

We treat all clients and carers with the utmost respect and consideration.

Personalised matching process to ensure the best carer is placed with your loved one.

We work with hundreds of reliable, skilled and experienced live in carers. We operate a strict onboarding and ongoing vetting procedure resulting in only the best carers being a part of our team.

We commit to understanding our clients' care needs and take the time to understand our carers too. Our two-way process ensures that both parties have control over who they are matched with, which leads to positive care relationships and continuity of care.

Our friendly and supportive team are always on hand to help, 7 days a week.

We value clear, honest and timely communication as the foundation of all of our client, carer and partner relationships.

Quality Assurance

The quality, skills and appropriateness of carers are assessed during our multi-layered recruitment process and on an ongoing basis. Carers are fully vetted and reference checked with a clear and enhanced DBS, they undergo two onboarding interviews and must have at least one year of professional live in care experience. Only 1 in 20 carers who apply to The Live in Care Company passes our rigorous selection criteria.

Our carer support team is available seven days a week, and we provide a 24-hour emergency helpline for those on placement.

During the selection process carers are interviewed for the specific role and only successful candidates will be put forward to clients for consideration. Throughout placements, our team regularly stay in touch ensuring everything is going well.

Meet our Carers

Our carers are carefully selected to meet our exacting standards.

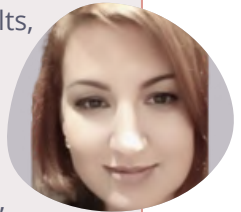
We only work with the very best carers from across the country. We insist upon a high level of care skills and experience as well as kindness, patience, compassion and conscientiousness.

"I became a carer as we give people a more valuable life, we support them and their family.

I have undertaken a lot of training including moving and handling, safeguarding adults, nutrition, fluids, trips and falls, medication, dementia and diabetes.

To live at home is very important, our clients are used to the environment, neighbours, family and friends and they can keep their own routine. They can be more independent. When someone is not in their own home, they can be anxious, uncomfortable and unhappy, which I think is why people and their families choose live in care."

- Adela



"I became a carer after my mother introduced me to the sector and I saw the gratification that she got from her job. I am able to see the impact that my work has on the individual's quality of life.

When I became a live in carer I realised that the intimacy of working one-to-one was so much better than working with a group as I was able to build a rapport with my client."

- Grace



"I have worked in the care industry for over 17 years. My main priority is always the wellbeing of my clients. I am a caring, kind, reliable, patient and trustworthy man and I look forward to using all of my experience with my future clients."

- Michal



Meet The Team

We have a great team behind us, with two consultant neuro-psychologists, Dr Neil Parrett and Dr Tara Rado on our advisory board, who provide a level of knowledge and understanding to our team that sets us apart from other care services in the UK.

Luca Rado & Dr Neil Parrett **Co-Founders**

Luca Rado and Dr Neil Parrett launched the company after many years of working in the healthcare industry. The pair noticed that one of the key issues they would regularly encounter was the difficulty of sourcing and retaining high-quality carers, support workers and PA's.



To solve this we carefully ensure that carers are matched with clients that they love to work with to provide continuity and a win-win for all.



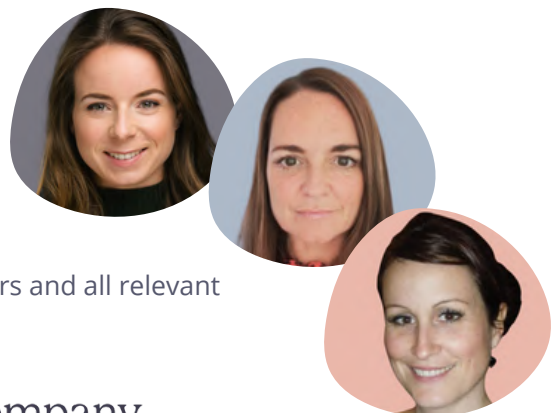
Sumita Nanda **Recruitment & Client Services Manager**

Sumita has been with The Live In Care Company since the beginning. This, coupled with her 20 years working in the industry, makes her the perfect person to support new clients, providing them with advice and guidance about live in care.

Nicola Haynes, Ruby Pringle & Sarah Vaughan **Client Liaison Managers**

Our dedicated team of client liaison managers is responsible for managing the service we provide to our clients.

They maintain regular contact with carers, clients, case managers and all relevant professionals to provide support and advice to all parties.





Emily Standing & Jodie Pescott
Recruitment Consultants

Our experienced recruitment consultants are responsible for sourcing and vetting our highly skilled team of carers, ensuring all standards are met including training, references and DBS checks.

They are also able to recruit on demand for specific needs.

Tara O'Shea
Accounts

Tara is responsible for ensuring our payments and accounts are managed successfully for both carers and clients.

She divides her time between managing our accounts and ensuring that the administration systems for the whole company are kept up-to-date and running smoothly.



Caroline Davis
Corporate Relationship Manager



As our corporate relationship manager, Caroline spends her time engaging with our partners including case managers, solicitors, deputies and other professionals.

She is usually the first person new partners speak to, and with her many years of experience in corporate relations, she is the perfect person to help you with your client's care needs.

FAQs

In which areas do you provide live-in care? We provide live in care nationwide.

How can I be confident of the quality of your services? Please look at what our clients say about us on Trustpilot by going to <https://uk.trustpilot.com/review/theliveincarecompany.co.uk>

Who can have live in care, and is it only for older people? Our live in care service is not just for older people but for anyone over the age of 16 with care needs. For example, brain injury, spinal injury, cerebral palsy, MS, MND etc.

What support do you provide after the carer begins? You will have your own client liaison manager who will keep in regular contact with both yourself and the carer. They will be on hand to answer any questions and to provide support, replacement and cover carers as required.

How quickly can live in care be arranged? In case of emergencies, we are able to provide live in care on a same-day basis and in as little as a few hours.

How are carers vetted? All of our carers have been fully vetted and reference checked, have a clear DBS, training and at least a year of experience in live in care.

What is the minimum booking and notice period? Many of our clients start off with a two-week trial period so you can test out live in care and we do not have any tie-ins for you to worry about. Our minimum charge for care is 7 days and after this, you need only pay for the number of days of care you receive. In terms of notice, we would appreciate as much notice as possible if your care circumstances change.

When and how do I pay? You should pay on a weekly basis, 3 days before the start of each week of care. You may pay via card, direct debit or bank transfer.

What happens when a carer takes a holiday? We will provide another suitable carer to cover any holidays, so you will not be without a carer. Your client liaison manager will arrange this with you.

Will my live in carer need their own room? Yes, your live in carer should have their own bedroom.

How can I be sure that I will be happy with my carer? We take great care to vet all carers thoroughly and during the selection process we support you to choose the appropriate carer and get to know them before proceeding. If, after the carer begins, you are not happy with them, we will provide a replacement carer of your choice.

What if my carer is sick? Sickness is very rare in live in care but if a carer is sick, we will provide a replacement immediately. Your client liaison manager will arrange this with you.

Do live in carers get a break during the day? During the working day, a carer will expect a two-hour break which is taken when the client is settled and if they are safe to be alone. If a client cannot be left alone, breaks may be covered by family/friends or other carers, for example, from a domiciliary care agency. It's also possible for carers to work through their breaks and to be paid in lieu of their break.

What are the duties of a live in carer? We will work with you to set out what is expected of the carer but in general, live in carers provide companionship and personal care such as washing, toileting and dressing and prompting of medication. They also provide domestic support including cooking, cleaning, accessing the community and accompanying to appointments.

Do I provide meals/food for a live in carer? Meals need to be provided for the carer or a weekly £40 food allowance should be paid to the carer. This can be managed through your online account.

Do I pay more on bank holidays? Yes, the rate is double on the day of a bank holiday as this is an industry standard.

Will my live-in carer drive? A driver can be provided if required and there may be a higher weekly cost for a driver. If the carer uses their car in the course of their duties they should be reimbursed at 45p per mile.

What if I wake in the night needing help? Carers are available for night calls. If night calls are very frequent or for long time periods, we would recommend a 24-hour package: around-the-clock, waking, live in support can be provided by two live in carers working back to back. Please discuss further when making an enquiry.



**Our friendly team
is available to help**

**theliveincarecompany.co.uk
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Call 0118 449 2373**



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