edyn.care

FULLY MANAGED LIVE-IN CARE

Keep life feeling like yours.

One-to-one care at home.
A whole team behind it.



Speak to our care specialists

020 3970 9900

It's the **small things** that make us who we are

> Nanna.
> Gardener.
> Poet.
> Scrabble champ.



Chrissy

3 years experience



LANGUAGES

English · Greek

EDUCATION

NVQ Level 2 · edyn training

SUPPORTS

Medication · Mobility

INTERESTS

Exercise · Gardening · Music

Which is why we match you with the **right carer**

We're with you **every step of the way**. Helping you stay at home - happily and safely.

edyn.care

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Call us on 020 3970 9900

Trustpilot
Excellent · 4.8/5

Foreword

LORD PRIOR

Former Chair of Care Quality Commission

Care can be highly variable, I feel that edyn.care offers a way to reduce that variability, reduce the cost and has a vision of technology that can make it more personal by putting people at the centre of its service.





JONNY BOTTOMLEY & OLIVER ROSS

Founders of edyn.care

It means a lot that you're considering edyn.care for you and your loved ones. We started our company because of our own experiences trying to sort out care for our families. We believe finding the right care should be simple and stress-free. We look forward to ensuring you and your family receive the right care, at the right time.

Stay in the home you love, with care built around you.



An award-winning team that cares about what matters to you.

IAN SMITH

Former Chair of Four Seasons Care Group

Care homes used to be the default choice for individuals who are in need of care, but now more people in their later years can stay at home with professional live-in care. Edyn.care's service is changing the industry.



What is live-in care?

Live-in care helps your loved one stay in the comfort of their own home, surrounded by familiar possessions and connected to friends, neighbours and their local community. A professional carer lives in the home and provides support agreed in the care plan. Daily breaks and any overnight care are planned around your needs.

A dedicated, professional carer moves in to help with everything from personal care to running errands, ensuring that all that's required is done so that your loved one is safe and happy in the place they belong. Plus, family and friends can still visit and stay anytime.

1:1 care

Our professional carers provide one-to-one support with physical, emotional and social needs. Care is tailored to the individual and the support agreed in their care plan.

A professional carer living with you

Live-in care offers reassurance and practical help with day-to-day tasks, companionship and getting out into the community. Your care plan sets out the support you need, including arrangements for breaks and overnight care.

Choose your own professional carer

We are very selective of the carers we take on. They all complete our stringent vetting procedure and unrivalled training programme, and you can make the right choice for you after conducting your own interviews.

Stay connected to your community

Live-in care enables you to stay where you feel most comfortable and stay connected to your community. Our carers help our clients to continue to engage with their friends and attend community events.

Every week we:



Provide thousands of hours of care



Make 840 cups of tea



Go for 412 walks together



Attend 104 community events

What do live-in carers do?

Working to an agreed care plan, our carers support your loved one in their own home. The tasks and level of help depend on their needs and preferences. Our care assessment establishes the right support, including daily routines, carer breaks and any overnight arrangements.

Your professional carer's duties may consist of:



Medication

We train our carers in monitoring and giving medication.



Nutrition

We note your favourite foods in our care plans, so our carers are well prepped.



Personal hygiene

Assistance with dressing, bathing and toileting. Ensuring dignity.



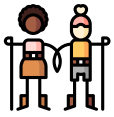
Household maintenance

Chores like laundry, cleaning, changing the bed and taking out rubbish.



Running errands

Whether it's going to the bank or visiting the doctor, our carers can help.



Mobility

Our carers are trained to use hoists and safely help their clients move indoors and outdoors.



Working with GPs

We work with a range of healthcare professionals, including discharge teams, GPs and nurses.



Companionship

Creating friendships and lasting bonds between carer and client and their family.

Palliative care

Our professional carers care for your physical, emotional, psychological and social needs. We train each of our professional carers in pain management to ensure your loved one is kept as comfortable as possible.

Respite care

Our professional carers can temporarily take over from a primary carer, so that they can recuperate without disturbing established routines. At edyn.care, we understand that consistency is key.

Post-discharge care

Our professional carers can help your loved one stay safe and comfortable as they recuperate and rebuild strength, so that they can quickly regain their confidence and independence.

Cancer care

We understand that everyone's experience of cancer is different, which is why we tailor our service to your needs. Professional carers working with cancer patients receive specialist training.

Dementia care

Utilising our smart technology and compassionate carers, we monitor your condition on a day-to-day basis and use the information to spot trends. Our professional carers working with dementia clients receive specialist training.

What makes a professional carer?

At edyn.care, we take care seriously. All our professional carers go through our rigorous and comprehensive recruitment process. Our Professional Carers are compassionate, empathetic and capable. They will build a strong relationship with your loved one, built on trust and shared interests.

The selection process

Every Professional Carer is chosen through a robust selection process, designed to make sure that they are the right fit for our expert live-in care services.

Background checks

Our background checks include enhanced DBS checks and references. These help us assess each carer's suitability to support people in their own homes.

Continuous training

Our professional carers are the most vital part of our service. We provide continued training to ensure that their services are always high in quality.

Specialisms

Every elderly person requires an individual style of care specific to their needs. Our Professional Carers specialise in numerous conditions ranging from physical disability to dementia and Alzheimer's.



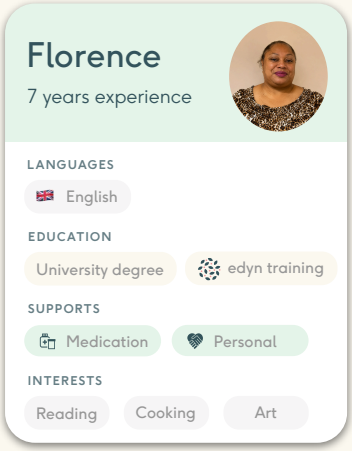
Our professional carers have on average 6 years' experience

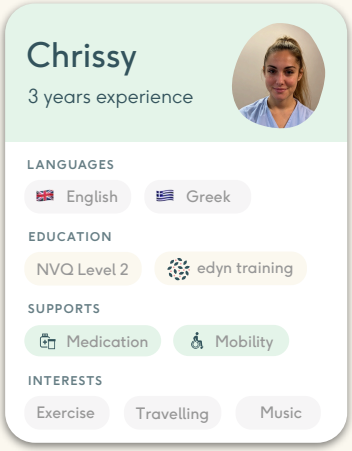
REGISTERED CARE MANAGER

Sandra Doru

Whether you're new to edyn.care or a long-time Client, you'll get compassionate and invaluable support from our specialist team. We're here to answer all your questions and help you navigate your options.









Profile photographs are illustrative.

How it works

We can arrange your care in **48 hours**

1

Talk to us

Give one of our experienced care specialists a call to chat everything through.

2

Expert care consultation

Our Registered Care Manager will arrange a meeting to draw up your personalised care plan.

3

Choose your carer

We'll tailor a list of carers for you, allowing you to choose the most suitable.

4

Continued help

Once care begins, we'll continue our support throughout your journey - online, over the phone and in person.

Routine to provide consistency

It's important we understand your routine and requirements.

Our professional carers may be amazing, but they are only human. So as well as two hours of breaks taken at a suitable time throughout the day, your primary live-in carer will also need to take time off. Schedules change depending on needs and circumstances, but here's a realistic working pattern:

For each of our clients we allocate two carers: Main carer and Respite carer. They work in tandem to give you and your family the consistency you deserve.



Olivia

Main carer



Lyn

Respite carer

Profile photographs are illustrative.

MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

Trial week

Your first week is a completely risk-free trial and Olivia, main carer, moves in.

Week 2 - 3:

If you're happy, Olivia continues.

Week 4:

Olivia, your main carer, takes time off and Lyn respite carer takes over.

Week 5 - 7:

Olivia, main carer returns. They'll typically be in place for another three weeks.

Week 8:

Olivia, your main carer, takes time off and Lyn respite carer takes over.

Week 9 - 12:

Olivia, main carer, returns.

Live-in care costs

Care shaped around your needs.



Our prices are broken down into three tiers depending on the care that is required

Tier 1

Starting at:

£1,395 /wk

- Companionship
- Personal care
- Wellbeing support

Tier 2

Starting at:

£1,645 /wk

- Companionship
- Personal care
- Wellbeing support
- Dementia care

Tier 3

Starting at:

£1,895 /wk

- Companionship
- Personal care
- **Manual handling**
- Dementia care
- Complex care

Optional extras

- Carer who can drive: £55 /wk
- Carer with own car: £95 /wk
- Spousal support: £150 /wk
- Managed food budget: £50 /wk

Mileage: £0.55 /mile



Call now: 020 3970 9900

Financial planning

Whether you require care for just a few hours a week or full-time live-in care, it is important you consider how to cover the cost of care.

Unlike the NHS, which is free at the point of need, it is more than likely that you will have to contribute a proportion of the care costs when receiving home care. However, the government does have some options to help ease the burden. When thinking about care, it is important that you are fully aware of your funding options.

Some options:

Local authority care funding

NHS continuing healthcare

Direct payments and personal budgets funded by the local authority

Personal health budgets: ask your local NHS integrated care board (ICB).



Harry, Family Care Specialist

Our care specialists are well versed in the options for financing care. They help hundreds of potential clients navigate the various funding options to ensure every one finds the best option for them.

Couple:Tier 1

Starting at:

£1,695 /wk

- Companionship
- Personal care
- Wellbeing support

Couple: Tier 2

Starting at:

£1,945 /wk

- Companionship
- Personal care
- Wellbeing support
- Dementia care

Couple: Tier 3

Starting at:

£2,195 /wk

- Companionship
- Personal care
- **Manual handling**
- Dementia care
- Complex care

Your dedicated care team

We provide each one of our clients with their own dedicated care team who stay with you throughout your time with us. This team is comprised of Professional Carers, a Care Manager and a Care Coordinator.



Professional Carers

We ensure quality by:

Background checks

In-house training

Reference checks



Your Care Manager

We ensure quality by:

Care quality oversight

A bespoke care plan

Visits every 3 months



Your Care Coordinator

Here to help:

Available 5 days a week

Provides care advice

Manages your carer

We believe in continuity of care at edyn.care, which is why we build a team fit for your needs. Each professional carer is carefully vetted and has completed our industry leading induction training to ensure they provide the highest quality care. We also provide ongoing training to ensure they're continually learning and honing new skills. Your care manager oversees the care and ensures the right level of care is provided.

Your dedicated care specialist supports you and answers any questions you may have regarding the logistics of care or financial matters. Your dedicated care manager is available to chat regarding medical concerns and visits you and your family on request, as well as every three months to make sure everything is in order.



Speak with a care specialist today
020 3970 9900



Archie, care specialist at edyn.care

Lucy, edyn.care client, Cambridgeshire

We joined edyn.care only a month or so ago - they treat my mother as a respected human being. Each carer brings a particular set of skills but they all have in common an ability to make it seem as if all the services are normal. Everyone whether in 'the back office' or at the 'frontline' is calm, flexible, well organised, personable and resourceful regardless of how the situation might change. My mother has recovered very speedily from her fall and is a much more engaged and happy woman since she has been with 'her carers'.

Great British Care Awards 2025 REGIONAL WINNER

Supporting CWC the care workers' charity

indeed 95 4.7 ★★★★★

CareQuality Commission

Trustpilot Excellent · 4.8/5

Regulated vs unregulated care

What is the Care Quality Commission?

The Care Quality Commission (CQC) regulates health and adult social care in England. Registered providers must meet its standards. edyn.care is CQC-registered and manages the care it provides. Introductory agencies connect families with carers but do not manage the ongoing personal care service.

Managed care	Introductory agencies
Our self-employed carers complete background checks before starting care. edyn.care manages and supports the service.	The agency introduces a carer. Ask who is responsible for managing the ongoing care.
Carers complete training mapped to the Care Certificate: standards covering knowledge, skills and behaviours for care.	Ask what training carers have completed and how they keep their skills up to date.
Enhanced DBS checks help assess each carer's suitability to work with vulnerable adults.	Ask which background and reference checks the agency carries out.
We create bespoke care plans around each person's needs, preferences and desired outcomes.	Ask who assesses needs, writes the care plan and reviews it when circumstances change.

LORD PRIOR

Former Chair of CQC

Care can be highly variable, I feel that edyn.care offers a way to reduce that variability, reduce the cost and has a vision of technology that can make it more personal by putting people at the centre of its service.



Managed care	Introductory agencies
We monitor care and make changes when needed.	Clarify who monitors care and responds when needs change.
We match carers by personality, interests, preferences and the skills needed to provide care.	Ask how carers are matched and how replacement cover is arranged.
We assess risks in the home for the person receiving care and their carer.	Ask who assesses the home and plans for risks.
Our service is subject to CQC regulation and inspection against its standards.	An introduction-only service is not CQC-regulated for the ongoing personal care.

Doreen and Susan's story

Tell us a little about yourselves

My name is Doreen, I am 81 years old and live in London. I had been having carers come in for a few hours a day for a few months. However, it got to the point where I finally admitted that I needed more care to help with my day-to-day needs.

Why was care needed?

I was struggling to remember to take my medication and was also starting to get a little more unstable on my feet. I walk with the help of a mobility frame and I had a fall. At this point my daughter raised the idea of live-in care.

How did you find the process?

Arranging care with edyn.care really put me at ease. The edyn.care team listened to my needs and matched my personality perfectly with my carers, which was really important to me and something I didn't get from my previous care provider.

What is your favourite thing about edyn.care?

I really like the fact that they care. The whole team, including the office team, are really helpful if myself or Susan ever have any questions. I think Susan really likes the technology as it enables her to get an update very easily.



Would you recommend live-in care?

Live-in care has enabled me to maintain my independence and given my daughter peace of mind because she knows I'm happy and safe with my carers.

Susan spoke to an edyn.care specialist

9.30 am, October 16th 2025

Susan spoke to Harry, our care specialist, regarding how live-in care worked and how it could be a good fit for Doreen's requirements.

Care assessment completed

10.30 am, October 17th 2025

Mike, our head of care, attended Doreen's home and completed a detailed care plan and home risk assessment, making sure we understood Doreen's needs and also that her house was safe. Doreen spoke about how she'd like to get back into her art and how much she used to enjoy it. The team then arranged interviews with potential carers.

Profile photographs are illustrative.

Olivia, main professional carer, started

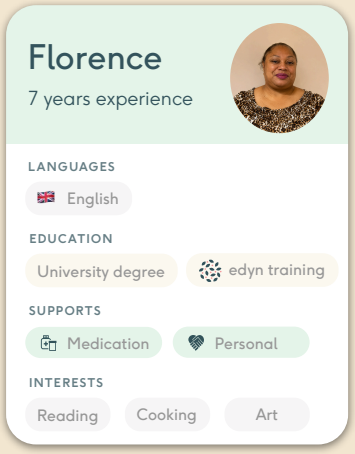
9.00 am, October 18th 2025



9am Breakfast - an orange, shreddies, toast, coffee. 10am, Assisted Doreen to wash and dress for the day then back to bed for a nap. I did general cleaning and food prep, cleaned fridge ready for delivery. 11.30am, we sat down to do some drawing. I had brought an old note book from home for Doreen to use and collect her drawings which she really liked.*

Florence, respite professional carer, started

1pm, November 8th 2025



1pm, Doreen was awake when I arrived. I prepared lunch: soup and bread with salad.

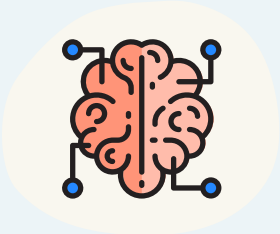
2pm, we went for a walk to the local shop and bought groceries and new pens for drawing.

3.30pm, we had a cup of tea and watched a drawing tutorial about perspective for 30 minutes.*

*Illustrative timeline and adapted care notes.

Live-in care vs care home

Live-in care enables your loved one to receive support in the comfort of their own home, surrounded by familiar possessions and connected to their community, friends and neighbours. Daily breaks and any overnight care are agreed in the care plan.



Familiar routines

Staying at home lets you keep familiar routines and surroundings. Your carer can help you stay connected with friends, family and your local community.



Support with mobility

Your care assessment considers mobility and risks in the home. Your carer provides the support agreed in your plan, using suitable equipment where needed.



1:1 care

One-to-one care is shaped around your loved one's needs, interests and preferences. Support is agreed in the care plan, with time for the carer's daily breaks.



Continuity of general practice

Staying at home can help you maintain your relationship with your local GP. Your care team can work with health professionals involved in your care.



Benefits of pet ownership

Studies have found that pets can help reduce loneliness, stress and depression, whilst simultaneously encouraging exercise and playfulness.



Tailored nutrition

Fresh, home-cooked meals can be tailored to your tastes and dietary needs. Your carer can help with shopping, cooking and enjoying a varied, balanced diet.

Hilary and Bernard, edyn.care clients, Hereford

What makes Edyn stand out from other agencies we have used for live-in care is the fact that they care - the human touch is there. Our communications with them have always centred around a basic desire to do the best for my husband as an individual, not as a number. They are also ready to admit when things are not as they should be and need changing - this a rare trait!



Trustpilot
Excellent · 4.8/5

A day in the life of live-in care

Rise and Shine

7.00 am

Carer checks in with client to see if they are awake and feeling well



Shower and brush teeth

7.15 am

Carer helps client into and out of the shower

Get ready for the day

7.45 am

Get changed, dressed and comfortable for the day



Breakfast and medication

8.15 am

A healthy breakfast to start the day right, with any medication taken

Plan out the day

9.00 am

Work out what the plan of action is for the day

Housekeeping

9.30 am

Carer completes some cleaning in areas outlined in care plan

A cup of tea and a chat

10.30 am

The all important morning tea



Walking to the pharmacy

11.00 am

Go to the local pharmacy to collect monthly medication with carer.



Tom, son of edyn.care client, Cambridgeshire

The best thing about having 1:1 care is that it can be tailored to my Father's care needs and routine. He's always been an early riser, so being able to have a carer fit to his needs is great.



Lunch

12.00pm

Carer prepares a lunch chosen by the client

Meeting friends

1.00 pm

Teas and cakes hosted at home prepared by the carer



Stimulation hour

3.00 pm

Time to get the brain matter in action with some games

Catching up with family

4.00 pm

Phone and video calls with family members

Reminiscence

5.00 pm

Going through family photos and discussing past times

Reducing sundowning

6.00 pm

Late-day confusion is helped by adjusting the light in the home



Dinner

7.00 pm

A wholesome dinner to ensure balance with medication taken

Bedtime

Get changed and into bed, with any overnight support agreed in the care plan.

Care and technology

Technology will never replace our carers, however, it does support the work they provide and gives transparency, so you are kept well informed.

Smart carer connection

Using information we obtain in our care assessments and smart technology, we match our clients and carers on more than just care needs but interests and likes.

Daily notes

Monitor your care easily through our platform. Get updates on daily notes, care summaries and understand your loved one's wellness on a day-to-day basis.

Care continuity

Our efficient systems ensure carers' rotas are allocated effectively; meaning carers get to know your loved one's character, likes/dislikes and preferred entertainment.

Digitalised medical records

We place all your health information in one place; meaning you can access your care and medical information through your own portal. Anywhere, anytime.

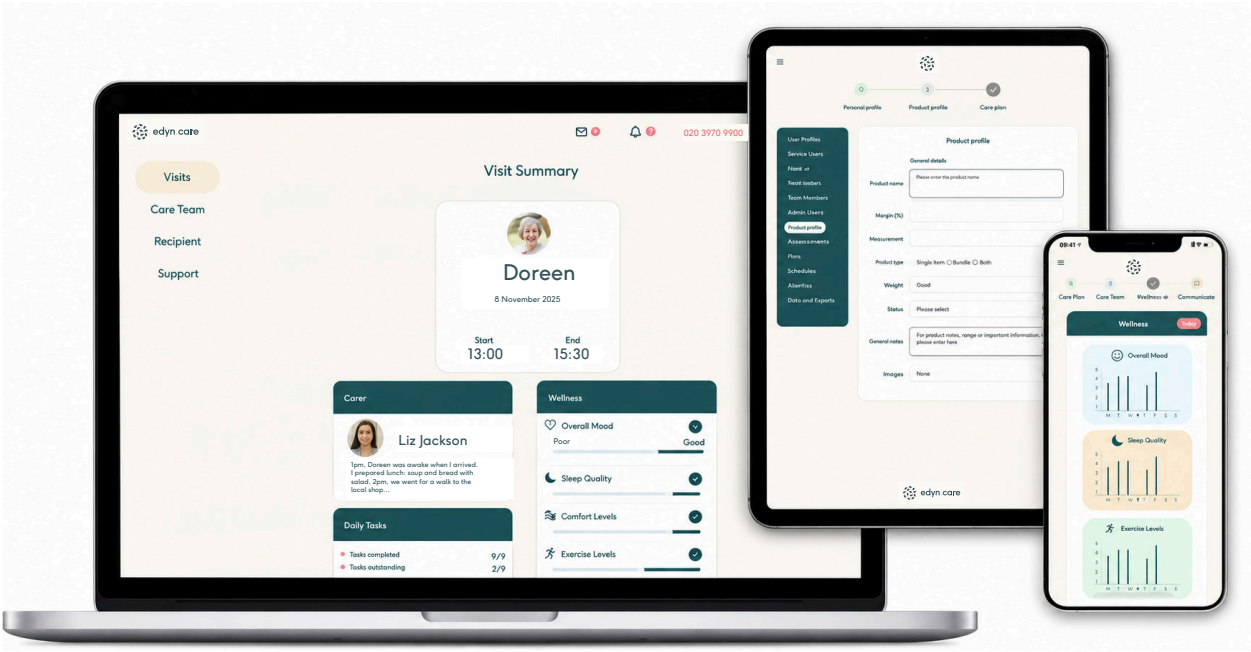


Zosia, son of an edyn.care client, Ely

We asked edyn.care to arrange a live-in carer for my Mum, who has dementia. They have been brilliant, meeting all our requests (for instance language requirements) and acting quickly and professionally. The carer is wonderful - she really goes the extra mile and my Mum is happier and more responsive than she has been for a long time.

The online portal is helpful and allows us to keep track of things from a distance. The team at Edyn have really helped take a load off my mind because I know my Mum's in safe hands.

Trustpilot
Excellent · 4.8/5



Our online portal enables you to monitor the care and service our carers provide on a day-to-day basis, giving you clarity and peace of mind.

Each day, our professional carers check-in to let us and our clients know that they and the care recipient are safe. During a visit, our carers have access to the client's digitised Care Plan, as well as the support that needs to be provided, and input notes for health and wellness data. Your Care Specialist at edyn.care can see all this information in real-time to ensure that care is being delivered effectively. Once a carer has finished their visit, they check-out and we are informed that everything is in order and the client is well looked after. Unlike other care agencies, we continue to support you after your carer has been selected.

SPEAK TO A CARE SPECIALIST

020 3970 9900

Whether you're new to edyn.care or a long-time Client, you'll get compassionate and invaluable support from our specialist team. We're here to answer all your questions and help you navigate your options.



FAQs

We're on a social mission to make home care personal, professional and proactive by creating the best service in the United Kingdom

It means a lot that you're considering our service. Together, we can help you take control of your care + well-being and we promise to do all we can to provide you with a brilliant live-in care service.

Safety and quality

How does edyn.care attract the best carers?

Being a tech-enabled company means we cut out much of the wasteful bureaucracy that plagues the traditional home care agency. This means we pay our carers above the National Living Wage and provide comprehensive training support. By empowering and professionalising the care sector, we believe we attract the best carers.

What background checks do carers complete?

Our rigorous background checks mean that we ensure quality and safety. We require our carers to complete enhanced DBS checks, while we also meet all of our carers in person during our two and a half day induction.

How do you maintain high standards of care?

Our approach to clinical governance makes us accountable for the quality of our care. We review our work, learn from feedback and make improvements to help maintain high standards.

Further, we understand that care needs change therefore all care and support is subject to review. All of our clients' care plans are reviewed regularly. We have key times for reviews - usually every three months, however, based on the level of risk for particular areas this can be outside of the key times.

We welcome feedback from you, your family and friends, and other professionals so that we can continually monitor and make improvements. Your involvement in helping to shape and influence the quality of our services is just as important to us, as our own spot checks, ongoing checks and reviews.

Billing and payment

How can I pay for my care?

Payments are made by Direct Debit only.

How often do you bill?

Invoices are issued weekly in arrears. They cover care already provided, rather than forecast care, as we know that care needs can change at short notice.

Payments are taken automatically on Tuesday afternoons or the day after an invoice is submitted to you. In the event of any query or discrepancy, we will pause any pending payments. If payments have already gone through before you submit a query then payment can be refunded. However, we strongly encourage all clients to check their invoices straight away to avoid any delays or difficulties making the required adjustments.

Care and our service

Where does edyn.care provide services?

We currently provide live-in care across England. We are constantly expanding, so please do get in contact if you live elsewhere.

I am unsure how many hours of care I require, can you help me with this?

Certainly, our care coordinators and care managers work with you to assess your needs and the level of care you require. Together, we can ensure you receive the right care, at the right time.

Will having a carer affect my independence?

From organising care for our own families, we understand the importance of maintaining independence. That's why our care specialists and care managers work together with you to ensure you receive the right level of support for your needs and never impose care on you.

Will I have the same carer?

Using smart technology we are able to deliver consistent and transparent care. We believe in building long-term relationships between our carers and clients. Therefore, we work hard to provide clients with the same carer each time. If your carer is unavailable - due to holiday or illness, for example - we will arrange for a similar carer to step in. We always ensure all relevant information is passed over in good time to ensure a seamless handover.

Can I get to know my carer before care starts?

Yes, of course. We always arrange a carer introduction for all our clients which is conducted by phone or Zoom, so our clients can get to know their carer before care starts. We highly recommend including other family members as well.

Do your carers wear PPE?

We provide our professional carers with appropriate personal protective equipment, including gloves and aprons. Other equipment, such as hoists, commodes and bath seats, must be arranged separately.

Can I cancel my care?

Yes, we are made to be flexible. However, in the interests of our carers, we do ask for at least two weeks' notice either in writing via email or letter, unless there are unforeseen circumstances.

Technology

Do I need to be able to use technology?

No, not at all. We just use technology effectively with our carers and as a company. Most of our clients are not tech inclined and it does not affect the level of support they receive. However, if you are interested in learning, our carers are more than happy to help you. Remember, your care specialist is available to help whenever, so just call.

Do I need to have internet?

We ask our clients to ensure that our carers have access to wifi. If your property is not equipped with wifi we can arrange for a wifi dongle to be sorted at your expense. It is important that our carers have wifi access so they can complete their daily notes, wellness scores and any forms that require completing.

Every week we:



Provide thousands of hours of care



Make 840 cups of tea



Go for 412 walks together



Attend 104 community events



Harry, Family Care Specialist

I hope you have enjoyed reading our brochure. If you have any questions at all, please give us a call on **020 3970 9900** and we'll be able to help in any way possible.

Contact us

Visit edyn.care to book your free care consultation with one of our care specialists. They'll answer any questions and help you get the care you're looking for.



Call us on 020 3970 9900



Chat with us online at edyn.care



Email us at hello@edyn.care

Lord Prior portraits: UK Parliament, CC BY 3.0; cropped.
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Trustpilot rating checked 4 November 2026.









