



Live-in Care



Caring in Your Community



There is an alternative to care home admission...

Live-in Care enables anyone with care needs to continue living in their own home with a round-the-clock care worker. Whether you just need some companionship or you have some specific health issues that mean you require extra support, Live-in Care provides a full-time solution and is a realistic and affordable alternative to moving into a care home.

By living in your home, our care workers can help you to live independently. We provide services to disabled undergraduates studying at university as well as to older people who prefer to stay independent and in their own homes for as long as possible.

Choosing care for a loved one is not an easy decision, as every family situation is different. To make an informed choice you need to know your options and the difference between the care services available.

The benefits of Live-in Care include:-

- The cost is comparable to many care homes
- You can stay in your own home with your own care worker
- With one to one care you have greater flexibility and personalisation
- You can continue your chosen lifestyle

Summary of services:

- Care is provided 24 hours a day 7 days a week*
- Care is tailored around your individual needs
- The services are available on a long term or short term (respite) basis
- Regular checks are made by registered care managers ensuring quality of service and your safety and security
- You may benefit from greater mobility as many care workers have a driving licence and in most cases can help you keep getting out and about
- Ongoing companionship and support is provided by the care worker

*Please see our website www.liveincare.info for full terms and conditions.



How does Live-in Care compare to care home admission?

Live-in Care is a practical and affordable alternative to a residential care home.

Live-in Care		Care Home
Stay in your own home	v	Move to a new environment
Costs from £675 per week	v	Average costs £480 - £836 per week*
One to one care	v	Shared care
Continuity and choice of lifestyle	v	Change of lifestyle
**Funding available	v	**Funding available
Choice of menu and meal times	v	Set menus and meal times
Freedom to have family and pets at home	v	Communal areas and rules

*Source Saga cost of care 08/09 averages vary across the country
 **Where eligible - please see our website for further information.

...Live-in Care from Agincare

Live-in Care services



The Live-in Care service provides quality care to people of all ages, with a wide range of dependency levels and needs, in their own homes. The needs include physical disabilities, chronic or terminal illness, mental health problems or a learning disability; though many of our clients have non-specific needs.

Typically the following services are provided:

- Companionship
- Housekeeping/Domestic duties
- Personal care
- Respite/short term care
- Palliative care

Nursing tasks are not provided, though can be arranged. Many people we support have high levels of dependency requiring co-ordination with our colleagues in health and social care.

Assistance can include:

- Washing
- Dressing
- Help with going to the toilet/managing continence
- Assisting with the management of medication
- Preparing and cooking meals
- Laundry and hoovering
- General tidying and cleaning
- Shopping
- Going out/attending appointments
- Studying
- Mobility

Respite or temporary care

Respite care from Agincare is a short term Live-in Care solution enabling a carer, who may be a family member, to take a break. We can also provide cover for illness and emergencies. Please note there is an additional administrative charge of £50 for short term respite care of two weeks or less and £100 for one week or less.

Rapid Response

Where there is an emergency situation our rapid response team can carry out an assessment within 48 hours of a request being made and place a Care Worker within 72 hours.

Agincare provides this service to Local Authorities and Primary Care Trusts so that we can assist in helping people in hospital get home as soon as possible. We often provide this service to individuals so if you have an urgent need for Live-in Care at short notice then do call us free on 08000 121 247 and we will do our best to help.

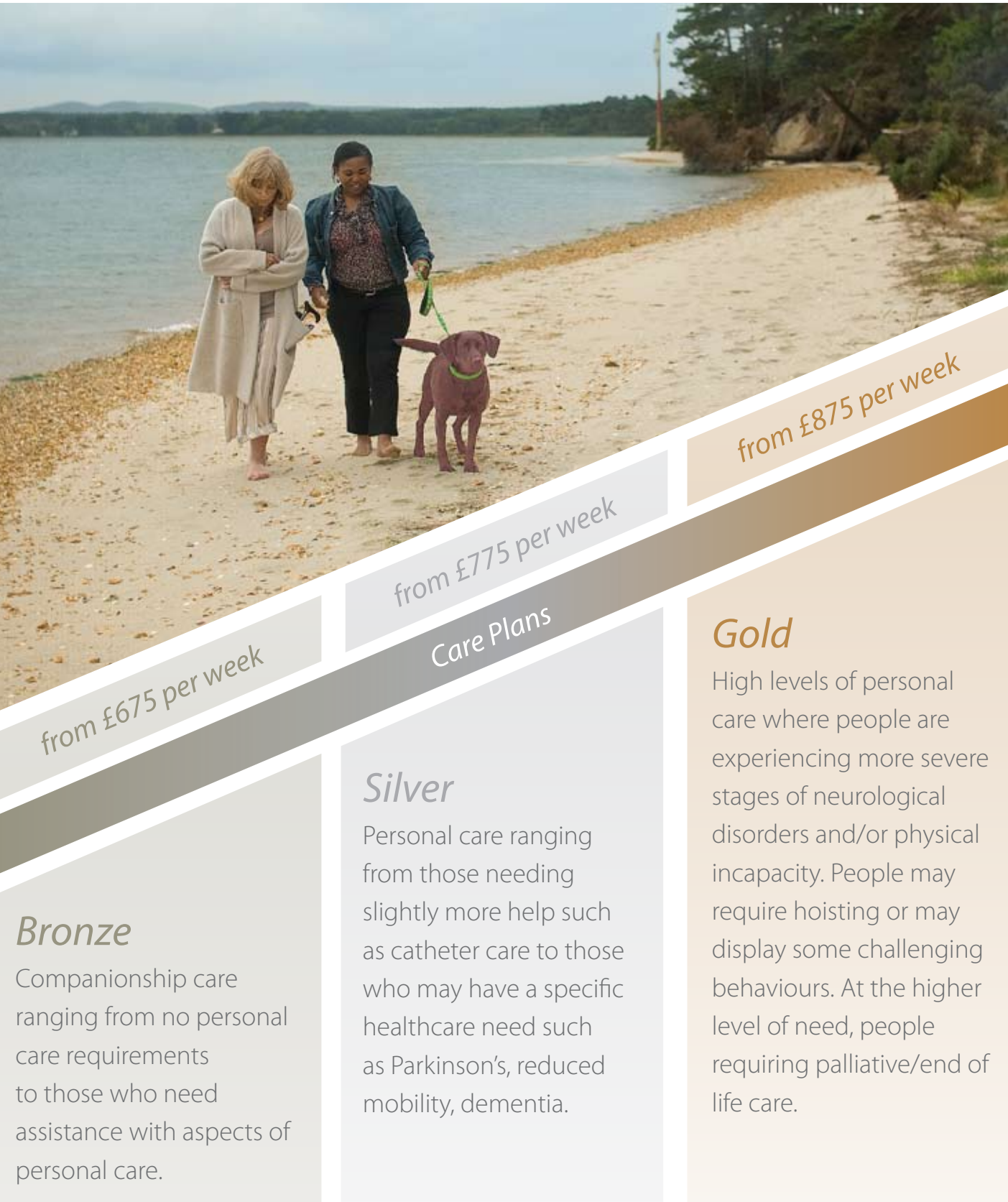
Support workers for younger people

The Live-in Care service provides Support Workers to younger people with a wide range of dependency levels and needs, in their own homes, at work or whilst in full-time education.

Support provided to younger people is tailored to your needs and more often includes support with socialising, studying, working and playing sport. Again we support high levels of dependency and where required work closely with health and social care partners.



Costs



Funding

93% of people would rather be cared for at home than move into a care home or other institution.*

Although there is public money available to pay for some or all of many peoples care needs, it is an unfortunate fact, that most people have to fund their own care. It is extremely important that people receive advice and guidance on this important issue. On our website www.liveincare.com you will find information on various financial products that are available as well as a summary of some of the help that is available from the state, the NHS and local Councils.

Agincare Care Fees Planning Service



Agincare Live-in Care is working with The Medical Partnership to help meet your financial planning needs. The Medical Partnership, as part of the Morgan Financial Group, is a long established Independent Financial Adviser offering Financial Planning advice across the following relevant areas;

• Long term Care Planning	• Investment and Portfolio Planning
• State Benefits and Welfare Legislation	• Equity Release
• General Taxation Planning	• Inheritance Tax Planning
• Pre-Funded and Immediate Care Fees Planning Products.	

Financial Advisers must hold the Chartered Insurance Institute Certificate in Financial Planning (or an equivalent qualification from an alternative awarding body) to be able to provide regulated Investment advice. In addition to this minimum regulatory requirement, to be able to advise on Long Term Care Insurance and Equity Release products, advisers must hold specialist qualifications. By taking professional advice at the earliest possible stage you will receive specifically tailored advice on how best to plan your finances in relation to your Live-in Care costs.

The Agincare Care Fees Planning Service can provide you with a free, no obligation, initial meeting which gives you the opportunity to discuss your care planning requirements. Please call 0117 958 9090, email johnm@themedicalpartnership.com or write to The Medical partnership at 227 Lodge Causeway, Bristol BS16 3QW

Case Examples

Bronze

Mrs A was living alone with daily home care visits to support and assist her. However, her needs increased, she suffered occasional falls and become lonely and in need of more frequent visits. She wanted reassurance during the day and night, whilst not often needing actual physical assistance.

Live-in Care has meant a more cost effective way of receiving this increased care, whilst also having assistance with bathing, managing her medication and shopping/meal preparation. She also enjoys having someone there to help her go out more and to help maintain her independence. Mrs A may well have ended up choosing premature admission to a residential care home if she had not had the option of Live-in Care as an alternative.

Silver

Mr G was living with his daughter who worked full-time and also had social commitments on several evenings a week.

He was receiving care from her and additional home care visits, but was needing more care and support with tasks such as washing, dressing and assistance in the night when unwell or in need of the toilet. His daughter and social worker talked about him moving into residential care, but decided that Live-in Care would be a preferable option to try.

Live-in Care provides Mr G with all of the assistance he requires in order to be safe and happy when his daughter is not there, and to support her in the care of him.

Gold

Mrs C was admitted to hospital for some weeks after suffering chronic illness for several months. Her needs were such that intensive care and support was required with medication, washing, dressing, care of pressure areas and ensuring that food and drink was regularly taken.

Live-in Care was arranged for her which meant that she could return home and maintain the independence that she wanted, whilst also being close to her family and friends. Because of her 24-hour care needs and the moving and handling issues, two carers were assessed as being required. The necessary equipment and medication arrangements were put in place to ensure her health needs were met.

The Live-in Care workers liaise closely with the community nursing service, her GP and social worker ensuring that the care being provided is sufficient to prevent any need for readmission to hospital.

NB: all the case examples given are based on current or past people using our services, though we have taken steps to avoid identification.



Quality Assurance

Quality Assurance is overseen by the Agincare Group Quality Committee which includes representatives from Agincare Live-in Care. The Committee is chaired by Raina Summerson, who is the Group CEO and Director responsible for Health and Safety for Agincare Live-in Care Services. The Operations Executive, Linda Jacomb, is the representative of Agincare Live-in Care Services on this Committee. The Committee meets quarterly. Both Raina Summerson and Linda Jacomb are qualified social workers registered with the General Social Care Council.

In our 2010 client survey 97% of service users said they would recommend our service to a friend.

Accreditations

Agincare Live-in Care is registered with the Care Quality Commission (CQC) and is a member of the UK Home Care association (UKHCA) and is BS EN ISO 9001: 2008 registered. The Care Sector is highly regulated and the Company conforms to all statutory requirements.



Agincare Chairman Derek Luckhurst (centre) and the Board of Directors.



FAQ's

What areas of the country do you cover?

Agincare's Live-in Care service currently covers England and Wales. We maintain a strong pool of trained and qualified carers who are able to travel at short notice. All of our care workers are managed from our Blandford office, though are supported by the infrastructure of Agincare's other services across England and Wales.

How long can I have care from you?

Agincare Live-in Care can be provided for as long as you need it. This varies from short respite breaks of a week, either as a one off or at regular intervals throughout the year, through to permanent long term care.

What tasks will your care workers complete?

The tasks vary but for example, Live-in Care workers can support you with:

- Household tasks e.g. housework, laundry, cooking, shopping, pet care
- Companionship e.g. conversation, reading
- Errands e.g. collecting prescriptions or posting letters
- Paper work e.g. letter writing or filling in forms
- Socialising e.g. visiting friends
- Assisting you at work or studies
- Personal care e.g. getting up, going to the toilet, bathing, washing, dressing, assisting with medication

Palliative care e.g. helping someone remain in their own home through terminal illness. Many other tasks can be carried out, please call us if you have any further questions.

How are your care workers recruited?

Agincare has a robust recruitment and selection process, which complies with all employment legislation as well as the current Care Standards Act 2000 and related statutory requirements. All our care workers receive full training and checks against the Criminal Records Bureau, the Protection of Vulnerable Adults (POVA) register and Protection of Children Act (POCA) list and this will continue within the new Independent Safeguarding Authority (ISA) processes.

What will I be expected to provide?

The care worker will need their own room, bed and linen and somewhere to keep their clothes. You will also be expected to provide the resources for their meals following a 'normal' balanced diet. Any particular dietary requirements or needs will be borne by the care worker.

What health conditions are supported?

We provide support to people with a variety of conditions including:

- Alzheimer's • Amputee • Angina • Arthritis • Asthma
- Bipolar Disorder • Blindness • Brain Haemorrhage
- Brittle Bones • Cellulitis • Cerebella Ataxia
- Cerebral Palsy • Chronic Obstructive Pulmonary Disorder (COPD) • Deafness • Dementia • Depression
- Diabetes • Emphysema • Epilepsy • Glaucoma
- Guillain-Barré syndrome • Head Injury • Heart Condition • Hip Replacement • Huntington's Disease • Hypertension • Knee Replacement • Learning Difficulties • Mental Illness • Memory Loss • Methicillin-resistant staphylococcus aureus (MRSA) • Motor Neurone Disease • Multiple Sclerosis • Muscular Dystrophy • Osteoporosis • Parkinson's
- Partial Sightedness • Progressive Supranuclear Palsy (PSP) • Renal Failure • Scoliosis • Spina Bifida • Spinal Injury • Spinal Muscular Atrophy • Stroke • Substance Misuse • Terminal Illness • Urinary Tract Infection (UTI).

Next Steps

Assessment process and delivery of Live-in Care:

Using our service is simple. On initial contact with the office, we will ask you for some basic details and arrange a visit by a senior member of staff, or one of our professionally trained regional representatives. During the visit you and/or your representative will be asked questions about the service you want and need.

Following this assessment meeting, a personalised care plan will be developed with you in order to clearly set out what duties our care workers will need to undertake. Your needs and dependency levels will be carefully considered before an appropriate Live-in Care worker is introduced to you.

Once a care worker is placed with you, regular contact with both of you will take place to ensure that all is going well. Review meetings will be held to ensure that your needs and expectations are still being met, or in case of changed circumstances, the care plan can be updated.

Step by step guide to Live-in Care:

1. Initial enquiry via website or telephone
2. Care assessment visit at a time and location convenient to you
3. Costing provided in writing
4. Care plan including risk assessment is agreed.
5. Matching up care worker
6. Introduction of care worker
7. Monitoring and reviews of the service take place at regular and agreed intervals.



Telephone us free on 08000 121 247
or visit our website www.liveincare.info

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Agincare Live-in Care Services Ltd is wholly owned by Agincare Group Ltd
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