



What we do

Introduction

Agincare Live-in Care Services Ltd is a specialist provider of 24 hour live-in care. Being able to specialise in live-in care allows us to deliver a responsive and innovative service. We understand the pressures associated with working with vulnerable people, because of this we provide an extensive range of live-in care services, these are as follows:

- Respite care
- Re-enablement care
- Companionship care
- Fast/Rapid response live-in care
- Active 24 hour care (x2 live-in care workers)
- Waking night live-in care
- Care for couples

As you are most likely aware, live-in care is calculated on a 'per week' basis, not hourly and purely based on the individual needs of the service user.

Assessing and start up

To understand the service users' needs we conduct a free of charge holistic assessment with no obligation to continue. One of our care assessors will visit the service user and anyone else who is involved in the setup of care at a time and place convenient to the service user etc. The care assessor will establish all of the service user's care needs and additional information about them as a person so we can match (and place) the best suited care worker, not only in terms of skills and experience, but personal qualities/similarities also.

We guarantee assessment within 24 hours of receiving the call/referral. In some cases, subject to receiving the current care plan/assessment, care can be started the same day. Once we have received the assessment back from our care assessors we then proceed to contact you to confirm price and start date. If you and the service user are happy and would like to continue we will then source a suitable care worker contacting the family and service user with a profile of the care worker. This process can be done quickly and without compromising quality of service.

Our staff and care workers

All of our care workers are experienced fully trained and DBS checked. The care workers usually work on a 2-3 week on 1-2 weeks off basis. For the shorter periods of care we can usually guarantee the same care worker will be in placement for the whole duration where care is required. For short term placements that are reoccurring, we aim to provide on-going continuity of care worker. In addition to all of the above, should a service user require any

help or assistance through the night of up to 2/3 short disturbances, our care workers will support with no extra cost to the purchaser.

Our staff group is drawn from a variety of national locations and from overseas. We will not draw our care workers in the same way as other home care providers.

Break cover and additional information

It is a legal requirement that our care workers have either two hours breaks a day or the equivalent of 14 hours per week. The break process is flexible and fits in around the service users' daily routine. Breaks can be covered while the service user either has visitors or in some cases, the service user can be left alone. In situations where breaks can't be resolved either by friends, family or the service user being left alone, domiciliary care (or a similar service) must be purchased, as an additional cost to the live-in care weekly charge. The care worker will also require their own bedroom with bed and somewhere to place their clothes.

Summary

Agincare Live-in Care Services continue to develop services and solution based care, this is something we are very keen to do and will continue to help meet specific areas of unmet need. Over the course of the last 12-18 months we have seen great value in joint working and partnership working and from experience we know that the benefits to providers, authorities and service users are invaluable.