



— Bringing You Peace Of Mind —

Introduction to Live-in Care



We're Here To Help!

Call Us On: 01962 842548 (24 Hours)

Email: info@everycarehants.co.uk

www.everycarehants.co.uk

Medication • Trust • Care • Family • Security • Happiness

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Introduction to Everycare

There comes a time when we all feel we need help with our daily living. Often this help comes from our families; but juggling the support of loved ones, alongside all the other pressures of daily life, can be tough. That's how Everycare helps. We become your extended family, combining care, support and friendship with professional help, provided when you need it.

We believe it is our responsibility to restore balance and harmony back to the home by supporting you or your loved one whatever the situation:

- Old age
- Dementia
- Learning disability
- Long-term conditions e.g. Parkinson's or post stroke or short-term care after hospital treatment or injury.

Numerous studies have shown that staying in your own home brings significant health benefits and improves general wellbeing. Everycare are passionate about making this happen.

Everycare deliver a service that is all encompassing. It means bringing happiness, friendship, independence, trust and safety into the lives of those we look after. Our approach restores quality of life and gives peace-of-mind to families.

We take the time to understand exactly what you want from an in-home care and support service. Then together with you, we build your unique personal care plan and service to suit your individual needs.

With Everycare you get a small, friendly, approachable team that can react quickly to your needs and deliver an outstanding service.

Introduction to Everycare Live-in Service

Live-in care is a full-time care-at-home service, which allows you or your loved one, to stay at home in familiar and relaxed surroundings through an incomparable level of one-to-one support. Embracing personal care, housekeeping and companionship, it is a direct alternative to residential care and empowers you to retain control and independence.

We firmly believe that if you want to stay at home to receive care, you can, regardless of where you are in the country or the condition you're affected by. You don't have to move into a residential care home.

There are many benefits to opting for a live-in care service over a residential care home. The main advantage is that the person receiving care can stay in the environment they're most familiar with. They can be around the people and things they know and love best.





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Introduction to Everycare Live-in Service

Getting used to a new and unfamiliar environment is difficult at the best of times. Coupled with the disruption to routines and lifestyles, such a move can cause significant amounts of distress and not just to the individual – it impacts the whole family.

With our live-in services, we keep disruption and upheaval to an absolute minimum. Rather than change what you or your loved one are used to, we tailor our care plans to fit around established routines.

The choice between a residential care home and one-to-one care in your own home is one of the toughest your likely to ever face. It's not an easy decision to make, and it's one that requires a significant amount of thought. However, you're not alone. Our team of care advisors are warm and friendly and more than willing to talk you through the steps involved in home-based care, our services and the costs.

The benefits of live-in care from Everycare include:-

- Living within your own home with your own care worker
- Comparable costs to care homes
- One-to-one care, so you have greater flexibility and personalisation
- Continue your chosen lifestyle
- Totally compliant with tax and national insurance requirements
- You do not have to worry about being an employer and the problems this brings

All our care staff are employed by us and are fully trained and DBS checked throughout their employment.

Live-in Care Services

Everycare will help to improve all areas of your life at home, providing you with a tailored range of services to cater for your needs, whatever they are. Below are just a few examples of ways we assist our clients within a live-in care service. We can't list them all but if what you need is not mentioned, just ask.

- Companionship
- Personal Care
- Washing and Dressing
- Help with going to the toilet/managing continence
- Assisting with the management of medication
- Preparing and Cooking Meals
- Laundry
- Cleaning
- Shopping, outings and attending appointments
- Administrative assistance
- Holiday escorting
- Palliative care

Many people we support have high levels of dependency, requiring co-ordination with our colleagues in health and social care.





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Frequently Asked Questions.

Who exactly do you provide care for?

We have clients of all ages, living with many different conditions, from Dementia, MS, Parkinson's and Spinal Injury, to PEG, Learning Difficulties, Strokes and Cancer.

What recruitment checks do you perform on your carers before you introduce them?

No care worker is able to register with us unless they meet every one of our criteria. We have a rigorous recruitment process which includes:

- Obtaining and verifying recent **references**.
- Applying for an enhanced **criminal record check** through the DBS (formerly the Criminal Records Bureau) in the UK and obtaining a police check from the care workers country of residence if necessary.
- An **interview** to assess written & spoken English, personality and hobbies.
- Obtaining evidence of recent **training** by a professional in the following subjects:

Moving & Handling, First Aid, Medication, Safeguarding Food Hygiene/Nutrition & Diet, Health & Safety, Personal Care & Continence (incl. Pressure Area Care), Dementia Awareness, End-of-Life Care.

How much does live-in care cost?

Costs will vary depending on levels of care needed. We will discuss this with you at our initial meeting.

Frequently Asked Questions.

Are Everycare 'care workers' employed or self-employed?

The care workers that are introduced by Everycare are **employed by us**. We believe this arrangement is best for delivering a quality service. This is **NOT** the norm, as most live-in carers are self employed – leading to potential issues for you with Tax, National Insurance, Pensions etc. All issues you do not need in your life.

Can we interview/meet the care workers prior to you formally introducing them to us?

Unfortunately, due to the nature of 'live-in care', this is not possible. Care workers travel from booking to booking and therefore do not have the availability to travel to individual interviews. When we introduce a care worker to you, we will send you a copy of their Care Worker Profile, which allows you to see their picture, read about them before they arrive and give them a call should you wish to do so. The profile is also very useful to help you decide that you wish to engage the care worker. We interview all our registered care workers face-to-face and spend time getting to know them on your behalf.





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Frequently Asked Questions.

What do I need to provide for my care worker?

We ask that you provide your care worker with their own bedroom, and where possible arrange for the following to be in the room:

- bed with bedding
- wardrobe
- television

Can my care worker drive my car or do they have their own cars?

Some care workers have their own cars and many have licences to drive in the UK. If you require a driver, we will of course do our very best to introduce one.

What happens when my care worker goes on holiday?

We call this a 'changeover.' When your care worker wants a holiday, just give us a call and we will introduce another care worker to cover this period. The changeover will be seamless. The office will be in touch with you in good time to arrange and introduce a new care worker to you, when you request one.

Where do the care workers come from?

Our care workers are as diverse as our clients; varying nationalities, ages, colours and creeds, with their own personality traits and beliefs, yet united by a common purpose – to care for their clients as best they can.



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Frequently Asked Questions.

When does my care worker take a break during the day?

When your care worker has a break during the day it is entirely up to you and him/her to agree. This may be scheduled to suit your daily routine or indeed change to suit you. Generally, we recommend that your care worker has at least 2-3hrs a day for their break, ideally in a continuous slot. When we visit you before the start of our service, we will discuss this with you. Of course, this may change over time, but you will find that you will fall into a comfortable pattern with your care worker, which suits both of you.

What if I am not comfortable with my care worker, can I request someone else?

It is entirely your choice which care worker you have in your home and if you would like a change at any time, please contact the office. We will talk through the reasons for your decision; understand your concerns and endeavour to introduce another care worker to you.

Do I have to pay extra for my care workers food?

Yes. Our care workers will typically make meals for themselves and their client(s) to enjoy together.

Do I have to pay extra for my care workers travel?

No. Our care workers do not expect to be reimbursed for their travel to and from your home

Frequently Asked Questions.

What housekeeping duties will my care worker be happy to do?

General housekeeping is a given and you can expect that your home will be kept clean and tidy. Your care worker will regularly vacuum, dust, mop, empty bins, change bedding etc. He/She will take care of your household laundry too. We will talk this through with you when we develop your personal care plan, to ensure both parties know what is expected.



Will my care worker help look after my pet?

We understand that our clients may well have pets and that for some of you, pets are extremely important to you. When matching a care worker to you, we will take this into consideration.

I still want to enjoy my life; will my care worker support me to do this?

Your care worker is there to enhance your life and help you live it to the full. We believe in the importance of seeing those you love regularly and so our care workers are delighted to help you visit your family, and prepare your house to have them visit you. They are also on hand and accompany you to those special family occasions e.g. weddings, christenings, parties etc.



Everycare Service Guarantee

You have the following service guarantees from Everycare:

- ✓ A clear way of raising issues with us
- ✓ A comprehensive complaints procedure.
- ✓ Staff are fully trained and regularly appraised
- ✓ You will be regularly asked for feedback on the service you receive
- ✓ Records will be kept in your home that enable family members to see what service is being delivered
- ✓ All staff will be Disclosure and Barring Service (DBS) checked
- ✓ Everycare are registered with the CQC and comply with all their requirements.
- ✓ If you ever have anything you wish to discuss, you can always phone Everycare anytime on 01962 842548.



Recruitment Criteria for Live-in Carers

- Completed application form identifying satisfactory employment history.
- Completed health questionnaire.
- Preferably a minimum of 6 months experience of working in a care environment in the UK.
- 2 written professional references – one from the previous employer.
- A satisfactory Enhanced Disclosure and Barring Service check.
- Interviewed by Care Manager and one other Manager.
- Full induction process, ensuring a full understanding of company policies and the high standards expected by our clients.
- Regular staff appraisal system.
- Trained under the latest nationally recognised Care Standards.





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Everycare Live-in Care Charge Rates

Weekly Charge Rates		
	Single Person	Couple
Standard Care	£950	£1,100
Enhanced Care	£1,100	£1,250
Short Term Care (2 weeks or less)	£1,100	£1,250
Short Term Enhanced Care (2 weeks or less)	£1,300	£1,450
Complex Live-in Care Package	By Agreement	By Agreement

Bank Holidays are charged at twice the appropriate daily rate.

All Live-in Care Packages are subject to a minimum charge equivalent to 1 weeks fees.

There is a requirement to provide a minimum of one week's notice to terminate a Live-in Care Package from the date of invoice.

In the case of hospitalisation, clients will be consulted as to whether they wish to retain the services of their Live-in Carer but will be subject to a minimum charge equivalent to 48 hours.

In the case of the Death of a service user, a charge equivalent to 48 hours will be applied and the service users' family or next of kin may agree what services are required to be provided during this time.

Acceptance of these rates is deemed to be acceptance of our Terms of Business, supplied with our initial information pack. Further copies will be supplied on request.

Travel will be charged at 48p per mile on journeys undertaken as part of the service i.e. Shopping trips, trips out etc., unless this is done in the service users car, in which case there will be no charge.

Travel will also be charged on visits over 5 miles.

24 hour on-call service is provided free of charge.

Emergency call out is charged at £25 per hour or part thereof.

PLEASE NOTE: The minimum charge per week is £950.00. There is a minimum notice period of one week from invoice with this service.