



## Our guide to live-in care

Dedicated, 24/7 care in your loved one's home





**Partnering with Sarah's Carers, we provide live-in care services that allow people to maintain their independence at home, with round-the-clock support available.**

Our mission is to provide compassionate and personalised care to individuals in the comfort of their own homes, because that's where we believe people want to be.

**Leah Atherton, Registered Manager, LA Care**

# Live-in care, enjoy life again

With live-in care, an experienced carer moves into your loved one's home, offering personalised support whenever it's needed. This dedicated assistance eases daily challenges, helping them to enjoy life once more.

Change can be difficult, especially as we age. Live-in care provides the necessary support without the stress of major life adjustments, allowing your loved one to stay in the comfort of their own home.

Live-in care enables your relative to continue living the life they love, with high-quality care that preserves their independence.

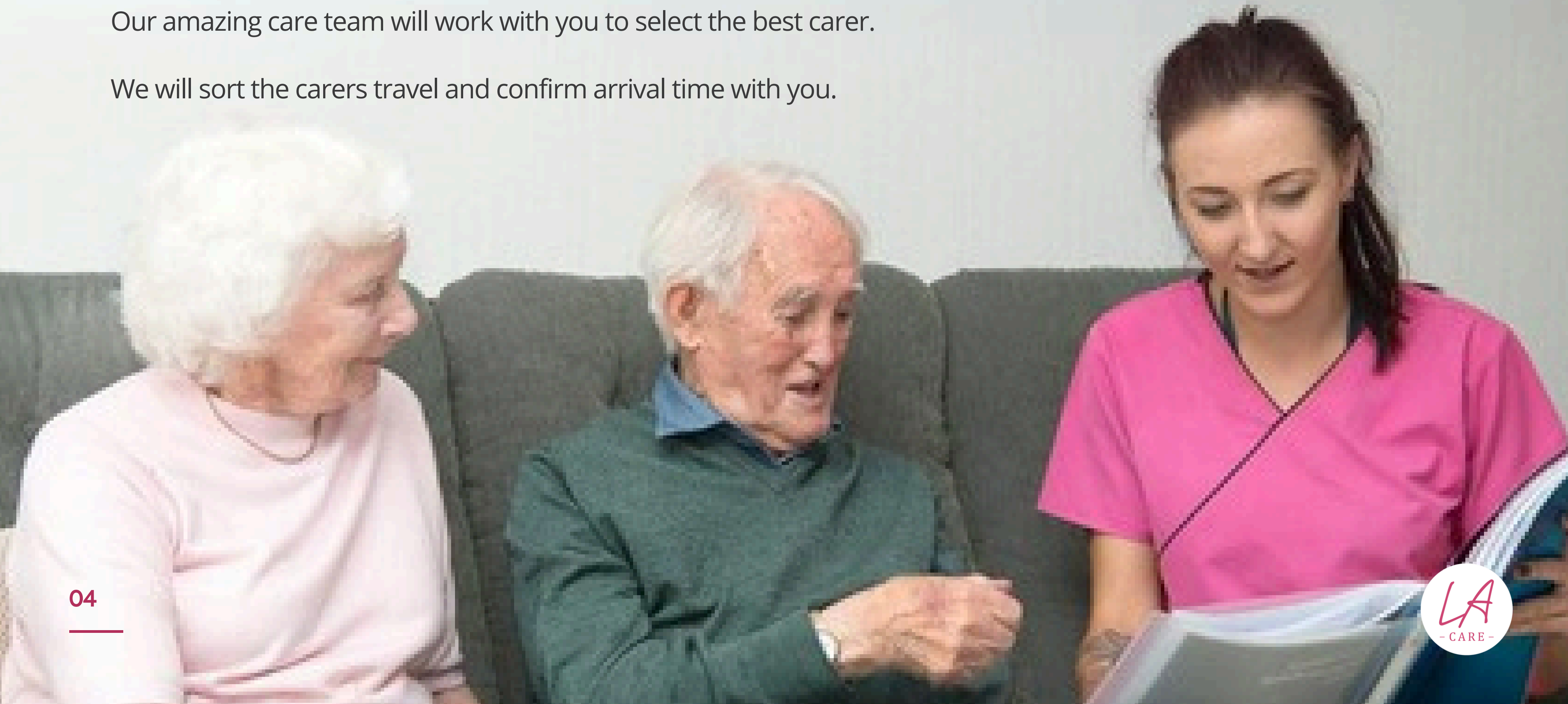


# Relax, we are here to help

We sort everything, provide guidance and make discussing care simpler. Sorting care for a loved one can be stressful and confusing. We're here to help you.

All you need to do is call and tell us your requirements. We'll do the rest. Our amazing care team will work with you to select the best carer.

We will sort the carers travel and confirm arrival time with you.



# A carer you can trust

**Our carers will actively support your relative for 11 hours per day, 7 days per week. They take their legally required breaks only when it's safe to do so. And, will always be on hand to deal with any emergency.**

To keep the care consistent and to minimise change, we work to ensure your loved one is cared for by the same person for as long as possible.

Typically our carer will stay with your loved one for up to 6 weeks. When we replace the carer we ensure the new carer is of the same quality and a match for your loved ones needs.

We understand the level of trust the whole family must have in the carer. This is why we meet all of our carers face-to-face, matching the right personality to the job.

All carers will have been through rigorous background checks and we ensure they have all of the right documents and certificates. All this is done before they arrive.





## How our care works

We want to make sure we arrange the right carer, to do that there are a few steps that we need your input.

From the moment you make contact with us, our dedicated care team are working hard to create a shortlist of potential carers from our portfolio.

When making contact with our care team they will ask questions which will help us understand your requirements, the current health of your relative, if your relative has had care before, any concerns you may have and answer any questions.

# Three simple steps

Following your initial call, it's just three steps to get the care your loved one needs.



1

## Consultation

Our live-in care packages are bespoke and are completely built around your needs, wants and wishes.

We will carry out an assessment of your needs at your home. This will give us a clear view of the type of carer required.



2

## Meet your carer

We will review our database of carers to match the right carer to the job role.

Once we have decided on the carer, we will introduce them to you. We'll send you their profile and you can choose to talk to them on the phone.



3

## Carer arrives

On the first day, the carer will arrive by 1pm (unless agreed otherwise).

A member of the office team will meet with the client and the live-in carer to ensure they are settled and everything is ok.



# Investing in care

We've worked extremely hard to develop a care model that delivers exceptional quality at a competitive price, ensuring real value and meaningful improvements in our clients' lives.

## Clear costs

A set-up fee of £300 is payable at the point of booking the service and is credited to your first invoice. This fee is to cover the costs and time spent sourcing and vetting carers.

Once a carer has been sourced and a start date has been agreed, we will require a payment for the first 2 weeks of care. Payment is due prior to the service commencing.

You will then be invoiced on a fortnightly basis for 2 weeks of care in advance. Payment will be collected by Direct Debit on the due date shown on the invoice.



# Your investment for a lifetime of value

From £1,700 per week.

# Funding options

**There are different funding options available via 2 routes: public funding or private funding.**

## **Local Authority or NHS support**

We recommend you always check with your local authority what support may be available to you. They may be able to cover all, or part of the care costs, making it more affordable.

Care needs assessment - The local authority will carry this out and it can be completed either by you or your relative. The local authority are trying to work out what help is needed and what are the best options for them.

Means test - This is the financial calculation part of working out your entitlement. In England, if your relative owns over £23,500 in cash-based assets, then they will not be entitled to any government support until their assets fall below the £23,500 threshold.

Receive entitlement - The amount you receive will depend on the amount of money the local authority has available.

Setup direct payments - To use local authority funding to pay for live-in care you need to ask for direct payments. This means the money will get paid directly into your bank account which you can then use to cover the cost of care.

## **Private funding**

Most of our clients use savings to contribute to care costs. If this is not an option then Equity-release maybe an option.

## **Equity-release**

Simply put, equity-release is a way to unlock the value of your property and turn it into a cash lump sum. This can then be used to cover your care.

If you want to investigate this further we highly recommend speaking with a company that is a member of the Equity Release council.

For more information we have found the following site very useful:

<https://www.moneysavingexpert.com/mortgages/equity-release/#right>



## What our customers say.....

“ Thanks to each and every one of you who have helped Mum since you started providing her care. We have been extremely impressed with your service and will not hesitate to recommend you to anyone in the future.

**Colin and Family**

“ For your kindness, thoughtfulness, patience and care, we are so grateful. You are all brilliant. Thank you for all that you have done over the past months.

**Glad, Noel, Sandra & Angela**

# What our customers say.....

“ You were all so important in helping Dad stay in his own home for as long as he did. Thank you for being so patient & learning how he liked things done.

**Jill and family**

“ Ginny has been our rock over the past week and helped immeasurably to allow taking mum home to be a possibility. We're so grateful to her for what she did and to you and Nicola for helping find her and putting her in place.

**Adrian**

“ Thank you all for being so kind and caring to Muriel and so respectful when you came into our house.

**Steph and Ian**





# Start your care journey now

We are ready to help - call us now for a free chat.



01235 606 200



[liveincare@lacare.co.uk](mailto:liveincare@lacare.co.uk)



[www.lacare.co.uk](http://www.lacare.co.uk)



SCAN to visit our website

