

LIVE-IN CARE SERVICES



**ENRICHING LIVES &
SUPPORTING INDEPENDENCE**



ABOUT US

Our aim at Alcedo Care is to deliver the highest possible standard of care and first-class customer service.

We are experts in the homecare field and understand that realising you may need support with day-to-day life can be a huge and sometimes life-changing decision. As a home care provider, we take pride in our work and have huge respect for our carers and the work they do.

We empower people of all ages to live the life they wish to live. Whether you need a 30-minute care call, respite care or full-time live-in care, we will work with you and your family to establish the right level of support.

As we are fully regulated by the Care Quality Commission (CQC) and the Care Inspectorate Wales (CIW), we are committed to ensuring that our service is safe, effective, caring, responsive and well-led.

We offer a fully managed service that can start in as little as 24 hours, with a care package that is completely unique to you.

 **People are at the heart of Alcedo Care and everything we do, and that is what makes the care that we deliver so very special.** 

Andy Boardman, Director & Co-Founder



WHAT IS LIVE IN CARE?

Live-in care is when a professional carer comes to live with you in your own home and provides care, nursing support and companionship around the clock. Live-in care is a realistic alternative to moving into a nursing home or residential facility and could be a better option for many people.

With live-in care, you get consistent, one-to-one attention and support, tailored to your needs. You stay in the familiarity and comfort of your own home, which can significantly reduce stress and promote a sense of independence.

Live-in care means you can maintain your daily routine and mealtimes, and you can enjoy the same hobbies and social activities as before. You have safety, privacy and dignity and your family has peace of mind that you are receiving specialist, attentive care in your own home.

With the expertise of our health care professionals, we can help support a wide range of needs, including dementia, stroke and complex clinical conditions.



I was concerned that I would not be able to cope and accept that I required carers, but I need not have worried as the care I have received from Alcedo Care is excellent.

Marc B (Client)

WE MATCH YOU WITH THE PERFECT CARER



Your carer will become an integral part of your household, so we understand the importance of choosing the right person. We will work hard to find the right carer to support you, and each person is carefully vetted and will have the right skills to support you and your individual needs.

Whether you need general support, personal care, complex care or assistance with household duties, we will find the right carer to support you.

From day one all the staff at Alcedo Care have been very caring, patient and will go above and beyond, the care my nan has received and continues to receive is absolutely amazing and I know she's in very good hands.

C H (Granddaughter of Client)



LIVE-IN CARE BENEFITS

We understand that choosing care for yourself or a loved one is not an easy decision to make, and every family situation is different. For you to make an informed choice, you need to know the benefits of choosing live-in care.

WHY CHOOSE LIVE-IN CARE?

- Stay safe in your own home and avoid the stress of change and separation
- Maintain your independence and lifestyle
- Companionship, emotional support, help with medication and/or personal care including household chores
- Peace of mind, both for the client and for their family
- Complete one-to-one personal care and attention unrivalled by residential homes



ONE-TO-ONE SUPPORT

With a Live-In Carer residing in your home, you have one-to-one support all of the time, so that we can respond quickly and pay full attention to the things that matter to you.

CONTINUITY OF CARE

Consistency is key, so we will ensure that the care you receive is built entirely around you, with no compromise to your routine.

CARERS THAT ARE MATCHED TO YOU

Our team will get to know you and everything that matters to you, so that we can match you to a carer that shares many of your values, interests and hobbies.

NO PLACE LIKE HOME

You will receive the dedicated, one-to-one support that you need, without the upheaval of leaving the home you know and love.

CONTROL OF YOUR CARE

With no visiting restrictions, no set meal times or menus and no daily schedules to follow, the only person in control of your care is you.

CONSTANT PEACE OF MIND

When you choose live-in care, you know that you will always have someone that you can call upon, should you need to. This gives you and your loved ones constant reassurance.

LIVE-IN CARE SUPPORT



Alcedo Care can support a wide range of disease, disorders and injuries in your own home's comfort. Some of which are:

- **Acquired brain injury**
- **Tracheostomy, catheter, bowel and stoma care**
- **Parkinson's disease and MS**
- **PEG feeding and general gastronomy care**
- **Stroke care**
- **Degenerative conditions - like motor neurone disease & dementia**
- **Cancer care**
- **Palliative care & end-of-life care**
- **Respiratory conditions**

Despite the limitations caused by the above medical conditions, our tailored live-in care packages ensure that you will live a fulfilling life while staying in the comfort of your own home.

DIFFERENT TYPES OF LIVE-IN CARE

1 RESPITE CARE

Respite care is a short-term period of flexible care which can be arranged for periods to cover holidays, hospital convalescence or a period where a primary carer requires a break.

2 COMPANIONSHIP & SUPPORT

Companionship and support are very much a light touch of live-in care. It provides help with daily household chores, meal preparation, and support to maintain your place in the community and continue with hobbies and holidays. This level of care helps maintain a lifestyle and provides social stimulation, which helps with continued health and well-being.

3 PERSONAL CARE

Personal care is required when you or your loved one struggles with day-to-day tasks like maintaining personal hygiene, dressing, toileting or taking prescribed medication at regular times. Help with some of these intimate tasks can be very difficult for family members or loved ones to assist with and can be very stressful for both the person requiring the care and the loved one providing the care. Our highly trained professional carers deliver personal care with sensitivity, dignity, and respect working around your daily routines and lifestyle. Your carer can also include help with catheters and stoma bags.



4 COMPLEX CARE

This type of care is for anyone living with a long-term, progressive illness, degenerative disorder, or injury. Complex care is nurse-led care often supported by a team of specially trained carers. Each care package ensures you have the right level of care to guarantee you can live your life safely and well in the comfort of your own home.

5 LIVE-IN CARE FOR COUPLES

All of our tailored care packages can be provided for couples. Each individual will have their care needs assessed and personalised for them, and there can be a combined package that considers the joint needs of the couple.



COST OF LIVE-IN CARE



It is challenging to directly compare the cost of live-in care and a residential care home. Although ultimately, they both provide peace of mind for you, your family or your loved ones, they achieve this in a very different way.

However, the one-to-one care, benefit of remaining independent, active in the community, and avoiding the stress of separation while staying in the comfort of your own home means that live-in care's value far outweighs that of residential care.

The fully managed live-in care service that Alcedo Care provides for a single person is roughly around the same cost as a care home.

Live-in care for couples can be very cost-effective when compared to residential care. In most cases, care home fees for two will be double the price of a single placement, meaning that live-in care for couples can be significantly cheaper than residential care.

We think that live-in care is the best option for those that value their independence and want to spend most of the cost of care on one-to-one dedicated professional support.

All of our carers are employed directly by us, so our team take care of all salary and contract matters for you. This means that you can focus more on the relationship and support you receive from your carer, without any additional paperwork or conversations around money or payments.

Although most of our customers pay for their care themselves, there may be funding options or benefits available to you. These options include Attendance Allowance, Personal Independence Payments (PIP) and Social Services funding, and you can confirm your eligibility by speaking to your social worker or local council. You may also be eligible for Continuing Healthcare (CHC) funding, which is granted to people either with ongoing complex care needs who require intensive support at home on a permanent basis or those needing palliative care.

If you would like to opt for this arrangement, please speak with your local authority.





ANDY & JO BOARDMAN

Directors of Alcedo Care

MEET THE TEAM

We are proud Directors of Alcedo Care.

Alcedo Care is a family-owned care provider first and foremost and as such we have an unerring responsibility to deliver the highest standards of care to each and every client as we would to our own nearest and dearest.

We strive to maintain this by ensuring we have the best quality of carers, that they are well trained, well paid and feel valued and supported. Our commitment is to understand and engage with every one of our clients so that we understand who they are, their backgrounds, their passions and their aspirations.

Our mission is to look after our clients' health and promote their wellbeing - we help to achieve this by encouraging and facilitating social inclusion and by helping to set reablement and personal goals.



CLARE GRIFFITHS

Head of Live-In Care

I have worked in the care sector for over 19 years, and have a QCF Level 5 in Leadership within Social Care and Young People's Services. Starting as a carer, I was promoted to a senior carer, before becoming a care coordinator and subsequently a Registered Manager for a domiciliary care company.

I am a very caring person and felt I had a lot to give to vulnerable people, less fortunate than myself.

I chose to work for Alcedo Care for its professional structure and excellent reputation, coupled with the fact that it is a family-run business with excellent vision and values. professional structure and excellent reputation, coupled with the fact that it is a family-run business with excellent vision and values.

WHY CHOOSE US?



FAST MOBILISATION NETWORK

Because of our extensive branch network, in-house training team and over 1000 staff we have the resource to mobilise packages of care quickly.



CONSTANTLY INNOVATING

We use the latest care software, including digital care plans, electronic medication records and family access portal, and are constantly innovating to support the care we provide.



FAMILY OWNED, WITH REAL FAMILY VALUES

We are family owned and run, with family values at the heart of everything we do for both our clients and our staff.



HIGHEST RATED HOME CARE PROVIDER

We are one of the highest rated large home care groups in the UK, with multiple awards and recognition under our belt. Our clients repeatedly voted for us to achieve homecare.co.uk top 20 home care provider status.



EXPERT TEAMS

As well as dedicated care assistants, we have a team of registered nurses who lead our complex care division - our team are not only well qualified but also incredibly compassionate and caring.

The team of carers are amazing, they support me with my daily activities and go above and beyond. It's great having nurses on hand to support the team with my condition. Myself and my wife are always treated with dignity and respect.

Chris B (Client)

WHAT OUR CLIENTS SAY

My mother has Parkinson's disease and has had live-in carers from Alcedo for over 12 months. Throughout this time the service and commitment from both management and carers have been fantastic. Our family owes Alcedo a huge amount of gratitude for all their help and I would not hesitate to recommend them to anyone else.



Tom B (Son of Client)



Alcedo Care Bury has provided 24-hour care for my wife since December 2020. We have been very satisfied with the care provided and the way the carers have fitted in with our family life. The management of the changeover has been efficient. We consider we are fortunate to be so well looked after.



AB (Husband of Client)



HOW TO GET STARTED

Call us: 0333 015 0677

Email us: liveincare@alcedocare.co.uk

Anyone involved in your care (either yourself, a family member, or a member of your MDT such as your case manager, discharge team, social worker, etc.) can contact our professional team to discuss your requirements and any questions you have regarding the care service we offer.

If you want to proceed further, we will schedule a no-obligation visit in a convenient place for you with a member of our Complex Care team. This might be at home, or in an alternative setting such as hospital or residential setting.

This will be an opportunity for us to complete a detailed care assessment and evaluate your needs. Together with relevant health and social care professionals we will build a bespoke care plan specific to your individual needs and requirements.

Once your assessment has been completed and level of care has been agreed, we then send you profiles of recommended carers. You will have the opportunity to meet with your proposed carer to ask questions and get to know them a little better. When you are happy to proceed, we complete the final details and arrange a start date.

**CONTACT
US**

**WE WILL
CARRY OUT A
DETAILED CARE
ASSESSMENT**

**YOUR LIVE-IN
CARE BEGINS**

**WE WILL
SCHEDULE A
NO-OBLIGATION
HOME VISIT**

**MEET
YOUR
CARER**

What is a Live-in Carer?

A Live-in Carer is a trained care professional who stays and lives with you at your own home for a specific period of time. Live-in Carers help and support you around the clock with everything you need and ensure your needs are fully satisfied.

Why is it important to have regulated and managed care?

Having regulated care by CQC (England) and CIW (Wales) means that you can have peace of mind that you are receiving a fully regulated service by an independent body. Moreover, the service is regulated by our branch managers to ensure that you receive the best quality of service.

Do carers need their own room?

Yes, they do. It is essential that a carer has a place of their own where they can sleep and relax when they are not working. The minimum requirement is to provide the carer with a single bed and room that has a door to give them some privacy. Other than that the Live-In Carer can share all other facilities with you.

What do I need to provide for a live-in carer?

As a requirement the Live-In Carer must have a private room with a minimum of a single bed and wardrobe/chest of drawers where they can store their belongings while living with you. Another requirement is to provide them with Wi-Fi. When it comes to groceries, you can either buy your carer food or provide them with a food allowance every week.

How long will a carer stay with me?

Depending on your tailored personal plan, your Live-In Carer will stay in your property between 2 to 4 weeks (or duration that suits you). If your plan is more than 2-4 weeks then they need to take a break and a replacement carer will stay with you until your regular carer comes back. The two will then work on a rotation.

When do carers take time off and have a break?

Every carer is entitled to 14 hours of breaks over the course of a working week, this can be divided in a way that suits you best. Typically it is split into two hours each day, or a few afternoons a week.



FAQs

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CONTACT US



0333 015 0677



liveincare@alcedocare.co.uk

Scan Me

