

# What is live-in care?

Live better in your own home

Discover exceptional live-in care backed  
by the care industry's best.



Speak to our care specialists today  
020 3970 9900



edyn.care

# It's the small things that make us who we are

- Mother
- Grandmother
- Doctor
- Gardener



**Chrissy**

3 years experience



#### LANGUAGES



English



Greek

#### EDUCATION

NVQ Level 2



edyn training

#### SUPPORTS



Medication



Mobility

#### INTERESTS

Exercise

Gardening

Music

## Which is why we match you with the right carer

We're with you **every step of the way**. Helping you stay at home - happily and safely.



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Call us on 020 3970 9900



# Foreword

**LORD PRIOR**

## Former Chair of Care Quality Commission

Care can be highly variable, I feel that edyn.care offers a way to reduce that variability, reduce the cost and has a vision of technology that can make it more personal by putting people at the centre of its service.

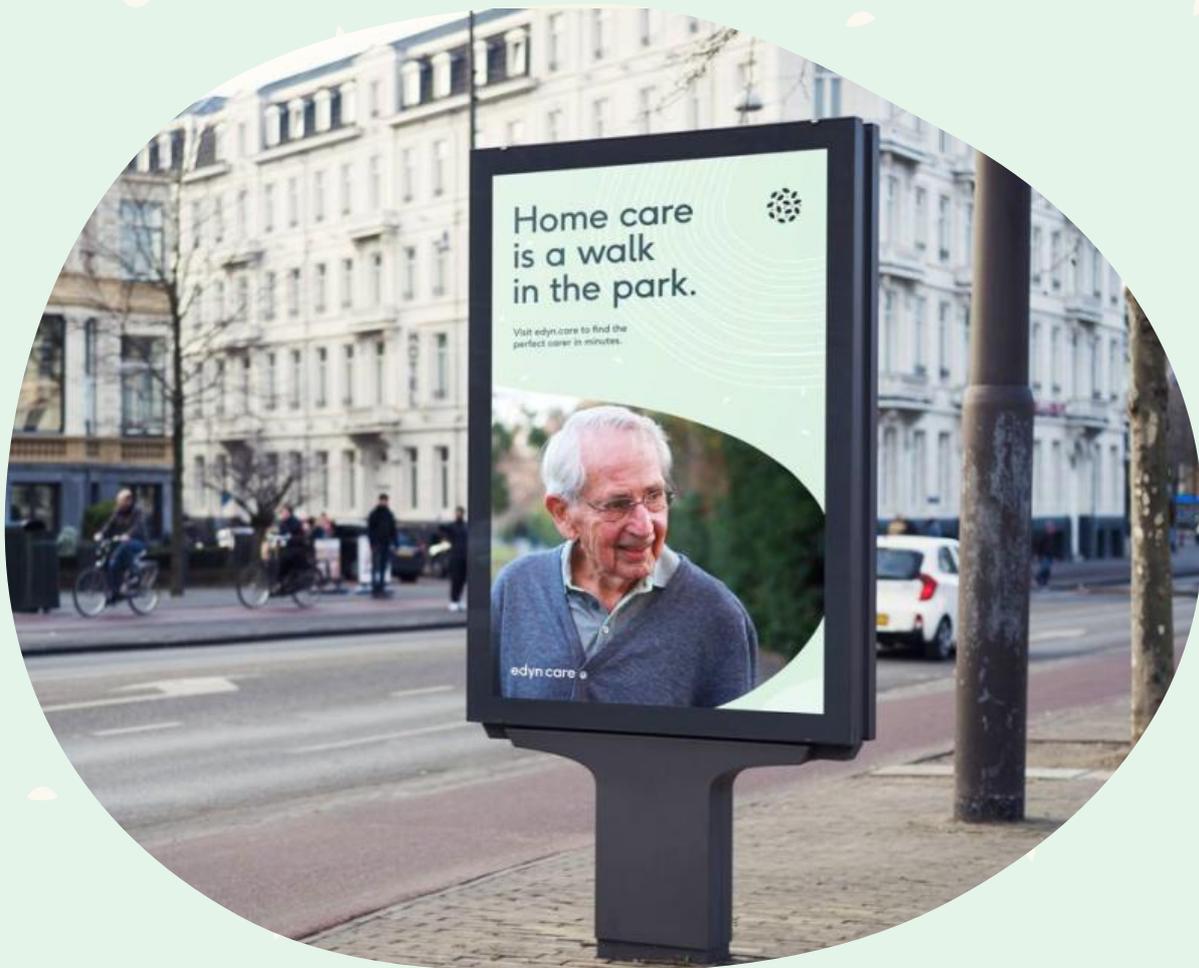


**JONNY BOTTOMLEY & OLIVER ROSS**

## Founders of edyn.care

It means a lot that you're considering edyn.care for you and your loved ones. We started our company because of our own experiences trying to sort out care for our families. We believe finding the right care should be simple and stress-free. We look forward to ensuring you and your family receive the right care, at the right time.

# 97% of people prefer to stay in their own home as they age



**IAN SMITH**

**Former Chair of Four Seasons Care Group**

Care homes used to be the default choice for individuals who are in need of care, but now 99% of those in their later years can stay at home with professional live-in care. Edyn.care's service is changing the industry.



# What is live-in care?

Gone are the days where your loved one had to settle for a care home in their later years. With live-in care, they get all the help they need in the comfort of their own home. Having a carer on hand 24/7 enables your loved one to be cared for where they are most comfortable, surrounded by all their worldly possessions, and stay connected to their local community, friends and neighbours.

A dedicated, professional carer moves in to help with everything from personal care to running errands, ensuring that all that's required is done so that your loved one is safe and happy in the place they belong. Plus, family and friends can still visit and stay anytime.

## 1:1 care

Unlike care homes, our professional carers care for your physical, emotional, psychological and social needs on a one-to-one basis. This means that all their attention is dedicated solely to your requirements.

## Professional carer on call, 24/7

The joy of live-in care is the peace of mind you receive knowing that the support is there 24/7; helping them complete their day-to-day tasks and if possible, get out into their community.

## Choose your own professional carer

We are very selective of the carers we take on. They all complete our stringent vetting procedure and unrivalled training programme, and you can make the right choice for you after conducting your own interviews.

## Stay connected to your community

Live-in care enables you to stay where you feel most comfortable and stay connected to your community. Our carers help our clients to continue to engage with their friends and attend community events.

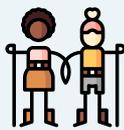
Every week we..



Provide thousands of hours of care



Make 840 cups of tea



Go for 412 walks together



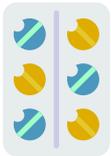
Attend 104 community events



# What do live-in carers do?

Working to a schedule that suits you, our carers provide round the clock assistance to your loved ones in the security of their own homes. The individual services provided by a professional live-in carer will vary in accordance with the day-to-day needs of the person requiring care; this is the beauty of one-to-one care at home; there are no imposed routines. Our care assessment will ultimately determine the type and level of care that you require.

Your professional carer's duties may consist of:



## Medication

We train our carers in monitoring and giving medication.



## Nutrition

We note your favourite foods in our care plans, so our carers are well prepped.



## Personal hygiene

Assistance with dressing, bathing and toileting. Ensuring dignity.



## Household maintenance

Chores like laundry, cleaning, changing the bed and taking out rubbish.



## Running errands

Whether it's going to the bank or visiting the doctor, our carers can help.



## Mobility

Our carers are trained to use hoists and safely help their clients move indoors and outdoors.



## Working with GPs

We work with a range of health care professionals including discharge teams, GPs, nurses.



## Companionship

Creating friendships and lasting bonds between carer and client and their family.

## **Palliative care**

Our professional carers care for your physical, emotional, psychological and social needs. We train each of our professional carers in pain management to ensure your loved one is kept as comfortable as possible.

## **Respite care**

Our professional carers can temporarily take over from a primary carer, so that they can recuperate without disturbing established routines. At edyn.care, we understand that consistency is key.

## **Post-discharge care**

Our professional carers can help your loved one stay safe and comfortable as they recuperate and rebuild strength, so that they can quickly regain their confidence and independence.

## **Cancer care**

We understand that everyone's experience of cancer is different, which is why we tailor our service to your needs. Professional carers working with cancer patients receive specialist training.

## **Dementia care**

Utilising our smart technology and compassionate carers, we monitor your condition on a day-to-day basis and use the information to spot trends. Our professional carers working with dementia clients receive specialist training.

# What makes a professional carer ?

At edyn.care, we take care seriously. All our professional carers go through our rigorous and comprehensive recruitment process. Our Professional Carers are compassionate, empathetic and capable. They will build a strong relationship with your loved one, built on trust and shared interests.

## The selection process

Every Professional Carer is chosen through a robust selection process, designed to make sure that they are the right fit for our expert live-in care services.

## Continuous training

Our professional carers are the most vital part of our service. We provide continued training to ensure that their services are always high in quality.

## Background checks

We perform thorough criminal record and enhanced DBS background checks to ensure all the information a Professional Carer has provided is correct.

## Specialisms

Every elderly person requires an individual style of care specific to their needs. Our Professional Carers specialise in numerous conditions ranging from physical disability to dementia and Alzheimer's.

The screenshot shows a carer profile for Jenny Kabba on the edyn.care website. The profile includes a photo, name, and several key details:

- Experience:** 3-5 years
- Languages:** English, Kisii
- Distance:** 1.4 miles
- Education:** BSc in Adult Nursing (in process), edyn.care training induction
- Interests:** Antiques, Art, Gardening, Music, Politics, Reading, Spirituality, Dancing, Exercise, Cooking
- Biography:** I consider myself to be a very reliable, gregarious, creative, team-oriented and hard-working individual, with excellent communication plus IT skills and a strong interest in books, digital technology and client service. I'm able to work accurately in a busy environment with the knowledge and enthusiasm required to be productive within a team, as I am committed to supporting my clients and delivering high quality care. I also understand the importance of listening and exceeding the needs of all family members within a care package, as it pertains to the growth of our relationship. Over my three years of care, I have developed my communication skills and interpersonal skills to work with children and parents by listening and understanding their needs.
- Activities:** I am an avid player of table tennis and part of the club at my University, and in addition the videographer at NSTV, our University television station. I also enjoy using social media, and lots of reading, from journals to articles. I'm currently reading "How Asia Works" which has proving so far to be a great read.
- Head of care comments:** Jenny is a thoughtful, caring and considerate individual, with the ability to bring humour and warmth to her work. She is very ambitious and I expect great things from her in the future. In training she conducted herself very professionally and was very eager to get as much out of our 2 and half days.

At the bottom of the profile, there are three logos: 5% edyn.care, Disclosure & Barring Service Enhanced DBS, and onfido Identity check.

# Our professional carers have on average 6 years experience

## HEAD OF CARE

### Mike Prior

Whether you're new to edyn.care or a long-time Client, you'll get compassionate and invaluable support from our specialist team. We're here to answer all your questions and help you navigate your options.



**Florence**  
7 years experience



**LANGUAGES**  
English

**EDUCATION**  
University degree edyn training

**SUPPORTS**  
Medication Personal

**INTERESTS**  
Reading Cooking Art

**Chrissy**  
3 years experience



**LANGUAGES**  
English Greek

**EDUCATION**  
NVQ Level 2 edyn training

**SUPPORTS**  
Medication Mobility

**INTERESTS**  
Exercise Travelling Music

**Olivia**  
10 years experience



**LANGUAGES**  
English Tagalog

**EDUCATION**  
University degree edyn training

**SUPPORTS**  
Medication Toileting

**INTERESTS**  
Reading Film Art

# How it works

## We can arrange your care in 48 hours

1

### Talk to us

Give one of our experienced care specialists a call to chat everything through.

2

### Expert care consultation

Our Head of Care will schedule a meeting to draw up a personalised Care Plan.

3

### Choose your carer

We'll tailor a list of carers for you, allowing you to choose the most suitable.

4

### Continued help

Once care begins, we'll continue our support throughout your journey - online, over the phone and in person.

# Routine to provide consistency

It's important we understand your routine and requirements.

Our professional carers may be amazing, but they are only human. So as well as two hours of breaks taken at a suitable time throughout the day, your primary live-in carer will also need to take time off. Schedules change depending on needs and circumstances, but here's a realistic working pattern:

For each of our clients we allocate two carers: Main carer and Respite carer. They work in tandem to give you and your family the consistency you deserve.



**Olivia**  
Main carer



**Lyn**  
Respite carer

MON TUE WED THU FRI SAT SUN

## Trial week

Your first week is a completely risk-free trial and Olivia, main carer, moves in.

1 2 3 4 5 6 7

8 9 10 11 12 13 14

15 16 17 18 19 20 21

## Week 2 - 3:

If you're happy, Olivia continues.

## Week 4:

Olivia, your main carer, takes time off and Lyn respite carer takes over.

22 23 24 25 26 27 28

29 30 31 1 2 3 4

5 6 7 8 9 10 11

12 13 14 15 16 17 18

## Week 5 - 7:

Olivia, main carer returns. They'll typically be in place for another three weeks.

## Week 8:

Olivia, your main carer, takes time off and Lyn respite carer takes over.

19 20 21 22 23 24 25

26 27 28 29 30 1 2

## Week 9 - 12:

Olivia, main carer, returns.

# Live-in care costs

edyn.care offers live-in care at affordable prices

Our prices are broken down into three tiers depending on the care that is required



## Tier 1

Starting at:

£1245 /wk

- ✓ Companionship
- ✓ Personal care
- ✓ Wellbeing support

## Tier 2

Starting at:

£1495 /wk

- ✓ Companionship
- ✓ Personal care
- ✓ Wellbeing support
- ✓ Dementia care

## Tier 3

Starting at:

£1745 /wk

- ✓ Companionship
- ✓ Personal care
- ✓ Manual handling
- ✓ Dementia care
- ✓ Complex care

## Optional extras

- ✓ Carer who can drive: £40 /wk
- ✓ Carer who can drive with car: £80 /wk
- ✓ Spousal support: £100 /wk
- ✓ Managed carer food budget: £40 /wk



Call now: 020 3970 9900

# Financial planning

Whether you require care for just a few hours a week or full-time live-in care, it is important you consider how to cover the cost of care.

Unlike the NHS, which is free at the point of need, it is more than likely that you will have to contribute a proportion of the care costs when receiving home care. However, the government does have some options to help ease the burden. When thinking about care, it is important that you are fully aware of your funding options.

Some options:

Local authority care function

NHS continuing healthcare

Direct payments and personal budgets funded by Local authority

Personal health budget funded by your local CCG



## Harry, Family Care Specialist

Our care specialists are well versed in the options for financing care. They help hundreds of potential clients navigate the various funding options to ensure every one finds the best option for them.

### Couple: Tier 1

Starting at:

£1800 /wk

- ✓ Companionship
- ✓ Personal care
- ✓ Wellbeing support

### Couple: Tier 2

Starting at:

£2000 /wk

- ✓ Companionship
- ✓ Personal care
- ✓ Wellbeing support
- ✓ Dementia care

### Couple: Tier 3

Starting at:

£2250 /wk

- ✓ Companionship
- ✓ Personal care
- ✓ Manual handling
- ✓ Dementia care
- ✓ Complex care

# Your dedicated care team

We provide each one of our clients with their own dedicated care team who stay with you throughout your time with us. This team is comprised of Professional Carers, a Care Manager and a Care Coordinator.



**Professional Carers**

**We ensure quality by:**

- Background checks
- In-house training
- Reference checks



**Your Care Manager**

**We ensure quality by:**

- 10 years + experience
- A bespoke care plan
- Visits every 3 months



**Your Care Coordinator**

**Here to help:**

- Available 5 days a week
- Provides care advice
- Manages your carer

We believe in continuity of care at edyn.care, which is why we build a team fit for your needs. Each professional carer is carefully vetted and has completed our industry leading induction training to ensure they provide the highest quality care. We also provide ongoing training to ensure they're continually learning and honing new skills. Your care manager oversees the care and ensures the right level of care is provided.

Your dedicated care specialist supports you and answers any questions you may have regarding the logistics of care or financial matters. Your dedicated care manager is available to chat regarding medical concerns and visits you and your family on request, as well as every three months to make sure everything is in order.



**Speak with a care specialist today**  
**020 3970 9900**



## Archie, care specialist at edyn.care

### Lucy, edyn.care client, Cambridgeshire

We joined edyn.care only a month or so ago - they treat my mother as a respected human being. Each carer brings a particular set of skills but they all have in common an ability to make it seem as if all the services are normal. Everyone whether in 'the back office' or at the 'frontline' is calm, flexible, well organised, personable and resourceful regardless of how the situation might change. My mother has recovered very speedily from her fall and is a much more engaged and happy woman since she has been with 'her carers'.



# Regulated vs unregulated care

## Who are the Care Quality Commission?

The Care Quality Commission (CQC) is a body that regulates care provision in the UK for both care homes and domiciliary (at home) care providers, as well as GP practices, hospitals, and dentists. They review each care agency and set strict standards which providers must adhere to. At edyn.care we are proud of our CQC registration and very are fortunate to have the former CQC Chair as one of our advisors.

### CQC regulated

Carers who go through extensive employment checks prior to starting work.

Carer Training - all professional carers complete training which is mapped around 'The Care Certificate', this is an agreed set of standards that sets out the knowledge, skills and behaviours expected of specific job roles in the health and social care sectors.

All carers have enhanced DBS (Disclosure and Barring Service) checks which considers the person's suitability to work with vulnerable adults.

We create bespoke care plans that are tailored to our clients preferences, needs and outcomes.

### Unregulated

Often they won't employ their own carers, just an introductory agency.

No training for carers.

No background checks/DBS checks of carers.

Unable to create care plans, meaning a clients' needs will not be assessed by a professional, and instead family members will have to judge for themselves how much care and what type of care is needed.

LORD PRIOR

Former Chair of CQC

Care can be highly variable, I feel that edyn.care offers a way to reduce that variability, reduce the cost and has a vision of technology that can make it more personal by putting people at the centre of its service.



CQC regulated

Monitor care and make interventions.

We have a robust professional care matching process which considers suitability based on personality, likes/dislikes, preferences and specific requirements such as skills sets.

Risk assessments of clients home to ensure it is safe for both client and carer.

Undertake through regular inspections to ensure we meet the Fundamental Standards of quality and safety.

Unregulated

Unable to monitor and make recommendations.

No careful matching process, carers on rotation with limited time.

Unable to go to the home of their clients, so can't ensure the safety of their clients or carers.

No inspections from any external body to ensure standards of care are met.

# Doreen and Susan's story

## Tell us a little about yourselves

My name is Doreen, I am 81 years old and live in London. I had been having carers come in for a few hours a day for a few months. However, it got to the point where I finally admitted that I needed more care to help with my day-to-day needs.

## Why was care needed?

I was struggling to remember to take my medication and was also starting to get a little more unstable on my feet. I walk with the help of a mobility frame and I had a fall. At this point my daughter raised the idea of live-in care.

## How did you find the process?

Arranging care with edyn.care really put me at ease. The edyn.care team listened to my needs and matched my personality perfectly with my carers, which was really important to me and something I didn't get from my previous care provider.

## What is your favourite thing about edyn.care?

I really like the fact that they care. The whole team, including the office team, are really helpful if myself or Susan ever have any questions. I think Susan really likes the technology as it enables her to get an update very easily.



## Would you recommend live-in care?

Live-in care has enabled me to maintain my independence and given my daughter peace of mind because she knows I'm happy and safe with my carers.

## Susan spoke to an edyn.care specialist

9.30 am, October 16th 2019

Susan spoke to Harry, our care specialist, regarding how live-in care worked and how it could be a good fit for Doreen's requirements.

## Care assessment completed

10.30 am, October 17th 2019

Mike, our head of care, attended Doreen's home and completed a detailed care plan and home risk assessment, making sure we understood Doreen's needs and also that her house was safe. Doreen spoke about how she'd like to get back into her art and how much she used to enjoy it. The team then arranged interviews with potential carers.

## Olivia, main carer professional, started

9.00 am, October 18th 2021

**Olivia**  
10 years experience



**LANGUAGES**  
English Tagalog

**EDUCATION**  
University degree edyn training

**SUPPORTS**  
Medication Toileting

**INTERESTS**  
Reading Film Art

9am Breakfast - an orange, shreddies, toast, coffee. 10am, Assisted Doreen to wash and dress for the day then back to bed for a nap. I did general cleaning and food prep, cleaned fridge ready for delivery. 11.30am, we sat down to do some drawing. I had brought an old note book from home for Doreen to use and collect her drawings which she really liked.\*

## Florence, respite carer professional, started

8.00 am, November 8th 2021

**Florence**  
7 years experience



**LANGUAGES**  
English

**EDUCATION**  
University degree edyn training

**SUPPORTS**  
Medication Personal

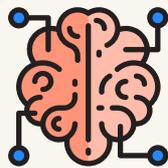
**INTERESTS**  
Reading Cooking Art

8.00am, Doreen awake, morning meds  
9am, Breakfast an orange, weetabix, toast, coffee. At 10am we went for a walk to the local shop and bought some groceries and new pens for drawing. At 11.30am we had a cup of tea and watched a tutorial in drawing in perspective. This lasted for 30 mins. After which I prepared lunch - soup and bread with salad.\*

\*extract from carer note

# Live-in care vs care home

Having a carer on hand 24/7 enables your loved one to be cared for in the comfort of their own home with their worldly possessions, and stay connected to their local community, friends and neighbours. Plus family and friends can visit and stay anytime.



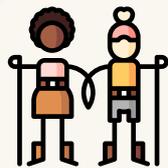
## May reduce the risk of dementia

Staying at home and having your routines respected alongside being connected with your local community is linked with a reduced risk of cognitive decline and depression.



## Less likely to have a fall

Compared to residential care, live-in care may reduce the risk of a fall by 33% and the risk of a hip fracture by 46% - the most common causes of elderly admission to hospital.



## 1:1 care

One-to-one companionship means that 100% of the Professional Carer's time can be focused on your loved one. Unlike in care home, one carer could be expected to look after ten individuals,



## Continuity of general practice

Unlike a care home, having live-in care means you can keep your local GP. Having the same GP has been linked with reduced likelihood of being admitted to hospital and may result in a longer life.



### Benefits of pet ownership

Studies have found that pets can help reduce loneliness, stress and depression, whilst simultaneously encouraging exercise and playfulness.



### Tailored nutrition

Fresh and home-cooked meals can be individually tailored to nutritional requirements. This can ensure a healthy, balanced diet - reducing the likelihood of illness.

#### **Hilary and Bernard, edyn.care clients, Hereford**

What makes Edyn stand out from other agencies we have used for live-in care is the fact that they care - the human touch is there. Our communications with them have always centred around a basic desire to do the best for my husband as an individual, not as a number. They are also ready to admit when things are not as they should be and need changing - this a rare trait!



# A day in the life of live-in care



## Rise and Shine

7.00 am

Carer checks-in with client to see if they are awake and feeling well



## Shower and brush teeth

7.15 am

Carer helps client into and out the shower



## Get ready for the day

7.45 am

Get changed, dressed and comfortable for the day



## Breakfast and medication

8.15 am

A healthy breakfast to start the day right, with any medication taken



## Plan out the day

9.00 am

Work out what the plan of action is for the day



## Housekeeping

9.30 am

Carer completes some cleaning in areas outlined in care plan



## A cup of tea and a chat

10.30 am

The all important morning tea



## Walking to the pharmacy

11.00 am

Go to the local pharmacy to collect monthly medication with carer.



## Tom, son of edyn.care client, Cambridgeshire

The best thing about having 1:1 care is that it can be tailored to my Father's care needs and routine. He's always been an early riser, so being able to have a carer fit to his needs is great.



### Lunch

12.00pm

Carer prepares a lunch chosen by the client



### Meeting friends

1.00 pm

Teas and cakes hosted at home prepared by the carer



### Stimulation hour

3.00 pm

Time to get the brain matter in action with some games



### Catching up with family

4.00 pm

Phone and video calls with family members



### Reminiscence

5.00 pm

Going through family photos and discussing past times



### Reducing sundowning

6.00 pm

Late-day confusion is helped by adjusting the light in the home



### Dinner

7.00 pm

A wholesome dinner to ensure balance with medication taken



### Bed time

9.00 pm

Get changed and into bed, with carer on call if required throughout the night

# Care and technology

Technology will never replace our carers, however, it does support the work they provide and gives transparency, so you are kept well informed.

## Smart carer connection

Using information we obtain in our care assessments and smart technology, we match our clients and carers on more than just care needs but interests and likes.

## Care continuity

Our efficient systems ensure carers rotas are allocated effectively; meaning carers get to know your loved one's character, likes/disklikes and preferred entertainment.

## Daily notes

Monitor your care easily through our platform. Get updates on daily notes, care summaries and understand your loved one's wellness on a day-to-day basis.

## Digitalised medical records

We place all your health information in one place; meaning you can access your care and medical information through your own portal. Anywhere, anytime.

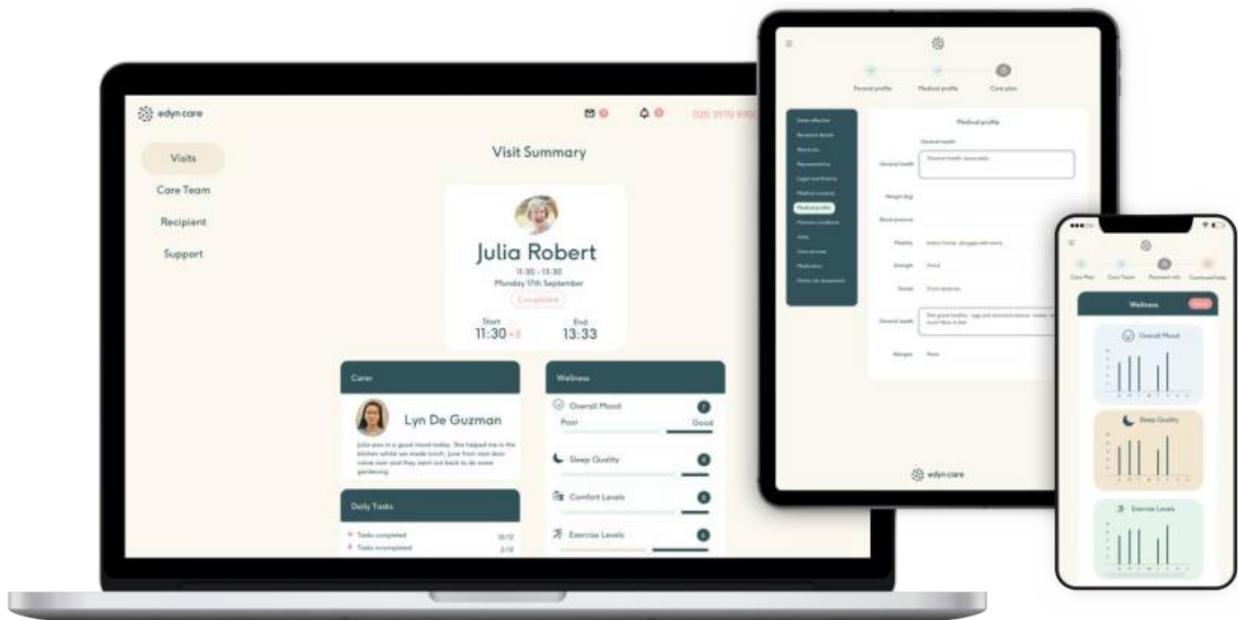


## Zosia, daughter of edyn.care client, Ely

We asked edyn.care to arrange a live-in carer for my Mum, who has dementia. They have been brilliant, meeting all our requests (for instance language requirements) and acting quickly and professionally. The carer is wonderful - she really goes the extra mile and my Mum is happier and more responsive than she has been for a long time.

The online portal is helpful and allows us to keep track of things from a distance. The team at Edyn have really helped take a load off my mind because I know my Mum's in safe hands.





Our online portal enables you to monitor the care and service our carers provide on a day-to-day basis, giving you clarity and peace of mind.

Each day, our professional carers check-in to let us and our clients know that they and the care recipient are safe. During a visit, our carers have access to the client's digitised Care Plan, as well as the support that needs to be provided, and input notes for health and wellness data. Your Care Specialist at edyn.care can see all this information in real-time to ensure that care is being delivered effectively. Once a carer has finished their visit, they check-out and we are informed that everything is in order and the client is well looked after. Unlike other care agencies, we continue to support you after your carer has been selected.

## SPEAK TO A CARE SPECIALIST

**020 3970 9900**

Whether you're new to edyn.care or a long-time Client, you'll get compassionate and invaluable support from our specialist team. We're here to answer all your questions and help you navigate your options.



# FAQs

**We're on a social mission to make home care personal, professional and proactive by creating the best service in the United Kingdom**

It means a lot that you're considering our service. Together, we can help you take control of your care + well-being and we promise to do all we can to provide you with a brilliant live-in care service.

## Safety and quality

**How does edyn.care attract the best carers?**

Being a tech-enabled company means we cut out much of the wasteful bureaucracy that plagues the traditional home care agency. This means we pay our carers above the National Living Wage and provide comprehensive training support. By empowering and professionalising the care sector, we believe we attract the best carers.

**What background checks do carers complete?**

Our rigorous background checks mean that we ensure quality and safety. We require our carers to complete enhanced DBS checks, while we also meet all of our carers in person during our two and a half day induction.

**How do you maintain high standards of care?**

At edyn.care we embrace a clinical governance framework for care. A framework which we are accountable for continually improving the quality of our service and safeguarding high standards of care by creating an environment in which excellence in care will flourish.

Further, we understand that care needs change therefore all care and support is subject to review. All of our clients care undergo a care plan review regularly. We have key times for reviews - usually ever three months, however, based on the level of risk for particular areas this can be outside of the key times.

We welcome feedback from you, your family and friends, and other professionals so that we can continually monitor and make improvements. Your involvement in helping to shape and influence the quality of our services is just as important to us, as our own spot checks, supervisions and reviews.

## Billing and payment

### How can I pay for my care?

All payments are made through your portal on our website, via a debit or credit card - we also accept direct debit. Payments are processed via our secure third-party payment system Stripe, which holds your card details securely and in an encrypted format. We receive our commission directly and the carers will receive their fee directly from you. We do not hold any card or account details.

### How often do you bill?

Invoices are submitted fortnightly on Monday afternoons. All invoices are based on actual work done and not forecasts, as we realise that care needs can, and do, change at short notice.

Payments are taken automatically on Tuesday afternoons or the day after an invoice is submitted to you. In the event of any query or discrepancy, we will pause any pending payments. If payments have already gone through before you submit a query then payment can be refunded. However, we strongly encourage all clients to check their invoices straight away to avoid any delays or difficulties making the required adjustments.

## Care and our service

### Where does edyn.care provide services?

We currently provide live-in care across England. We are constantly expanding, so please do get in contact if you live elsewhere.

### I am unsure how many hours of care I require, can you help me with this?

Certainly, our care coordinators and care managers work with you to assess your needs and the level of care you require. Together, we can ensure you receive the right care, at the right time.

### I want to retain my independence and worry having a carer will hinder this?

From organising care for our own families, we understand the importance of maintaining independence. That's why our care specialists and care managers work together with you to ensure you receive the right level of support for your needs and never impose care on you.

### **Will I have the same carer?**

Using smart technology we are able to deliver consistent and transparent care. We believe in building long-term relationships between our carers and clients. Therefore, we work hard to provide clients with the same carer each time. If your carer is unavailable - due to holiday or illness, for example - we will arrange for a similar carer to step in. We always ensure all relevant information is passed over in good time to ensure a seamless handover.

### **Can I get to know my carer before care starts?**

Yes, of course. We always arrange a carer introduction for all our clients which is conducted by phone or zoom, so our clients can get to know their carer before care starts. We highly recommend including other family members aswell.

### **Do your carers wear PPE?**

We shall provide our professional carers with Covid-19 secure personal protective equipment - including gloves, aprons and masks. However, we do not provide any other equipment, for example, hoists, commodes, bath seats etc.

### **Can I cancel my care?**

Yes, we are made to be flexible. However, in the interests of our carers, we do ask for at least 2 weeks notice either in writing via email or letter, unless there are unforeseen circumstances.

## **Technology**

### **Do I need to be able to use technology?**

No, not at all. We just use technology effectively with our carers and as a company. Most of our clients are not tech inclined and it does not affect the level of support they receive. However, if you are interested in learning, our carers are more than happy to help you. Remember, your care specialist is available to help whenever, so just call.

### **Do I need to have internet?**

We ask our clients to ensure that our carers have access to wifi. If your property is not equipped with wifi we can arrange for a wifi dongle to be sorted at your expense. It is important that our carers have wifi access so they can complete their daily notes, wellness scores and any forms that require completing.

Every week we..



Provide thousands of hours of care



Make 840 cups of tea



Go for 412 walks together



Attend 104 community events



**Harry, Family Care Specialist**

I hope you have enjoyed reading our brochure. If you have any questions at all, please give us a call on 020 3970 9900 and we'll be able to help in any way possible.



## Contact us

Visit [edyn.care](https://edyn.care) to book your free care consultation with with one of our care specialists. They'll answer any questions and help you get the care you're looking for.



Call us on 020 3970 9900



Chat with us online at [edyn.care](https://edyn.care)



Email us at [hello@edyn.care](mailto:hello@edyn.care)

