

Siete Care

Live Well at Home — Service Tiers

What makes care truly premium?

It is not simply more hours. Premium care is about how supported you feel — as a family. It means better communication, more flexibility, and a carer who notices small changes before they become big problems. It means peace of mind.

Tier 1 — Live Well at Home: Premium

Live Well at Home: Premium £850 – £1,100 / month

For families who want certainty, communication, and complete peace of mind

- ✓ 5–6 visits per week, with priority scheduling and buffer time built in
- ✓ Personal care, exercise support, and light home organisation
- ✓ Fridge and food checks, medication reminders, and home safety observations
- ✓ Weekly update email and WhatsApp messages after every visit
- ✓ Monthly check-in call with the family
- ✓ Proactive wellbeing monitoring — mobility, appetite, and mood
- ✓ Help navigating services, booking appointments, and guidance when needs change

Tier 2 — Live Well at Home: Standard

Live Well at Home: Standard £480 / month

Consistent, caring support to stay healthy and independent at home

- ✓ 4 visits per week at agreed times
- ✓ Personal care and hygiene support
- ✓ Exercise and mobility support
- ✓ Wellbeing checks at each visit
- ✓ Shared care notes available to family

Tier 3 — Flexible Visits

Flexible Visits £30 / visit

Pay-as-you-go support with no ongoing commitment

- ✓ Book individual visits as and when needed
- ✓ Personal care and practical support
- ✓ No monthly package required
- ✓ Ideal for occasional or short-term needs

The difference between tiers

The number of visits matters — but it is not the whole picture. What truly separates Premium from Standard is the level of involvement around each visit: the communication, the flexibility, the home awareness, and the family support.

Premium clients receive:

- Proactive updates — not just a report if something goes wrong
- Priority time slots — visits that fit your family's schedule
- A carer who notices small changes early — and tells you about them
- Support for the whole family — not just the person receiving care

The Live Well at Home brand

Live Well at Home is a flexible brand that grows with each client's needs. The three levels sit naturally under one name:

- **Live Well at Home – Premium**
- **Live Well at Home – Standard**
- **Flexible Visits**

Before designing the Premium tier fully

There is one key question to answer before we finalise the structure of the Premium tier:

How many hours per week can realistically be delivered without hiring additional staff?

The answer to this question will determine the right structure for the Premium tier — including how many visits per week it can include, and whether buffer time is feasible within the current team.