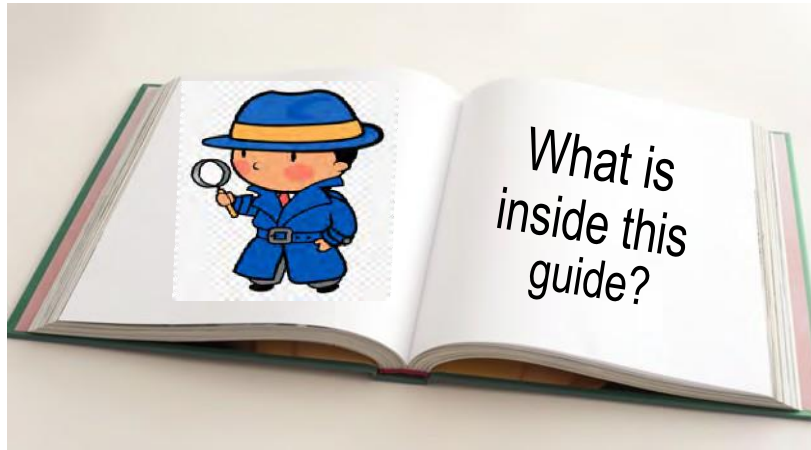




# Live In Care Guide

Detailed information  
about 24 hour care in your  
home and retaining your  
independence





## Contents

### Page

1. Contents
2. 1-2-1 Live In Care
3. How do we achieve?
4. Who does Live in Care provide a service for ?
5. What services do Live In Care offer?
6. About our Carers
7. & 8. Our Carer's and working with you
9. Next steps
10. The cost of Live in Care
11. & 12. Frequently asked questions
13. Service User Declaration



## **1-2-1 Live In Care**

### **Our Mission**

To provide outstanding care that we would expect for our own family and be valued, recognised and remunerated for doing a great job



### **Our experience**

Our experience within Health and Social Care has been over 30 years, between the management team there is over 50 years of collective experience. We are still as passionate about providing 'great' care, as we were all those years ago. Some of our achievements are listed below

- ✓ Recognition from the CQC and SHA for the development of the Community Stroke Service
- ✓ Development of the Enhanced Recovery Service for mental health in Devon
- ✓ A training course for Service User Evaluators for Community projects, this was written in partnership.
- ✓ Change management of Social Housing and Support.
- ✓ Developed clear communication pathways for Service Users across Health and Social Care
- ✓ 10 years of providing 'outstanding' Live in Care across the Southwest of England
- ✓ Working closely with Local Authorities across the Southwest of England

We feel that people should receive care that prioritises relationships, flexibility and that all-important continuity that happens when Carers' support people in their own homes

We have seen first-hand the difference Live in Care and Support can make in giving people real choice and real control of their care.

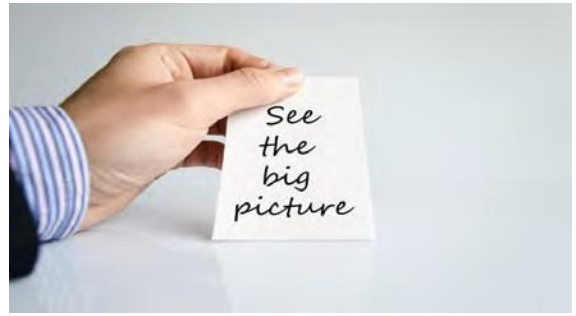
And we have seen a new way of working that liberates Carers to use their skills, be creative and do what we all came into the care sector for in the first place.

### **From a challenge comes a solution**

With that in mind, we want to tackle the problem that around 40% of people who need care & support to live their lives but are legally prevented from enjoy the personalised support. We also wanted to offer a real alternative to conventional agency solutions, we don't see ourselves as an agency but as a support for individuals and their families. We work holistically with you tailoring you package of care to your needs



## **How do we achieve ?**



### **Peace of Mind**

Our carers are directly employed by us, giving peace of mind that they are fully vetted with enhanced DBS checks and three satisfactory references. They must complete a company induction and follow mandatory training, which is updated regularly. Due to our Live in Carers being lone workers, we complete frequent supervisions and have a 24 on-call system in place. This ensures the quality of care is never compromised.

### **Continuity**

We understand the importance of building long term relationships with our experienced and dependable carers. We work to match a suitable Live in Carer with the skills and characteristics specified in the initial assessment stage. We then make sure you have the same matched Live in Carers supporting you, keeping the continuity of care. We recognise that care is best provided when the carer and you have been together for some time, so we will try to ensure continuity. There will, however, be occasions such as holidays or sickness when this will not be possible and an alternative person, with your agreement, will be provided

### **Trust**

Because we are a small and professional team, we will be with you throughout your Live in Care journey. From your initial enquiry, you can trust that each time you contact us, you will be answered with a friendly, familiar voice.

### **The aims and objectives of 1-2-1 Live in Care**

1-2-1 Live in Care is proud to offer a professional Live in Care service which is 'all about you'. We aim to provide you with a comprehensive service of care of the highest quality within your own home. We will work closely in partnership with you and your representatives and health care professionals who may be involved in your care. We strive to offer a flexible, professional and efficient service which is tailored to meet your needs. You will be treated with respect, and we will remain sensitive to your abilities and individual needs while promoting dignity and independence. Our Live in Carer will have the skills and experience to deliver the services and care which we offer and provide. The skills and expertise of the staff are matched to your needs, and they will be able to communicate effectively with you, using your preferred method of communication. Any social/cultural or religious requirements and preferences that are important to you will be identified, understood and entered into your plan.

1-2-1 Live in Care is registered with the Care Quality Commission (CQC), and they regulate our service. All of our policies and procedures comply with their requirements and relevant legislation.

The registered provider is 1-2-1 Live in Care

1-2-1 Registered Office address is

Unit G11  
Beech Business Park  
Bristol Road  
Bridgwater  
TA6 4FF



Tel: 01278 324 191  
Email: [enquiries@1-2-1-live-in-care.co.uk](mailto:enquiries@1-2-1-live-in-care.co.uk)  
Website: [www.1-2-1-live-in-care.co.uk](http://www.1-2-1-live-in-care.co.uk)

## **Who can Live In Care provide a service for?**

Live in Care's services are available to people from 18 years of age, without discrimination, who wish or need to have personal care or domestic help provided within their own homes. We can provide a service to the following groups;

- Older People
- Younger People
- People with dementia
- People with mental health problems, including addiction
- People with a terminal illness
- People with sensory loss, including those with dual sensory impairment
- People who are recovering from ill health
- People with physical disabilities
- People living with the effects of substance misuse



Our carers live alongside our service users around the clock, providing companionship, housekeeping duties and physical support. Your valued independence can be maintained without the worries of coping alone. We can provide long-term care and housekeeping. Many of our service users like companionship and the security; with the reassurance they can live at home independently and safely. Others require the full spectrum of physical support. Below are some of the examples of the types of care we can provide.

### **Respite care**

We can provide a Live in Carer to cover a family member or private carer who needs to go on holiday or a break from work. We can do this on an ad-hoc basis or a regular arrangement; we need enough notice as possible. We can deliver short-term care for rehabilitation and convalescence at home. Many people need short-term live-in support through a period of convalescence, such as during the first few weeks after returning from the hospital. We can provide a Live in Carer to support the person back to their independence.

### **An emergency service**

Although 1-2-1 Live in Care is not an emergency service, we can provide a Live in Carer at short notice, to cover any unexpected care needs. End of Life care looking after someone with a terminal illness is a role that requires hard work and the utmost sensitivity. We're here to give that support and take over when needed. Our Live in Carers are trained to provide the personal care that a person needs to support their quality of life, to the way they have always lived.



## What services do Live In Care offer?



Services are provided by carers who live in your home. These services are based upon an assessment of need, at the time the contract commences and will be reflected in your personal care plan.

- Preparation and assistance with meals
- Domestic duties, which include keeping the house tidy cleaning floors, dusting, laundry, ironing and other similar light duties
- Companionship
- Shopping - Staff that may be collecting money or shopping on your behalf, have procedures to follow in recording, storing and accounting for any monies. These procedures are for the protection of both yourself and our Live in Carer and must be complied
- Holidays
- Day trips
- Pet care
- Support work
- Assistance to and from appointments
- Hairdressing, Chiropody and Gardening and small property maintenance are available by separate negotiation, subject to availability



### **Personal Care includes, but is not limited to:**

- Bathing and showering, including bed-baths
- Applying lotions and creams as required
- Dressing and getting ready for bed
- Oral hygiene
- Applying make-up, hair care and support with shaving
- Foot care
- Helping you to the toilet, including using a commode or bedpan
- Changing continence pads, along with cleaning intimate areas
- Support moving position in bed, to stretch and prevent bedsores
- Changing or maintaining a stoma or catheter bag, or another form of clinical intervention

## **About our Carers**

Our Live in Carers are trained in Moving & Handling; therefore, they can safely use any equipment to help with their Service user's mobility.

Equipment includes portable or fixed hoists, slings, sliding sheets and turntables.

We can train our Live in Carers to be able to support with Enteral feeding procedures; for people who cannot take an oral diet safely, or who need nutritional support.

Our Live in Carers can provide skin and pressure area care. They will work to ensure that your skin is kept in as good a condition as possible between visits from the district nurses.

### **Medication**

Our policies and procedures on medicines and health-related activities protect you and assist you to maintain responsibility for your own medicines and to remain in your own home. Staff may only assist with taking the medication by following the care plan.

You must arrange for your pharmacist to have your medication dispensed into a Monitored Dosage system or blister pack. Carers are not allowed to assist with medication unless it has been dispensed in this way. Staff must never, administer medication which has not been prescribed, give medication to you against your wishes or alter in any way the timing of the doses. This includes the administration of "over the counter" medicines and remedies.

Whenever a carer assists with medication in your home, they will make an entry in the medication administration record immediately after administered. The document should include dosage given, date and time and method of administration. If the carer advises you to see or call your G.P. or other health care professional, they will make a record in your file, which will be signed and dated. If you use different methods of taking medication, our Live in Care will be appropriately trained, and a risk assessment will be carried out.



### **Training**

All staff are appropriately trained to meet your needs. 1-2-1 Live in Care has a 12-week structured induction process and training programme which is designed to meet all workforces training targets. All staff are subject to a six-month probationary period and regular performance reviews when you will have your say as to their conduct. Our carers receive training on all health and safety requirements, including manual handling, before working alone.



Other training provided includes, First Aid, Medication, Infection Control, Food and Hygiene, Dementia Awareness, Equality and Diversity plus other specific courses; for example, Palliative care, Multiple Sclerosis and Stroke.

Training and development requirements are reviewed regularly and mandatory updates are completed with our in house trainer.

Staff are competent and skilled to undertake the activities for which they are employed and are responsible.

All newly appointed carers without any relevant care qualifications are required to demonstrate their competence and to register for a relevant qualification in Health and Social Care within the first six months of employment. Once undertaking a qualification, an assessor may visit to observe their practice.

### **Supervisions/Performance reviews**

Staff receive regular supervision and an annual appraisal; meeting formally with their manager to discuss their work. We will undertake a direct observation of them delivering care, in your home. We will ask your permission before we plan to undertake an observation in your home. However, we do carry out unannounced spot check on occasions

## Our Carer's and working with you

### Choosing your Live in Carer

When choosing a carer to live with you and support you, we take into consideration your preferences and the staff's skills and competencies to find the most compatible person for you. We will ask you for a profile on the type of person you are looking for to be your Live in Carer. For example, age, gender, whether they need to be able to drive, and can look after pets. We will ensure that as far as is reasonable, we match your criteria and will always talk to you in advance about the person we have matched. You will have the opportunity to meet your potential Live in Carer before a final decision is made. When your Live in Care package commences, you agree to provide a safe, comfortable living environment and appropriate equipment to allow the carer to carry out the service. Unless forehand agreed be at the assessment stage, our live in carers are there to support one person only. They provide companionship, housekeeping and care and although they are prepared to assist in an emergency, they are not qualified nurses.

The Live in carer needs their own bedroom, which is adequately heated and ventilated, furnished with a comfortable bed, chest of drawers, chair, bedside table and lamp. The room should be lockable, or if this is not possible, a lockable space must be provided for the carer to keep their personal belongings safe.



We carry out a full risk assessment of your home and its environment. We recommend that you;

- **Check that smoke and carbon monoxide alarms are installed and working correctly. There are no loose carpets, wires, poorly lit areas, anything that could cause accidents.**
- **Provide suitable equipment for our Live in Carer to be able to support you safely and securely, such as hoists, sliding sheets, shower chair etc.**

We make sure that our Live in Carer's can work under our health and safety policy and regulations. If our Live in carer cannot carry out the tasks correctly, following our policies and procedures; we will have to review the care plan and consider introducing a second carer to assist with any transfers. It is vital that you receive the support and assistance when you need it. Therefore, we recommend that you invest in an intercom system, such as a baby monitor or similar device. This allows you to alert the live in carer to your needs, when they may not be near you.

## The working day

Our Live in Carer's are required to have a 2-hour break during the day, when to take this break can be mutually agreed once your Live in Care package commences. They must have 8 hours sleep at night, during which they can be woken up to 2 times for any needs. However, if these wake up calls increase and become regular, we will have to review the care plan and discuss the option of a waking night carer. The night carer may be provided from a separate company. Our Live in carer's must take their entitled breaks, for them to relax and have time for themselves. A break means that the live in carer can leave and enter the house as they wish – if you insist that the carer stays in your home, this is not a break.



All Live in Care staff (including managers and coordinators) are provided with a written job description identifying their responsibilities and accountabilities. They are issued with a copy of 1-2-1 Live in Care's employment handbook and the Skills for Care Codes of Conduct. Staff are aware of any activities which should not be undertaken

## Standards to expect from the Live in Carers

### Your care worker should:

- ❖ Read and complete tasks in your care plan
- ❖ Have a photo identity card
- ❖ Always be polite and courteous
- ❖ Maintain a very high standard of appearance
- ❖ Keep all personal and financial matters strictly confidential
- ❖ Always provide the highest quality of care and support
- ❖ Follow the Skills for Care codes of conduct



### Your care worker should not:

- ❖ Take any person (including children) or pets into your home without your permission and that of the manager of the service
- ❖ Smoke in your home
- ❖ Have or be offered any alcoholic drinks in your home
- ❖ Make any personal calls on your home telephone, only calls relating to you
- ❖ Act as signatories or witnesses to legal documents



### Access and security:

We are committed to always ensuring the security and safety of yourself and your home. Your Live in Carer is provided with guidance on the proper procedures for entry into your home, and security measures which must be always followed.

The procedures include: ❖ Procedures for entering premises ❖ Written and signed agreements on key holding ❖ Safe handling and storage of keys outside the home ❖ Action to be taken in case of loss and theft of keys ❖ Confidentiality of entry codes ❖ Alternative arrangements for entering the home ❖ Action to be taken when unable to gain entry ❖ Securing windows and doors ❖ Discovering an emergency involving you or your home.

1-2-1 Live in Carers are required to have identity cards with them while at work.

These cards include: • A photograph of the member of staff • The name of the person and employing organisation in large print • The contact number of the organisation • Date of issue and an expiry date which should not exceed 36 months • Being renewed and replaced when required

## Next steps

### Assessment of care needs

The assessment includes discussion about the following

- ✓ Personal care and physical well-being, sight, hearing and communication
- ✓ Medication requirements
- ✓ Preferred method of communication
- ✓ Social interests, religious and cultural needs
- ✓ Continence
- ✓ Mental health and cognition
- ✓ Risk and personal safety
- ✓ Dietary requirements and preferences
- ✓ Method of payment



Information from the care needs assessment forms part of your file so that all our Live in Carers are aware of your needs, the activities they are required to undertake and the outcomes to be achieved.

Your needs will be re-assessed after six weeks and then six monthly. However, if a carer reports any changes in your circumstances or care needs to us, a re-assessment of care needs can be undertaken if necessary.

Once all the necessary paperwork has completed the person who is conducting the assessment will sit with you and go through it to ensure that you agree with what has been written. If you agree, then you will be asked to sign the paperwork. All paperwork will be made available in a language and format you can understand.

Following the assessment, a file will be created to keep within your home containing all agreed details of the service, contact information, risk assessment and instructions for the carer living in your home. This is called your 'Care Plan'. Our carer will be required to read and follow this and record details every day. Records made by the Live in Carer in the care plan are collected monthly and stored securely. Access to the records is restricted and is on a 'need to know basis'. You can see your files (representatives or relatives can also view them with your permission). They are kept on the premises of 1-2-1 Live in Care, under the General Data Protection Regulations (GDPR). These files may be reviewed as part of the regulation process.

All records are secure, up to date, in good order and are constructed, maintained and used under GDPR and other statutory requirements, and are kept for the required length of time.



## **The cost of Live in Care**



### **Companion care**

From £1050 per week This Companion care plan allows you to continue in your chosen lifestyle with the security and reassurance of a live in carer 24/7; providing you with companionship, encouragement and support with everyday tasks. This excludes personal care.

### **Personal care**

From £1100 per week This Personal care plan is for those who require assistance and support with most everyday tasks, including all aspects of personal care; such as getting in and out of bed, toileting, washing, dressing, eating and drinking.

### **Complex care**

From £1200 per week The Complex care plan is to assist those with conditions that require a high level of support with personal care and/or require complex continuous care with a carer that has the skills and knowledge to do so.

### **Respite care**

From £225 per day Respite care is bespoke to the individual's needs; it could be that a carer needs to take a short break, or an individual may need support through recuperation or convalescence. If the duration of care is less than a week but a minimum of three days, a daily cost from £225 will be charged.

### **Other cost information**

The fees include all services listed on the service user guide.

- VAT is not chargeable on any fees
- Bank holidays will be charged at 2/7 of the weekly rate
- Live in carers require a two hour break each day and eight hours of sleep at night
- The fees do not include a food allowance for the carer. Where food is not provided for a carer there will be an additional charge of £8 per day

### **Who is the manager?**

Anyone who wishes to arrange care services for themselves or someone they represent should contact:

#### **Claire Woods**

##### **1-2-1 Live in Care Manager**

Tel: 01278 324 191

Mobile: 07868 349482

Email: [claire.woods@1-2-1-live-in-care.co.uk](mailto:claire.woods@1-2-1-live-in-care.co.uk)

#### **Rhiannon Pearce**

##### **1-2-1 Live in Care Deputy Manager**

Tel: 01278 324 191

Mobile: 07877 194867

Email: [rhiannon.pearce@1-2-1-live-in-care.co.uk](mailto:rhiannon.pearce@1-2-1-live-in-care.co.uk)

## **Frequently asked questions**

### ***What are the Hours of operation?***

Live in Care services are available 24 hours a day for 365 days a year. Our office hours are Monday to Friday 0900-1700, after this time you will be diverted to an out of hours number, where a senior member of our team will answer you.

### ***What happens to records that are in the care plan?***

Records made by the Live in Carer in the care plan are collected monthly and stored securely. Access to the records is restricted and is on a 'need to know basis'. You can see your files (representatives or relatives can also view them with your permission). They are kept on the premises of 1-2-1 Live in Care, under the General Data Protection Regulations (GDPR). These files may be reviewed as part of the regulation process. All records are secure, up to date, in good order and are constructed, maintained and used under GDPR and other statutory requirements, and are kept for the required length of time.

### ***Can I access my records?***

You can have complete access to any information we hold about you.

### ***Will I be issued with a contract and if so when?***

You will be issued with a written contract provided by us within seven days of commencement of the service. The written agreement will be signed by you (or a named representative on your behalf), and 1-2-1 Live in Care's registered manager. You will retain a copy, and we will keep a further copy of your personal file. Invoices will be issued every month.

### ***How are managers and staff recruited, and what training do they receive?***

Recruitment and selection: 1-2-1 Live in Care has a rigorous recruitment and selection procedure which meets the requirements of legislation and will ensure the protection of you and your family. All Live in Care staff will be subject to an enhanced Disclosure Barring Service check (DBS). We also check with the Independent Safeguarding Authority (ISA) to make sure the person is 'barred' from working with vulnerable people.

### ***Are there policies and procedures in place?***

1-2-1 Live in Care's policies and procedures cover every aspect of our service. These policies ensure that we meet the statutory requirements for running a Live in Care service.

This includes the Skills for Care Code of Practice, which sets out the standards of conduct we expect from our staff and the standards of service that you can expect from us. You can access this via our website or ask for a copy to be sent to you.

### ***Are there any circumstances in which 1-2-1 Live in Care will disclose any information?***

We will only disclose information with your consent unless we are required to do so by law, or there is a safeguarding issue alert. Storage and disposal of data: Your personal file is kept in a locked cabinet. We dispose of records containing your personal information securely.

### ***How will 1-2-1 Live in Care monitor the services provided?***

We have a policy of continuous quality improvement in place. We will ask for your feedback at least six monthly to establish if you are happy or not with the service you are receiving. To make sure that we maintain and improve the quality of our provision, we use various methods of quality assurance.

Included in this process are:

- ❖ Regular observations of staff in your home
- ❖ Regular supervision and appraisal of staff
- ❖ Annual service user satisfaction surveys
- ❖ Telephone surveys

Quality Assurance and Monitoring visits to you by the Manager or 1-2-1 Compliance Officer. If you would like to comment on the quality of service, please contact the Live in Care Manager: Claire Woods – 07868 349482

We take our quality monitoring and findings very seriously and strive for continuous improvement. Our master policy manual is held at our head office but may be consulted at any time.

### ***Does 1-2-1 have Insurance?***

Yes, a copy of our insurance policy is available upon request.

### ***How do I raise concerns?***

Please see the Complaint Policy and Procedure attached. All comments will be recorded and held in the registered manager's complaints file. The Registered Manager and staff will always welcome comments and suggestions about the service that is being provided and will remain open to discussion about improving our service. Many minor problems can be solved by informal discussion and agreement, and we hope that most issues can be dealt with this way.

However, if you feel dissatisfied with the response, or your concern is more serious, please contact the manager: **Claire Woods, Live in Care Registered Manager ,1-2-1 Live in Care, Unit G11, Beech Business Park, Bristol Road, Bridgwater, TA6 4FF Tel: 01278 324 191 or email at [Claire.woods@1-](mailto:Claire.woods@1-2-1-live-in-care.co.uk)**

**[2-1-live-in-care.co.uk](mailto:Claire.woods@1-2-1-live-in-care.co.uk)**

How to contact the local office of Care Quality Commission (CQC)? You may contact the Compliance Assessor at the local office by writing to: Care Quality Commission (CQC)

Post CQC South West

City Gate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Telephone: 03000 616161

### ***How am I protected from abuse or neglect?***

You are safeguarded from any form of abuse or exploitation including physical, financial, psychological, sexual abuse, neglect, discriminatory abuse or inhuman or degrading treatment through deliberate intent, negligence or ignorance under our written policies and procedures. Our carers receive training on the protection of vulnerable adults and prevention of abuse. If you or another person is being abused or you suspect abuse, please contact the Live in care Manager on 07868 349482 or the local safeguarding team in the area that you live. You can get their number from the local council.

### ***Whistleblowing policy:***

All staff are obliged to report to their manager if they have concerns about the actual or potential abuse of any kind. This policy explains precisely what staff should do and the procedures they should follow.

## **Service user declaration\***

I \_\_\_\_\_(name) can confirm that I have read and understood 'A detailed guide to receiving 24-hour care and support at home.'

I can confirm that I have been offered this Guide in alternative formats.

I confirm that I have received a copy of the concerns and complaints policy.

I understand that my records are maintained, stored and used following The General Data Protection Regulation (GDPR).

### **Service User with capacity**

I agree with the above declarations

Service User Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### **Service User without capacity**

#### **Proxy Signature**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

I have Lasting Power of Attorney / Deputyship for:

Finances Yes/No Health and Welfare Yes/No (delete appropriately)

### **1-2-1 Representative**

Name: \_\_\_\_\_ Job Title \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Because there is no place like home

\*A copy must be taken and kept in the registered office in service users file