



## Self-Managed Live-in Support

Information brochure



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## 1. Self-managed live-in support

Live-in support, often known as live-in care, has become a popular alternative for individuals or couples who need support in their daily lives and would like to keep living in their own home. And who wouldn't? Live-in support is a life-changing service where a carer comes to live with you, in your own home, and is available around the clock to help out with all things big and small.

An important advantage of live-in support is that you can stay at home - with your own daily routines, your own things around you, in your own neighbourhood. Live-in support is very popular among our clients because it offers continuity – some carers stay with the same clients for years – and because it gives the reassurance to know there is someone around who can help when needed.

### How to find live-in support?

There are several ways to obtain live-in support, and which option suits you best depends on how much assistance you like in finding and employing a live-in carer, and how much control and flexibility you prefer to have in the arrangements you make with your carer.

At Kemble at Home, we offer two ways of getting live-in support. Firstly, your live-in carer can be employed by us, which means that you don't have the hassle of recruiting and employing someone, and that they have the benefits and security that comes with being employed (like being part of a team and receiving holiday pay or sick pay).

Second, we offer Self-Managed Live-in Support, which means that we help you find a self-employed live-in carer, and you have the freedom to make all the arrangements about how you would like to work directly with your live-in carer. This information brochure tells you how this works.

The main benefit of Self-Managed Live-in Support is that we help you find a person that suits you, and that we carry out the necessary checks to verify your live-in carer has the appropriate training and experience, and is eligible to work in the care sector. We check their backgrounds and we will introduce you to people who we believe would be a good match.

Moreover, as long as your live-in carer lives with you, we are there to assist where needed. You will have your own named contact person in the office, who will touch base with you regularly to discuss how you are getting on. If you need some advice about your arrangements with your carer, or if you would like to try working with a different carer for a while, we are there to help.

## 2. How does it work?

“We keep it simple” is one of our key principles, and the process of starting live-in support is very straightforward.

### Step 1. Get in touch

When you get in touch with us, we will discuss with you what you are looking for and what you would like to achieve. Usually, this means that we come and visit you, so that you can get a feel for who we are and how we work. Visiting you also helps us understand what type of person you believe would suit you, and what kind of support you want. If it is more convenient to discuss these matters over the phone (for instance, because of distance or urgency to start soon) then that is also possible.

### Step 2. Select your carer

Once we understand your situation and ambitions, we will set out and find you one or several live-in carers we believe would be a good match. We have plenty of live-in carers on our books, and we are confident that we can always find someone who suits you, in terms of personality, interests, and expertise.

When we have found a few suitable candidates, we will send you individual profiles with information about the live-in carers. The profiles include a little bit about themselves, their hobbies and interests, and their experience and specialisms. For example, some individuals may have received specialist training to support with medication or particular conditions like diabetes, dementia, or Parkinson’s Disease, and this will become clear in the profiles.

We will then give you a ring, to discuss whether you believe one or several of the candidates might be right for you, or whether you prefer to see a few more profiles first. If you would like to get to know one or more of them a bit better before making a decision, we can either arrange for the carer to call you for an introductory chat, or we can come and visit you to introduce you to them in person.

### Step 3. Agree the arrangements

When you have made your choice, the live-in carer will contact you directly to talk things through and discuss the details of the arrangement, such as the starting day, rates of pay, the tasks you would like them to do, and how you would like to work together.

### Step 4. Give it a try

Once the live-in carer has arrived at your home, you can take some time to decide how it feels. After approximately 24 hours, we will give you a call to ask how things are going. If you and the live-in carer are happy, the arrangement can continue as planned. If you would prefer to keep looking for a different person, then we are more than happy to introduce you to someone else.

### **3. How we help you select your carer**

One of the main advantages of Self-Managed Live-in Support is that we will do several background checks on the live-in carers on our books, so that you have some reassurance that they are suitable and eligible to work in social care.

To start with, we hold an in-depth interview with every live-in carer who registers with us, where we discuss their attitudes and values, training, and experience. We select live-in carers based on their approach – we find it important that they are naturally optimistic, solution-focused, reliable, and empathetic.

When we believe a person is suitable for the role of live-in carer, we undertake a few checks. To begin with, we check their identity and obtain proof that they are eligible to work in the UK. We also check at least two references and verify training certificates.

Moreover, we obtain an Enhanced Disclosure and Barring (DBS) Disclosure, which includes an additional check against the Safeguarding of Vulnerable Adults (SOVA) list – this is the list which identifies people who are considered to be unsuitable to work with vulnerable adults.

#### **Training**

It is important to remember that the live-in carers are self-employed, and that they are personally responsible for their own training and certification.

We work closely together with our sister company, Kemble Training, which specialises in providing specialist training for health care providers. We offer all carers (at their own cost) the opportunity to enrol in Kemble Training's training programmes, including Induction Training, refresher courses, or specialist training such as Dementia Awareness or Diabetes Awareness.

## 4. Things to think about

### Before arrival

Once the 'match' has been decided, we ask the carer to contact either the client or his/her representative to agree the finer detail.

This phone call is the opportunity to find out all about each other and to agree the details of the assignment. We recommend that the following be discussed and agreed:

- The start and finish dates of the assignment.
- Rates of pay
- Approximate arrival and leaving times to allow for a full handover between the incoming and outgoing carers (if relevant)
- Travel arrangements and travel costs
- For those arriving by car, travel distance and mileage rate
- For those arriving by public transport, details of how to reach the property

### Welcoming your carer

We recommend taking the time to agree the details of how you and your live-in carer would like to work together, and it is wise to do before or immediately after they have arrived. We recommend discussing several themes, including the following.

#### Payment

We expect the carers to charge between £95 - £120 a day. We recommend that all carers purchase a duplicate/invoice book, from which they will issue invoices directly to the client or representative. Most carers prefer to invoice on a weekly or monthly basis. The invoice should include the number of worked days, travel expenses (unless travel expenses have already been reimbursed separately), and charges for night calls. We recommend payments to be made by cheque or bank transfer.

#### Time off

Carers will need a break during each day of the assignment and this is often easily agreed and arranged with the client/representative. We recommend that this be for a three-hour duration and taken away from the client's premises.

However, the reality of the situation may be very different. There may well be an hour or two each day for carers to have time to themselves, but it may not always be possible to leave the client's home. Sometimes, complicated arrangements have to be put in place – perhaps a friend or relative has already agreed a regular time to take over or a relief carer is supplied by a local care agency. Again, the key is to be as flexible as possible. Whatever arrangement is made, it is best to discuss this before the carer arrives.

#### Financial matters

Many carers take responsibility for the client's shopping as well as the payment of household expenses, such as window cleaners, gardeners etc, so, it's very important to establish which housekeeping arrangements are in place at the earliest opportunity.

Key to this is how money is made available and replenished for these expenses and what records are kept.

### **Vehicle use**

If you intend to allow the carer to use your car for errands on your behalf, you are asked to ensure that the provided vehicle is fully maintained and adequately insured. Carers who use their own cars must ensure that adequate business cover is in place. We recommend that clients ask to see the carer's driving licence on arrival, and that agreed mileage rate has been discussed and approved before the placement is confirmed. The mileage rate should be formulated to cover the cost of fuel, oil and some contribution to service costs – it should not be formulated to cover cost of ownership and depreciation.

### **Second thoughts?**

If either party decides they do not wish to proceed with the assignment, we need to know as soon as possible so that we can make other arrangements to suit both client and carer. We ask you to call us immediately in this case.

### **Agreed?**

The carer is responsible for confirming to Kemble at Home that the assignment has been agreed. We need to know the agreed start and finish dates for the assignment to allow us to arrange for future help, if required. At this stage, the carer should also pass on any specific information about the assignment that was discussed and agreed during the initial conversation. This information ensures that we provide adequate briefing to future assigned carers.

## 5. Pricing

Our pricing model for introducing a live-in carer to you is very straightforward.

We do not charge a registration fee – you pay only if and when you select a carer that we introduce to you, and only for the days you use their services. **Our daily fee is £20.00.**

## 6. Where to go from here?

### Would you like to discuss how we can best support you?

There are several ways to start the conversation. You can call us on 01432 382 017, or send an email to [live-in@kembleathome.co.uk](mailto:live-in@kembleathome.co.uk). We will contact you as soon as possible.

Our office is open Monday-Thursday 08:30am – 5:00pm and Friday 08:30am – 4:00pm.

### Would you like to get to know us a bit better before deciding?

If you want to know more about who we are and how we can help, visit our website at [www.kembleathome.co.uk](http://www.kembleathome.co.uk). The site contains all relevant information about our services, how we work, and you get a chance to 'meet' some of our amazing staff.

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