



COUNTRY
COUSINS

Care where you're happiest. Home.

How live-in care works



Contents

-  **4** What is live-in care?
-  **9** When will a live-in carer be expected to support a client?
-  **10** Benefits of live-in care
-  **13** Arranging live-in care
-  **14** How much does live-in care cost?
-  **16** Support from Country Cousins



What is live-in care?

Live-in care is often overlooked as an alternative to a residential care home, as many families do not fully understand how a live-in care arrangement works.

Live-in care is when a full-time carer lives in your home to provide you with one-to-one care and support when you need it. The role of a carer is to assist you or your loved one with the tasks of daily life, whilst supporting you to remain as independent as possible.

The role of a professional carer

A live-in carer offers more than just practical support. Their role is varied and they can support a variety of day-to-day tasks, as well as providing much needed companionship and social support.

A dedicated and trained carer will provide you with the following:

Personal care

A trained carer will provide and support clients with personal care ensuring their independence and dignity is always upheld. This can include supporting with washing, dressing and any continence care (if required).

Complex care needs

Bespoke complex care services can be provided by a live-in carer to support clients whose needs range from physical, and clinical to cognitive.

Dementia care

Most experienced carers are trained to provide all the support a client need, which often includes ensuring clients receive the best possible levels of dementia home care.

Preparing nutritional meals

Carers can help with food shopping, planning and cooking meals, all based off the client's preferences.

Medication support

Carers can prompt the client to take medication on time.

Companionship

Carers are there to provide not only physical support but emotionally as well, to help clients know they are not alone.

Safety

Having 24/7 live-in care support not only provides safety for the individual receiving the care, but peace of mind for family members as live-in care is proven to result in fewer falls and less hospital admissions than those living in residential care.





“The carers are fantastic. They became part of the family and it is so lovely to have them return. They are flexible and apart to mum’s mood and reality. Our carer manager is always there to listen to any concerns and provide a seamless care provision.”

TONI, DAUGHTER OF LIVE-IN CARE CLIENT

What can a live-in carer not do?

While a live-in carer can help with a broad range of tasks and duties, one should also consider things that the carer is unable to help and support with. For example, a live-in carer cannot work a 24-hour shift. They will sleep while the client sleeps, so they are rested and ready to support the client. Carers can be woken up for unforeseen things, such as visiting the bathroom. However, if regular night time support is needed, then overnight care may need to be considered.

At Country Cousins all the professional carers we work with are experienced and trained to provide the care and support you need. Whilst our carers can support those who are living with conditions that impact their health and well-being, like dementia or who have a disability, carers are unable to provide nursing care, as nursing care requires the skills and experience of a qualified nurse. If nursing care is needed, our carers will work alongside the district nurse and carry out the support required by them.

Here are a few other things that carers are not able to do:

- Carry out DIY or other home alterations
- Smoke or drink in your home
- Invite unknown people into your home
- Make calls from your telephone
- Accept gifts or loans from clients
- Witness legal documents, such as a will or credit agreements

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

A live-in carer would need to have their own bedroom with a wardrobe and drawers to store their belongings. The carer would also need to be provided with food, often they will eat the same food as the client and join them at mealtimes unless the client prefers to eat alone. They will need access to a functional and clean bathroom.

The bathroom should be functional and clean. You may also need to notify your home insurer that you have a live-in carer and if you would like your carer to drive you around in your car then you will need to add them to your car insurance policy.





When will a live-in carer be expected to support a client?

During the day

When there is one live-in carer supporting a vulnerable adult in their home, the carer will usually be awake in the daytime to support the client and asleep in the client's home at night.

During the night, the carer can be woken up for any occasional unforeseen needs, such as going to the bathroom.

Most care providers and agencies will have a set number of times the carer can be woken during the night before suggesting additional carers are needed.

During the night

It may be the case that a vulnerable adult already has support in place during the daytime from a friend or family member and therefore support from a carer is only needed at night, to allow for 24-hour care. This works in the same way as a daytime live-in carer but the carer sleeps during the day.

24-hour care

If a client needs constant support due to higher care needs, then a care provider or agency will often suggest that multiple carers live in the property with the client, working in shift patterns to make sure there is always someone there awake to support the client day or night.

This type of live-in care is perfect for people with complex health needs who need regular care throughout the night, such as advanced-stage Alzheimer's.

Live-in care is tailored to an individual's needs and preferences. Unlike care provided in a residential care home, live-in care is offered on a one-to-one basis and allows the client to maintain the routines they are familiar with.



Benefits of live-in care

There are many compelling benefits to staying at home to receive the care you need, as opposed to enduring the upheaval and disruption that comes from moving into a care home:

One-to-one care and support around the clock

Highly personalised, one-to-one care provided by a dedicated live-in carer simply cannot be achieved in a care home. A carer who is solely focused on the client's well-being at home can provide higher levels of safety, particularly important for those with severe mobility issues or complex health conditions. As an experienced care agency, we know this provides families with peace of mind and reassurance that their loved one is receiving the very best care.

Stay in the comfort and familiarity of your own home

Most people do not want to move from the safety and comfort of their own home to get the care they need. Being able to stay in the familiar surroundings of your own home will positively impact overall well-being and quality of life. Familiarity is especially beneficial for those living with dementia.

Promotes choice and independence

A holistic care plan will be designed to meet your specific needs – not just your care needs, but how you like to live your life, including lifestyle choices and social activities. You will be able to live life your way – none of the rigid routines experienced in a care home, like when to get up, or when and what you eat.

Keep your much-loved pet

Having a pet can have such a positive impact on an older person's mental health and well-being. With live-in care you can continue to enjoy living with your pet, with support from your carer. You would not be able to keep your pet if you moved into a care home.



Stay together as a couple

If you are a couple, you can stay together as just that. If one of you moves into a care home, sadly you will be separated. If you both move into a care home, depending on your health conditions, you may have to live in different areas of a care home to get the care you both need.

Companionship and emotional support

Loneliness and social isolation can have detrimental effects on an individual's well-being. Live-in carers not only provide practical support but also offer companionship and emotional support.

Keep connected to your local community

Continuing to be part of your local community you have loved, for what may have been many years means you can maintain independence and enjoy things you always have.

Cost effective care option

Live-in care is comparable and in many cases more cost effective than a care home. It is considerably cheaper for couples who would otherwise have two weekly fees for two rooms in a care home, as well as the package of care.





“An amazing service at a very difficult time of life. The staff have been compassionate, caring, trustworthy and extremely helpful.”

HELEN, DAUGHTER OF LIVE-IN CARE CLIENTS

Arranging live-in care

The carer typically stays in the client's home for a certain period. At Country Cousins, a carer can stay for a minimum of two days providing 24/7 support throughout the day and night.

How arranging live-care typically works for an agency like Country Cousins:

Telephone call

When you contact us you will speak to one of our friendly and helpful Client Service Advisors. Their role is to explore your situation to better understand what service might be right and offer solutions and support.

Post registration

Once you have registered with us, your dedicated Care Relationship Executive will be in contact to introduce themselves and to get a better understanding of what you are looking for. They will then begin to look for a suitably matched carer to start on your chosen start date.

At Country Cousins, we know that everyone is different. That's why we ensure that you or loved one will be matched with the perfect carer. We prioritise matching clients with carers that have the best experience for your unique needs, as well as similar interests, suitable cooking skills, and, of course, the right personality.

Carer placement

The chosen live-in carer will move into the individual's home and typically reside there for a two weeks at a time, where the carer will have their own designated space within the home to ensure privacy and comfort when off-duty. We endeavour to build a rotation of two to four carers to return on a regular basis to ensure continuity in the care being delivered.

High-quality, one-to-one care and support

The carer will carry out the tasks outlined in the care profile. This can include personal care, prompting of medication, companionship, mobility support, meal preparation, light housekeeping and any other identified needs. The carer provides individualised attention and assistance, focusing on the well-being and comfort of the individual.

Regular check ins and support

Regular check-ins will be made to the client, their representatives, and the carers in place. We will keep the client's profile up to date to ensure that the level of care remains appropriate and that we continue to match the best suited carers. Country Cousins has a support system in place. This will include a named Care Relationship Executive and out-of-hours support on a Saturday and Sunday.

How much does live-in care cost?

Live-in care costs are comparable to those of a care home, and for couples, they can be particularly attractive due to potential cost savings. There are many factors that impact the cost of live-in care, including the health of the person receiving care, the conditions they are living with and the type of provider you use to receive care in your own home. The range of weekly fees will differ dramatically from provider to provider.

Live-in care costs are quoted as a weekly inclusive price based on a person's assessed needs – there are no extras. This makes it very straightforward for families to plan the annual live-in care cost for their loved one.

Care homes will charge a weekly fee for care and some separate out the care and accommodation costs, in addition to charging monthly for extras like hairdressing, newspapers, therapy appointments like chiropody and social events and activities. This can make it more challenging for families to plan the total cost of care.

Once the inclusive weekly fee is agreed with you, typically there will not be an increase in live-in care costs unless there is a significant change to the care your loved one needs. Annual inflationary rises in live-care costs are usual practice with all providers in the sector and will need to be considered by families when looking at the longer term.

Cost Range (per week)





Support from Country Cousins

At Country Cousins, we specialise in connecting people with exceptional live-in care professionals across the UK.

Leveraging our extensive experience since 1959, we ensure flexible and highly personalised matching with qualified carers suited to individual needs and preferences. Our nationwide service, affordable pricing, and unrivalled dedicated support ensure you and your loved one can have high quality care as and when you need it, in your much-loved home.

Established for over 60 years

We are the longest-serving home care agency in the UK, offering unique experience in ensuring our clients get the right carer to meet their needs. Our track record of excellence has enabled us to build trust with thousands of families who rely on our dependable high-quality service. Peace of mind, just when you need it.

Supporting you to stay in control of your care

We know that many families wish to have control in managing their care arrangements and the decisions that are important to them. Once we introduce a carer to you and your loved one, our service does not stop there. Our clients are provided with their own dedicated client relationship advisor who are always on hand to provide the support you need, as and when you need it.

A flexible and reliable service tailored to you

We know that care can be needed quickly. Our established processes, dedicated client support and pool of experienced professional carers means we can arrange care for you or your loved one in as little as 24 hours.



Experienced and trained carers

Our professional carers, many of whom have worked for us for decades are highly experienced in providing high quality care at home. Unlike other care agencies, our carers are required to undertake mandatory training and we foster a culture of continuous development to ensure the very best standards of care are provided to those we care for.

A perfectly matched carer

We have over a thousand professional carers registered with us, which means we can effectively match each client with a carer that is suited to not just meet their care needs but is aligned to how they wish to live their life. This results in a highly effective and personalised service that improves an individual's lifestyle and overall well-being.

Best practice homecare

Unlike most care agencies we are members of the Homecare Association, the only membership body in the UK dedicated to supporting homecare providers. As a member of the Homecare Association, we are committed to their Code of Practice which evidences our dedicated approach to providing high-quality care at home that reflects best practice and rigorous industry standards.

Nationwide coverage

We provide our service throughout the UK, including far reaching island locations. With our network of over a thousand professional carers means that geographical location is never a barrier to our exceptional care at home service.

Affordable care at home

We offer competitive pricing, without compromising the quality of our care. We provide exceptional value for money, offering a cost-effective solution to families seeking top-tier, personalised home care.

What's next?

Get in touch today

Call us

Our friendly team of experts are available to talk through your care needs 8am to 6pm, seven days a week.

Call us on **0808 169 8996**.

Enquire online

If you are looking outside of our core office hours, then you can enquire online by visiting **country-cousins.co.uk/contact/enquire-online** we will then be in touch with you as soon as possible to discuss your care needs.



“Country Cousins were wonderfully supportive at a time when I was feeling totally vulnerable. A friendly, cheerful and thorough service.”

JANET, LIVE-IN CARE CLIENT





COUNTRY
COUSINS

Care where you're happiest. Home.

Country Cousins
Suite 5G
Gatwick House
Horley
Surrey
RH6 9ST

0808 169 8996
country-cousins.co.uk