



Live-in Carer
Job Information Pack

Dear applicant,

Thank you for your interest in joining our team. This information pack will help you decide whether you might like to apply for a job with us. It includes the job description and person specification, pay rates, and some information about who we are and how we work.

How we recruit

Applying for a job can be a daunting experience, and we try to make it as relaxed as possible. When we have received your application and think you might be right for us, we will invite you for a cup of coffee and an informal chat so that you can meet our team.

When both parties believe we've got a match, then we will offer you a job (and hope you accept!). Because social care is regulated, we will then have to do a few checks before we can formalise your appointment. For instance, we will ask you to identify yourself, provide at least two professional references, and declare any previous offences.

If all checks come back satisfactorily, we can give you a hearty 'welcome to our team!' and get you started on our (fully paid) six-day training course, which teaches you all you need to know to work as a carer and is a great refresher for those already working within social care.

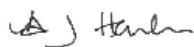
As soon as you have finished the training, you are ready to meet our clients. Of course we won't send you out 'just like that', we will thoroughly support you until you feel comfortable to get out on your own.

What's next?

Do you think we might be right for each other? Please fill in our Application Form and return it to Alison, our HR and Quality Administrator, at Alison.Hamlin@kembleathome.co.uk.

If you would like to get to know us a bit better before making up your mind, Alison is always happy to have a chat and answer all your questions. Call Alison at 01432 382 014.

Kind regards,



Alison Hamlin

HR and Quality Administrator

Content of the information Pack:

- Job Description & Person Specification
- Rates of Pay
- About Us

Job Description & Person Specification

Job Title: Live-in Carer

Reports to: Live-in Care Manager

Salary: Ranging between £602.00 and £768.60 per week.

Job Description

Job summary

As a live-in carer, you temporarily live with clients to offer them around-the-clock support with their daily activities. This can include helping with basic household maintenance, personal care, medication, complex physical conditions, running errands and supporting people getting out and about – or simply offering companionship.

How we operate

We support adult clients of all ages and levels of fitness. Most are aged 65 or older, and many have been diagnosed with complex medical conditions like Dementia, Alzheimer's, Parkinson's, or Multiple Sclerosis. Some live alone; some live with a spouse or a relative, and we can assist one or both partners. Many clients appreciate the company and for some, companionship is the main reason they come to us.

Currently, we have a team of approximately 35 live-in carers, who live with clients all through Herefordshire and neighbouring counties. Ordinarily we agree a weekly routine with the client, where you live with them for (for instance) 2 weeks and then have 2 weeks off – or a similar pattern. Every day, you are entitled to a 3-hour break.

We make sure you have got everything you need to feel confident in your role: you will be thoroughly trained and you will have a dedicated management team to support you. Your care managers will match you with compatible clients, help you settle in at your placements, and they are there for you when you have questions or need a sounding board.

Your responsibilities

As a live-in carer, your main responsibilities are to a) support our clients in a caring, empathetic way that meets company policies and relevant legal, regulatory and sector standards, b) record and report information, c) respect your client's home, and d) be a constructive member of the team.

Supporting clients. You support clients in all areas of life. For instance, you will be expected to assist with basic household chores (e.g. cooking, cleaning, running errands, laundry), personal care (e.g. washing, dressing, toileting), getting out and about (e.g. visiting social events, appointments, or going on outings), medication management, or companionship (e.g. chatting, playing games). The role requires you to work independently and you will be expected to make decisions on your own – with the support of your Care Manager.

Recording and reporting. You will be expected to keep detailed records (e.g. medication charts, time sheets) and report relevant client information, such as changes in their condition or safeguarding concerns.

Respecting your client's home. We work in people's personal space, and it is imperative that our live-in carers treat our clients, their property and their house rules with respect.

Being a constructive member of the team. We are a small, close-knit team, and we expect all our carers to contribute to the team's aims and atmosphere. This includes communicating clearly and openly, raising concerns timely, and attending team meetings.

Be aware that the role requires physical effort (including sitting, standing, carrying, walking, moving and handling people), mental effort (including dealing with emergencies and short-notice changes to work in a fast-paced environment) and possible emotional/psychological effort (including dealing with bereavement and challenging behaviour in a potentially stressful environment).

Training

We will make sure you receive the training and tools you need to fulfil the role. We expect all our staff to complete a (paid and certificated) 5-day induction course on Health and Social Care with our sister company Kemble Training, and a 6th day scenario training with Kemble at Home. While employed with us, you are required to complete mandatory refresher training and you have the opportunity to follow specialist courses in various topics like Mental Health Awareness, Diabetes Awareness, and specialist medication training e.g., peg tube training.

Person specification

Summary

Our ideal live-in carer has an open-minded, optimistic and proactive attitude. They are empathetic, enjoy meeting new people and doing things that make others feel good, and they are good at 'just making things happen'. Moreover, they are practical and punctual, well organised and feel comfortable making decisions on their own.

Attitudes, skills and expertise

As a company, we work hard to maintain a company culture where we can all feel safe, work hard, and have fun – and we expect our staff to contribute to a positive atmosphere.

As a live-in carer, your role is to provide empathetic and caring support to others, sometimes under difficult conditions. You are expected to be professional, open-minded and respectful towards our clients, you need to be flexible and tolerant, and willing to assist with intimate tasks like washing, dressing, and toileting.

Social and communication skills are paramount in this job. You will need to be able to communicate clearly and openly with your clients and their family members, and you may need to liaise with other healthcare professionals involved in the support of your client.

Your responsibility to record and report requires you to be well-organised, observant, and have efficient time-management skills. You will also need to have (or obtain) knowledge of relevant legislation and regulation.

Experience in social care and knowledge of the Health and Social Care Act and CQC regulation are helpful but not essential.

Live-in Carer - Rates of Pay

Applicable from 1 April 2019

Live-in carers work on the basis of unmeasured working time under a 'daily average agreement', which allows the carer to work for an agreed number of hours over a 24-hour period. The agreement must be based on realistic expectations of work required, which is dependent on the client's individual needs. Below are the pay rates for the different packages available:

Daily average hours	Individual Weekly Rate (Day)	Couple Weekly Rate (Day)
10 hours daily	£602.00 (£86.00)	£640.50 (£91.50)
11 hours daily	£662.20 (£94.60)	£704.55 (£100.65)
12 hours daily	£722.40 (£103.20)	£768.60 (£109.80)

Travel cost – when requested by clients. Travel costs incurred by care assistants where travelling is undertaken directly on behalf of the client (e.g. to undertake errands for them) will be charged at 40 pence per mile.

Travel pay – You will be paid mileage at a rate of 20p/mile for all travel in between assignments (not for travel to and from your home).

Holiday rates. The daily rates for public holidays, Easter Saturday and Easter Sunday are 50% above the standard weekday rates; the rate for Christmas Day is double the standard weekday rate.

About us

We are Kemble at Home, a homecare company with a positive attitude. We pride ourselves on looking after our staff as well as we look after our clients. We make sure our staff get the best training, feel supported and confident in their roles, and are part of small teams that look out for each other.

Behind our company ethos lie our principles and a set of promises that we make to one another. We aim to attract staff who can naturally relate to our approach, and who want to contribute to an atmosphere where we can all feel safe, work hard, and have fun.

Our principles

Our approach rests on a handful of principles that shape everything we do.

We ask 'why'. We always go back to *why* we do what we do. With each step we ask ourselves: does this make life better for the client? If the answer is 'No', we find a different way of doing it.

We keep it simple. Life is complex enough as it is. We think 'simple' is easier to understand, easier to communicate, easier to improve, and easier to remember.

We trust people. Feeling trusted brings out the best in all of us. We give people the space and confidence to make decisions and mistakes, encouraging them to trust their instincts.

We start with 'yes'. We believe that anything is possible. We are optimistic and creative, we love new ideas, and we focus on solutions.

We keep learning. We want to be better than we were yesterday. We don't get stuck in our ways, we learn from each other and we learn from our mistakes.

Our promises

Because we value the daily interactions that make our work so interesting and rewarding, we make the following promises to each other:

- ✓ I am responsible for being on time.
- ✓ If I have a problem with a colleague, I will raise it with them directly.
- ✓ I will listen well, and give others space to talk.
- ✓ I will be respectful in the way I communicate about people, as if they are in the conversation.
- ✓ I will express my concerns if I see a problem developing.
- ✓ If I give criticism it will always be with the aim to support and improve.
- ✓ I will make choices focussed on the benefit to the client and the team.
- ✓ I will contribute to a positive and solution-focused atmosphere.