

Kemble at Home Live-in Care Specialists



Live-in care Information brochure
2021

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We are Kemble at Home

About us



What drives us

At Kemble at Home, we like to think we are rather unique. Why? We know that an outstanding service can only stem from an equally outstanding company culture, and we work hard to create a place where everybody – our staff as well as our clients – can feel safe, valued, and understood.

For us, having a great company culture means several things. It means that we want our clients to look forward to our next visit, we want our carers and office staff to enjoy coming to work, and we want our partners and friends to enjoy working with us.

Every day, we challenge ourselves to be positive and open minded, to find solutions, and to stand and live by our principles. For us, the enjoyment comes from doing something good for someone else, from getting the best out of people and making each day a pleasure for all involved.

We dare to say we have good attitude. And we are very proud that it has won us an 'Outstanding for Caring' rating by CQC and the Care Employer Award at both the Great British Care Awards and the Hereford Times Awards in 2019.

We are Kemble at Home

Our principles



Our principles

In our day-to-day interactions with people, we are guided by a set of key principles. We have thought long and hard about our principles, and we live and breathe them. These principles come from our hearts, and they tell you all about who we are and who we aspire to be.

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 our clients and carers? 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.

What we do

What is live-in care?

The next pages are meant to help you decide whether live-in care might be right for you. We explain what live-in care is, what it can help you achieve, and how it compares to residential care.



What is live-in care?

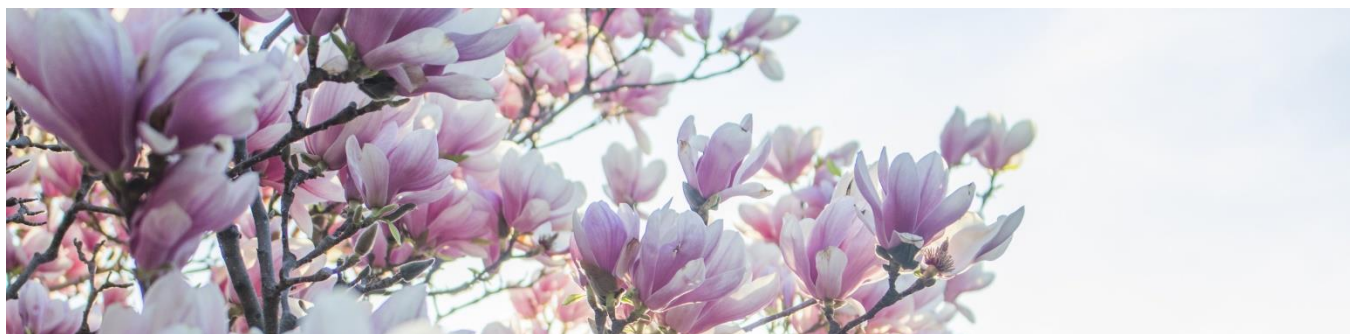
Live-in care is a life-changing service whereby a carer comes to live with you, in your own home, and is available to help out day and night. Whether they support with complex conditions like Dementia, Parkinson's, MS or Epilepsy, or whether they are a companion or help out with daily household chores, live-in carers can make a substantial difference to people's lives.

We find that live-in care is becoming more and more popular, and for good reason. While the costs of live-in care can be in a similar range as the costs of a care or nursing home, most people prefer live-in care – by some way – because it enables them to stay in their own home.

What we do

Is live-in care right for me?

Most people begin to consider live-in care when they are concerned that they – or their loved ones – struggle to live at home without assistance. We find that the most important reasons to choose live-in care include:



Companionship

Having someone around to talk to, a trusted pair of eyes and ears to make sure all is well, can be an important benefit of live-in care.

Physical conditions

Our live-in carers can support with medication and complex conditions – they work closely together with specialist healthcare professionals. Even on difficult days, a good live-in carer can help find enjoyment in the smallest of things.

Respite

Sometimes, we step in to give the regular carer, like a spouse or a family member, the time to take a break or tend other obligations.

Recovery after hospital

With live-in care, people can often be released from hospital much sooner. We

can collect you at the ward, we make sure everything is ready for your arrival at home, we support with after-care and we make sure you have everything you need for a speedy recovery.

Personal care

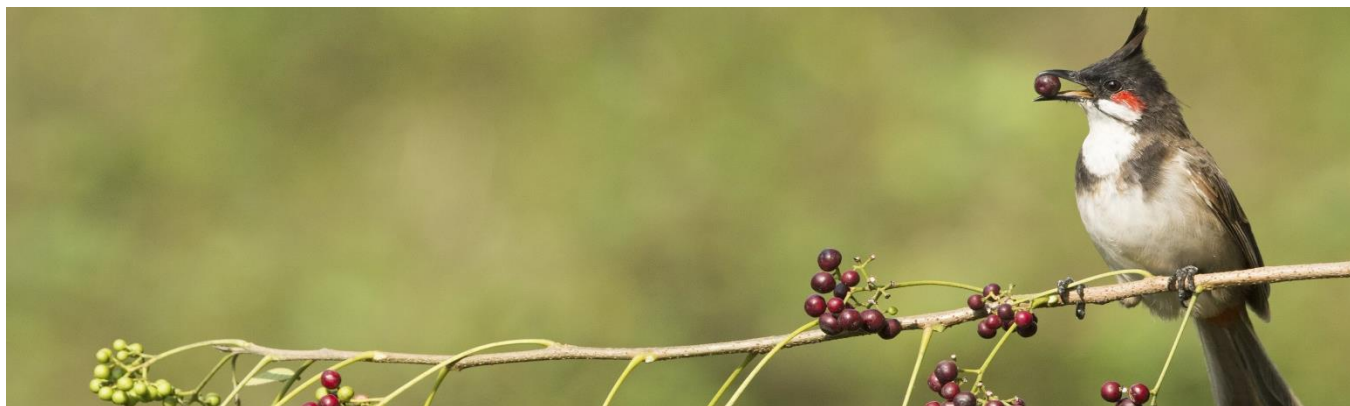
Requiring assistance with personal care like bathing or toileting is a dreadful prospect for most of us. Live-in care can completely change people's experiences of such necessities. Most people develop a close bond of trust with their carer, so that even the most intimate care feels natural and unobtrusive – as it should do.

End of life care

Many of our live-in carers are trained in palliative care, to support people who wish to spend the last days of their life in their own home. They have a keen eye to see what someone might need physically, psychologically and socially, and they can be a support to the entire family.

What we do

How does live-in care compare to residential care?



Live-in care versus residential care

The decision between live-in care and a care or nursing home care can be a difficult one. Both have advantages and disadvantages, and both have different financial implications. This can make it complicated to decide which option will suit you best – both in the short and long term.

With live-in care, you can build a close partnership with your carer, who is there just for you. They learn how you take your coffee, when you like to get up and what you have for breakfast. They cook your favourite meals, they know your familiar brand of cereals, and they know your favourite walking routes.

Without exception, our clients tell us that the benefits of living at home are enormous. The fact that they are in their familiar environment, with their own possessions, and that they can maintain their daily routines or invite friends and family whenever they please, gives great peace of mind.

How we work

How we recruit and train our live-in carers

All our live-in carers are employed with us, which means that you don't have the worry of having to recruit and employ your own live-in carer, and they have the security and benefits that come with employment.

We are a company with a strong, positive culture, and we recruit live-in carers on the basis of their attitude and approach.

We always look for positive, can-do, solution-focused individuals, who are keen to learn and determined to make the best out of every day.

Before they start to work, our live-in carers go through a comprehensive training programme.

If a client has specific requirements, for instance due to a rare medical condition, we can offer the live-in carers specialist training in that particular area.



How we work

Starting live-in care

The very first thing we do is allocate you a named contact individual in the office. Your 'Live-in Care Manager' will be your primary contact while we set up and deliver live-in care for you.



1. We find out how we can best support you

Your Live-in Care Manager will come to visit you at home so that they can introduce themselves, explain how we work and find out how we can best help you. We find that an informal chat is the best way to get to know each other, and spending some time together lays the ground for easy communication later on.

2. We find the right live-in carer for you

In finding the right live-in carer, we look at background, interests, hobbies, personality type, and other relevant factors. We will introduce you to one or several members of our team and you can choose the person you feel most comfortable with. When both parties are happy, we can often start very soon.

3. We agree how you would like to work with us

Together, we will agree the details of the partnership, including the live-in carer's responsibilities, your preferred routines, and how you would like to work with us. Most client-carer partnerships quickly settle into a routine that suits both of them, and you can arrange directly with your live-in carer how you would like to work together.

4. We can get started

Once we have found the right person for you, we can usually start live-in care straight away. We will always be as flexible as possible and we may be able to move very fast if the situation demands it.

How we work

Before your live-in carer arrives



In essence, the arrival of your live-in carer is similar to the arrival of a weekend guest. They will need a comfortable and private space to sleep and find quiet time, and they will need access to bathroom facilities.

Sometimes there may be other relevant considerations, such as appropriate insurance if they will be using your car, or an arrangement about how they will pay for errands on your behalf.

Starting day

You can agree a starting time with your live-in carer for the first day. In our experience, most client and live-in carer partnerships quickly work out how they want to work together and it usually doesn't take long to find a comfortable routine that suits both parties.

If your live-in care manager is unable to accompany your live-in carer for a few hours on the day, they will touch base with you shortly after to discuss how you are both settling in.

How we work

While your live-in carer stays with you

Naturally, we keep in close touch with you and your live-in carer while they are staying with you. Your Live-in Care Manager will contact you regularly to discuss if you are happy with the support you receive.

What you can (and cannot) expect from your live-in carer

Your live-in carer can support you in all areas of life. They can help with basic household chores like cooking, cleaning, and doing the laundry. Some of our live-in carers love to cook or bake, while others have green fingers and are great at keeping your garden tidy.



A live-in carer can be a great help to people suffering from medical conditions. They can liaise with specialist healthcare professionals, support with medication, and they can help with personal care or mobility.

Our carers are not trained nurses, and they are not allowed to perform certain tasks like administering medication or changing wound dressings – unless they are qualified to do so.

Please keep in mind that we can provide a wide range of specialist training to make sure your live-in carer is fully prepared to help out with highly specific activities. If you are unsure whether you can ask your live-in carer to do something, just give us a ring and we will help out.

The costs of live-in care

Rates applicable from 1 April 2020

Our live-in carers work an agreed average number of hours per 24-hour period. We will agree together with you whether you will receive 10, 11, or 12 hours of support on average per day. The rates for the different options are as follows:

Daily average hours	For Individuals: Daily Rates	For Couples: Rates
10 hours daily	£152.40	£188.40
11 hours daily	£168.48	£205.68
12 hours daily	£183.36	£230.40

Holiday rates. To enable us to reward our staff for working on holidays, we charge higher rates for visits on certain days of the year. For visits on public holidays, Easter Saturday and Easter Sunday, we charge 50% above the daily rate; for visits on Christmas Day we charge double the daily rate.

Travel costs – when requested by clients. When our staff make travel costs on request of the client (e.g. for outings or errands), we charge 40 pence per mile to cover their costs.

Respite care. For non-routine live-in care requests, such as respite care, we charge 20% above the daily rate. When respite care is periodic (for example, 1 week in every 4), our standard rates apply. The minimum period for which we provide live-in support is 3 days.

Carer break. Each working day, your live-in carer is entitled to a 3-hour break during daylight hours. Together, we will agree when your live-in carer takes their break. If needed, we can provide hourly support during these hours or advise on alternative solutions like local care providers, volunteers, or family.

The costs of live-in care

Financial support for live-in care

There are several possibilities to obtain funding towards the costs of live-in care, and our live-in care team can guide you towards the available resources.

For instance, potential sources of financial support include Attendance Allowance, Personal Independence Payment (PIP), NHS Continuing Healthcare (CHC) Funding, Local Authority Funding, and charities. Some insurance policies also cover costs for home care and live-in care.

Whether you are eligible for financial support depends on your personal circumstances. If you have further questions about funding possibilities, do not hesitate to send us an email at live-in@kembleathome.co.uk or give us a call at 01432 382 017.



FAQ

Some of the most frequently asked questions

Can I ask my live-in carer to do things like walk the dog, feed the chickens, or do some garden work?

Yes you can, and many of our live-in carers would love to help with such tasks. We will find you a live-in carer that fits in well in your home situation. For example, we have had great success matching clients who live in the countryside with live-in carers who have an affinity for a rural lifestyle.

Is it possible to try your services for a short trial period initially, before deciding whether I want to commit to you?

It most certainly is. Getting support is a big decision and we are more than happy to agree a trial period for your peace of mind.

My spouse and I both need support, do we need 2 live-in carers?

In most cases, one live-in carer can attend to both partners. Sometimes, when there are complicated conditions like severe mobility difficulties, a second carer may (occasionally) be required to help out, for instance with the morning routine.

How long will my live-in carer stay with me?

Usually, your live-in carer will stay with you for 2 or 3 weeks and then have a period off, during which another live-in carer will take over. We will arrange a schedule with you that suits you and your live-in carer best. Many of our live-in carers stay with the same client for months, if not years, and become a valued extension of the family.

What type of background checks do you perform before you employ live-in carers?

We have a thorough vetting process for our live-in carers. For instance, we check their identity and their right to live and work in the UK, we ask for at least two references, and we complete an enhanced DBS (criminal record) check.



Kemble at Home Live in Care Specialists

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