



Christies Care

Est. 1987

Living independently at home

A GUIDE TO LIVE-IN CARE

Live independently with
outstanding home care



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"Right from the moment I first called Christies Care they have been helpful and reassuring. A carer came the same day I picked my mother up from hospital and fitted in straight away. I felt completely confident and happy leaving mum in her care.

"The house now looks clean and cosy and mum looks wonderfully well looked after. My mum now recognises that she needs full time care going forward, rather than just for six weeks whilst convalescing. Christies Care Ltd have been efficient and kind in setting all this up for us. I cannot thank you enough."

Lizzi T (Daughter of Client)

Care at home with Christies Care

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The fact that you want or need care should not stop you from enjoying life and living independently in your own home.

You deserve to be happy and keep your freedom, your possessions, your pets, friends, garden and home. You deserve to be safe and for the care you receive to be the very best.

Care at home with Christies Care stops you from losing all the freedoms and happiness that makes life enjoyable. We will support you to keep your life the way you want it.



INTRODUCING LIVE-IN CARE



Live-in care is considered the best around the clock care option with better prospects for most physical and mental health conditions than a care home.

Choosing home care for yourself or a loved one means you can avoid the distress and upheaval of moving into a care home and away from everything you and your family are familiar with.

Our tailored care packages are designed to suit anyone with assisted or advanced care needs to continue to live at home.

Whether you require full-time support or just a little extra help on a regular basis, we can create a care plan that is just right for you.

Why choose live-in care instead of a care home?

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97% of people do not want to go into a care home because they are unwell or less able to cope.

Live-in care enables you to stay in your own home and enjoy your own space, belongings, pets and familiar environment.

QUALITY OF LIFE

With a live-in carer, you have one-to-one help, letting you lead the life you want to lead. You get up and go to bed when you want, eat what you want when you want, go out where and when you want, see your friends when you want. Most care homes work on a ratio of at least four clients to one carer, so cannot give you a tailored service in the same way that live-in care can.

VALUE

Live-in care is also comparable to most good care homes. The savings are greatly increased when a couple both need support sharing one live-in carer, rather than paying two care home fees.

"A very good experience from booking the carer through to the time the carer spent with my mother. The carer was attentive, patient and kind. Altogether a very professional service. I would use this company again if further care was required."

Sarah B (Daughter of Client)



SAFETY

During the pandemic, the safety measures we have put into place with regular testing, PPE and other precautions has kept our clients and carers safe - especially compared to care homes. Even without COVID, care at home is generally safer due to the one-to-one care with less falls and injuries such as hip fractures.

FLEXIBILITY

By choosing live-in care, you are not making an irreversible decision - you can try it out for a few weeks to see how you get on. We can adapt your package to suit your needs, but if it is not for you, we only require one weeks' notice and will help signpost you to other alternatives.

Why choose Christies Care for live-in care?

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Christies Care is a family-run care agency providing top quality care within people's own homes since 1987. We are all about enabling people to live safely and enjoyably in the familiar comfort of their homes for as long as possible – and we've been doing this successfully for over 30 years.

CQC OUTSTANDING

We are very proud to be rated Outstanding by CQC. Only 4% of all care organisations achieve this standard.



A CAREFUL ASSESSMENT

We listen carefully to our clients. We will come and visit you to make an assessment of your needs and wishes. This enables us to find out what you want and need and to help agree the balance of responsibilities between carer and client in order to make assignments a success.

CHOOSING THE RIGHT CARERS FOR YOU

The personal relationship between carer and client is of vital importance and is central to the success of your live in care plan. Our carers are carefully matched to each of our clients to provide you with companionship as well as care. We also offer advanced training courses for carers who work with clients with particular needs.

HIGHLY TRAINED CARERS

We select, train and recruit high quality, professional carers. Our carer vetting and suitability check process goes far beyond that laid down by regulation; only 4% of all applicants make it through our rigorous processes.

Our training programme is award-winning and industry-leading and run from our training academy at Head Office in Saxmundham, Suffolk.



We ensure that our carers are fully equipped and confident to deliver top quality care to our clients - 10% of trainees fail the course which shows our commitment to quality.

"The commitment shown by the team at Christies Care to their staff training is second to none. The investment they have put into their training facilities is amazing."

Dr Richard Farrar, Client

KEEPING UP TO DATE

We get in touch regularly to make sure our record of your wishes is up to date. This is then relayed to the carer who can respond to any changes or developments. This includes a check on the quality of service given by each carer, so we can be sure we continue to assign those who are suitable for our clients.

We like to make regular visits to our clients, generally four times a year but more often when necessary. At times, we will also carry out unannounced visits as part of our quality checking process.

RELIABILITY AND CONTINUITY

We do not let our clients down. Once we have started caring for you, you will never be left without a carer. We understand the importance of continuity which is why we always try to assign a team of carers to our clients.

OUR PHILOSOPHY OF CARE

The carers we introduce are trained to treat our clients with respect. They work to maintain privacy, modesty, dignity, independence, choice and self-determination.

A NATIONWIDE NETWORK – LOCAL SUPPORT



Our team of Local Area Advisors are the nucleus of our operation and are an essential link in providing close local support for both our clients and carers.

If you are considering home care, one of our Local Area Advisors will come and visit you so you have someone to talk to face-to-face. They can address your concerns about care for yourself or your loved one and give you a clear picture of how live-in care can help you.

Our Local Area Advisors will also visit you regularly throughout your time with us to ensure we know exactly how your care plan is working for you.



"We are delighted with the level of professional service that our mother received from Christies Care Ltd.

"All the staff were reliable, competent, helpful and caring. We would call upon their services again without hesitation.

This service comes with our highest recommendation when the need arises."

Paul J (Son of Client)



When is live-in care useful?

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Providing over 23,000 weeks of care a year across the UK, we know of the many circumstances that prove how useful it is to have a live-in carer.

It is especially helpful for a person who wants to stay at home for as long as possible, or who might be anxious at being moved into a care home.

SHORT-TERM LIVE-IN CARE

You may only need your Christies Carer for a short period. We welcome this; if having a live-in carer for a few weeks helps you to continue to stay at home independently, then our service has worked well.

RESPITE FOR A PRIVATE CARER

Live-in care is often useful to fill gaps for clients who generally employ their own carers. We can do this as an ad hoc or regular arrangement - just give us as much notice as possible.

A QUICK START SERVICE

We are usually able to assign carers at short notice, for example to provide cover when a full-time carer is taken ill or leaves unexpectedly.

Live-in care is a cost-effective way to save the trauma and upheaval of being sent to a care home at short notice.

RESPITE FOR FAMILY

We can assign a live-in carer to fill in for a family member or carer who needs a holiday or break from work.

Live-in care is the natural choice when respite care is needed, so a family carer can take a break with minimal disturbance or fuss. It can even save the cost of a house-sitter or pet-sitter.

REHABILITATION & CONVALESCENCE

Sometimes a carer is only required for a short time to support you through a period of recuperation or convalescence, such as in the few weeks after returning from hospital. Our skilled carers will support you while you regain the strength needed to return to independence.

LONG-TERM LIVE-IN CARE

We can provide a carer to stay in your home all day so that you can continue to live at home independently and safely.

A FEW WEEKS TRIAL

You may already have several hours of care a day and now require help at night.

What next? Live-in care or a care home?

We offer to assign carers for a four-week trial to help you decide what to do. This is a great option to meet your immediate care needs whilst giving you time to try the service and weigh up your options with very little commitment.

If you are interested in a trial or would like to discuss this further, please contact our friendly and helpful team on: 01728 605107.



Julie, pictured here with her carer Venetta, recently celebrated 20 years with Christies Care!

VISITING HOME CARE

We also offer visiting home care services in some areas, which as well as being a flexible and valuable service, can help ease you into a care package that supports your continued independence whilst providing the extra support you need.



Our tailored home care visiting service is arranged according to your individual needs, starting from as little as just one hour per week.

We can provide regular assistance to help you retain your independence and continue to live life as you wish. Whether it is help around the home, with medication or personal care or you simply need assistance to get out and continue to do the things you want to do, we can help.

"My mother was suffering from advanced Parkinson's disease and blindness when we contacted Christies Care Ltd about live-in care. The office provided a very swift response and arrangements were made very quickly. Both live in carers were attentive, caring and flexible, provided excellent care under difficult circumstances.

The communication between the carers, myself and local support services was also exemplary. I'm certain that Mum would not have been able to spend her last few weeks at home without such high-quality care. We will always be grateful to Christies and these carers."

Karen Y (Daughter of Client)

Specialist live-in care for a range of conditions

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We are used to providing carers to adults with complex conditions.

We give specialist training to our carers so that they can provide the proper level of support in these circumstances.

DEMENTIA CARE

Our carers are hand-picked and highly trained to cope with the challenges of Alzheimer's Disease, vascular dementia and many other types of dementia care.



We are signed up to the Dementia Pledge. It shows that we fully understand the needs of people living with dementia.

LEARNING DISABILITIES CARE

Our dedicated carers provide support to enable our clients from age 18 + to live full and independent lives.

END-OF-LIFE CARE

Specialist end-of-life care in your home, tailored to your needs and wishes. Looking after someone with a terminal illness requires a special type of person who can carry out the necessary tasks quietly and calmly. We give special training to the carers we assign so that they have the skills necessary to provide terminal illness support.

PARKINSON'S' DISEASE CARE

Our carers are trained to understand and support the symptoms and changing needs for Parkinson's sufferers and their families.

AFTER STROKE CARE

The after-effects of a stroke can be more than just physical, they can be long term and life changing. Providing care and reassurance, our carers support stroke rehabilitation including speech and mobility recovery.

MULTIPLE SCLEROSIS CARE

Live-in care allows those living with MS to continue to live independently with support for their physical disabilities and everyday help around the home.

PHYSICAL INJURIES CARE

Our carers provide vital physical and emotional support to help those with traumatic physical injury.

What will the live-in carer do?

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Your carer will provide a range of personalised care duties and everyday household tasks as part of your bespoke care plan to help improve your life from day one, including:

ASSISTING WITH MOBILITY



Our carers are trained in all aspects of mobility support from use of hoisting and lifting equipment to help and encouragement with your physio exercises.

HELP WITH PERSONAL CARE AND HYGIENE



Including washing, bathing, dressing and hairstyling.

HOUSEKEEPING AND HOME HYGIENE



Providing all the help you need to keep your house in order, including planning and preparing meals, laundry, pet care and running errands.



COMPANIONSHIP AND SUPPORT



So you can continue to do the things you enjoy; a game of cards, an afternoon walk, days out, a trip to the beach, lunch with friends or a film at the cinema.

MANAGING AND ADMINISTERING MEDICATION



Your carer can also help with PEG feeds, changing dressings, and if a nurse is needed for something more, our carers work closely with District Nurses and other community health networks to help arrange appointments and visits.

Most importantly, the carers are there to help you lead your normal life at home and to encourage you to be as independent as possible.

Every Christies live-in carer gets the best training in the country to equip them to give you the help you want, need and deserve.

How much does it cost?

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Our price for live-in care depends on your needs and the intensity of work the carer must do.

Each client is costed individually, although it is likely to vary between £1425-£1725 a week. When you contact us, we will assess your needs and provide you with a quotation over the phone. This deposit is set at four weeks of fees and is held by us until the care arrangement comes to an end. Then the deposit will be off-set against any unpaid invoices or work not yet invoiced. Any balance will be returned to the client forthwith. We ask our clients to pay our fees four weeks in arrears, by direct debit.

We can provide both short-term and long-term care plans to suit your needs and budget. Speak to a member of our team today for clear guidance and an accurate quotation.

HOW DO I KNOW I AM MAKING THE RIGHT DECISION?

Sorting out the right care for someone you love is a huge decision. The decision you make today could have an impact for the rest of your loved one's life. How do you know you are making the right decision?

1. Ask the right questions.

We recommend following the guidance set out by consumer organisation, Which?. Visit: <https://www.which.co.uk/older-life-care/home-care/organising-home-care>.

2. Talk to people who have been through this decision before.

Feel free to call our friendly team who will be very happy to give you the contact details of current or previous clients, so you can ask them about their experience of live-in care with Christies.

98% of our clients come from recommendations and word of mouth.

3. Try it out.

It is very easy to have a carer on a trial period for a few weeks to see if it works. There is minimal disruption, it solves the immediate care problem and then you will know if it is for you. Unlike care homes and some other care agencies, Christies Care has an extremely simple cancellation policy of one week's notice (care homes typically ask for a month or 6 weeks).

WHAT NEXT?

If you need to arrange care for you, or anybody else or, if you would to find out more, speak to a member of our team. They will be happy to help and able to answer all of your questions. Please call 01728 605107 or email care@christiescare.com.

FAQs

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Here are some of our frequently asked questions. If you have a question not answered below, please contact our friendly team.

Are the carers trained?

Yes. In fact ours is the most intensive training course in the country and all carers who pass receive a CPD-accredited qualification. Christies Carers undergo rigorous blended training and come to our training centre for a residential training course with our award-winning training team. This is followed by distance learning and annual updates which provide continuous learning. Our live-in carers also receive condition-specific training in e.g. dementia. We will make sure we find the carers for you who can give you the help you want, whenever you want it.

Where do your carers come from?

Most of our carers have English as their first language. Those who don't are competent English speakers. Our carers come from across the UK, South Africa, New Zealand, Spain and other EU countries.

How quickly can you start delivering care?

We can usually start when you want to, the same day if needed! We will always do everything we can to put arrangements in place according to your needs as quickly as possible. Our team can discuss your requirements and draw up a quote the same day to help you make your decision. While doing this, our Local Area Advisor will also be in touch to arrange an assessment either over the phone or if possible, with a visit to discuss in person. Quick Start Emergency Care can be arranged on the same day as someone being discharged from hospital in which case we can also liaise with the Discharge team and Occupational Therapist to work with their timescales and any follow up care requirements.

Are your carers vetted?

Yes. They all have a Disclosure and Barring Service check. In addition, we do robust background checks of carers work history as part of the compliance process, and those carers who come from overseas will have a local police clearance certificate. All carers have two intensive interviews for us to check that they would be suitable carers and their conduct is constantly monitored during their training course. In fact, 96% of applicants are rejected. As well as this, we do regular feedback calls to check that they are suitable.

What makes a successful Live-in care partnership work?

A successful live-in care partnership depends upon some important factors – rapport with your carer, clear communication so that your carer knows your needs and preferences, adequate living conditions for your carer as well as our commitment to reliability and administration to provide a smooth care journey for you.

The choice of carer – we listen to clients and we know our carers well. Throughout the interview and training process, we learn their strengths and weaknesses, which helps us to maintain a good team of carers who we get to know very well. We also visit our clients, and get to know your needs and preferences so that we place carers that are most likely to build a good relationship. Consideration is given to personality and outlook as well as training and expertise. We regularly compile feedback on individual carers and aim to build a rota of regular carers you like and get on with. If you do not like a carer, that carer will not return.

91% of first carers introduced are positively asked back by our clients.

Good communication – Understanding your wishes, needs and preferences is a crucial part of ensuring the success of your live-in care. It allows us to give the carers a realistic expectation of the workload and to familiarise them with your day to day preferences.

Our commitment to reliability and administration – Our specialist expertise and experience means we will not let you down. Our dedicated team works hard to ensure that you are never left without a carer. As a specialised, person-centred care agency, we focus meticulously on ensuring that our records, administration and support and emergency systems are up-to-date to help provide you with a smooth care journey.

Living conditions – The better the living conditions are, the happier the carer will be and the more likely it is that they will want to come back regularly.

As a basic requirement, a live-in carer would need:

- Their own bedroom with a comfortable bed.
- Some furniture to unpack and store their clothes and belongings.
- Access to unlimited Wi-Fi.
- A minimum of 14 hours' time off per week, ideally 2 hours during the daytime.
- Essential food items for breakfast and lunch plus tea, coffee, milk. If a main meal cannot be provided, we charge an additional £35 per week for the carer to purchase their own main meal.

What happens if I do not like my carer?

In some circumstances the live-in care partnership may not work. In this situation if you (or the carer) ask us to then we work flexibly to resolve any issues as quickly as possible. Our office is open Mon – Fri, 9am to 5pm, or if there is an emergency our out of hours line is manned 24/7.

What happens if I suddenly get worse?

If your condition gets worse, it is bound to mean more work for your carer. We will make sure that the carer we introduce is still suitable and that any changes in workload do not put them or you at risk. If for example, you are calling the carer many times in the night and she/he is also expected to work during the day, sleep deprivation would have an impact on her effectiveness. Because of this you may want a second carer, for a short time or permanently.

I live in another part of the country and your office is in Suffolk, how will you give me a good live-in care service from so far away?

We have a network of Local Area Advisors, who are scattered around the country. More than 90% of problems or questions can be resolved over the telephone, email, or letter; geography doesn't matter. The main thing is that carers are living-in. They are in your house, working hard for you all the time.

Can I meet my carer before they come?

Sometimes our client will want to meet their carer before they start, especially the first one. If the carer we want to introduce has a day spare before they come then this can be done. Obviously, the carer would expect to be paid for their time and travel costs, we suggest £65 a day plus the cost of a standard class return railway ticket.

However, sometimes the carer is on holiday abroad, is working for another client, or the client wants to start live-in care very fast. In these circumstances, it is difficult for a carer to travel to their new client to meet them before care starts.

A good solution is for the client to video call their carer. They can talk and get to know each other, maybe over several conversations. We also send a carer profile for each carer which outlines their experience, their own hobbies and interests and includes feedback on the carer from other clients.

How long does my carer stay?

This will be agreed between you and your carer. It varies from two weeks to eight or more. We want you to have a team of live-in carers who will be with you for as long as you like.

FAQs

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Can I come and visit you?

Please do. We have an accessible suite at our guesthouse and we welcome existing and potential clients – there is room for your carer too.

Please call us on 01728 605107 for more information or to arrange a visit.

Do you ever visit me?

Yes, we very much like to. Before we start, we want to get a full picture of your wishes and needs and to check the living conditions that your carer will enjoy. We don't charge anything for this assessment visit and this also gives you the opportunity to question, face-to-face, our Local Area Advisor about how live-in care works. We can complete assessments over the phone, if preferred. Also, if conditions change, with your agreement we would like to visit to re-assess your wishes and needs.

Will my carer be able to drive?

A majority of our carers can drive. However, very few carers have their own car. Usually therefore, our carers drive their client's car. It is important that you make sure that your car has the right insurance for the carer. Some insurance providers are better than others at allowing carers to drive their clients' cars, we can give some advice about this.

Will the carers help with housekeeping?

Yes, the carers are happy to assist with day to day surface cleaning, laundry and cooking.

"I can't speak highly enough of the care my father received from Christies and of the courtesy and kindness extended to me when he became ill.

"They were able to find a live-in carer at very short notice and kept in regular contact with me regarding his care. All his carers were patient, thoughtful and kind and enabled him to stay in his own home where he wanted to be. When he became very ill and needed more care,

"Christies went above and beyond to provide this, again at very short notice. I wouldn't hesitate to recommend them."

Sue H (Daughter of Client)

Please get in touch if you would like to know more about Christies Care.



You can speak to us by calling 01728 605107.

Our offices are open from Monday to Friday,
9:00am until 5:00pm.

Telephone calls are recorded for information and training.



Email: care@christiescare.com

Alternatively, visit our website:
www.christiescare.com



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