

# Frequently asked questions

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. 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 in person, or over the phone or if time is of the essence.

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 with us to check that they would be suitable carers; 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.

# Frequently asked questions

## 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 will need to be provided. If a main meal cannot be provided, we charge an additional £40 per week for the carer to purchase their own main meal.

# Frequently asked questions

## What happens if I do not like my carer?

In some circumstances the live-in care partnership may not work. In this situation, 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, we will make sure that the carer we introduce is still suitable and that any changes 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 or via email; 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. We will send you a carer profile for each carer which outlines their experience, their own hobbies and interests and includes feedback on the carer from other clients. We are confident that we will provide you with a carer that is compatible and meets your needs, but should you want that extra peace of mind, we can try to arrange for you to video call the carer. Please speak to our friendly Care Co-ordinators to arrange this.

## 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.

## 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.

# Frequently asked questions

## 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. If conditions change, and 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, so usually our carers drive their client's car. It is important that you make sure that your car has the right insurance for the carer, but we are happy to give some advice about this if needed.

If you have any other questions, or you would like to arrange care, call us 01728 605107 or email: [care@christiescare.com](mailto:care@christiescare.com).

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



Telephone calls are recorded for information and training.