



# Christies Care

Est. 1987

Living independently at home

Live independently with outstanding home care



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Care**

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## CHRISTIES CARE COMMITMENT

To provide outstanding live-in and visiting home care,  
personalised to the wants, needs and wishes  
of the client, to enable them to continue to live  
safely and happily in their own home.



# Christies Care

Est. 1987

Living independently at home

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.



The carers we introduce are trained to treat our clients with respect.

They work to maintain privacy, modesty, dignity, independence, choice and self-determination.



# Live-in care at home

Live-in care enables you to continue to live independently in your own home and do the things that you want to do.

Nothing beats the comfort and familiarity of home, and if the time comes that you need extra support, the natural choice is to want to stay in your own home.

With a live-in carer, you have one-to-one help, allowing you to 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. The one-to-one care also provides better prospects for most physical and mental health conditions than a care home.

Your carer will keep your home as you like it and prepare your favourite home-cooked meals. If you have a pet, they will help you take care of it too.

A live-in carer is also a wonderful companion. Our clients and carers are matched for compatibility so you will both enjoy the time you have together and have shared interests.



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 care provision to suit your needs, but if it is not for you, we only require one week's notice and will help signpost you to other alternatives.

If you are undecided on which care path to choose, live-in care will buy you some valuable time and ensure that you are safely and happily cared for whilst making this important decision.



"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)





# Why choose Christies Care?



Christies Care is a family-run care agency providing the very best quality care within people's own homes since 1987. Run by father and son Hugh and Freddy, the company has strong values and a warm family feel.

## CQC OUTSTANDING

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



## A CAREFUL ASSESSMENT

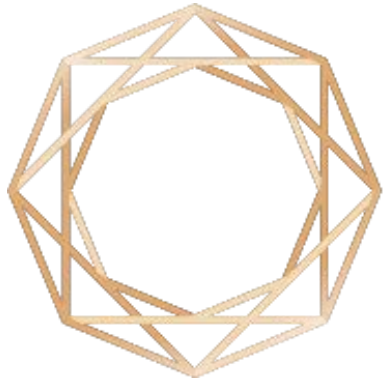
Your Local Area Advisor, will come and visit you to make an assessment of your needs and wishes so that we can provide the right care and carer for you. We will create a personalised support plan to suit you that is regularly reviewed and updated as needed to ensure that you always get the care that you need. Your Local Area Advisor will visit you regularly and be your local point of contact.

## 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 provide our carers with award-winning training so you can be confident in their abilities.

## 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 assign a small team of carers to our clients.



PRINCESS ROYAL  
TRAINING AWARD  
2022

Christies Care have been awarded  
the Princess Royal Training Award in 2022

We are very proud to meet this standard of excellence  
and are commitment to providing high-quality,  
industry-leading training to our carers.



# 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 award-winning training programme is unique in the care industry and is what makes Christies Carers the very best. We make sure our carers are confident to provide high quality live-in care and equip them with the knowledge and practical skills to support our clients in their home well.

Our 10-day induction programme consists of 5 days virtual training, followed by 5 days practical in-house training at our purpose-built training-centre in Saxmundham, Suffolk. Every carer must achieve our high standards to pass the course before they can become a Christies Carer.

Our rigorous carer training doesn't stop at induction. We provide in-depth, condition-specific training courses to enable carers to support clients with a wide range of care needs. Additionally, to continue working, all Christies live-in carers are required to complete and pass a 2-day update course each year. They also receive advice and guidance from the training team as well as access to training resources to keep their knowledge current. Carers are supported by our wellbeing and care management teams.

01728 605107 | [www.christiescare.com](http://www.christiescare.com)





“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





# When is live-in care useful?

Live-in care is a helpful solution for a person who needs support but wants to stay at home for as long as possible. This can be a long-term arrangement or just a short term measure for a matter of weeks.

## Respite Care

Respite care is often essential, whether to help recuperate from an injury or operation, or to relieve a primary caregiver who may become ill or needs a break.

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

## Rehabilitation and Convalescence

We can provide a carer 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.

## To stay with your partner

When one or both of you need some extra support, having a live-in carer means that you will not be split up and can spend your later life together in your own home.

## A Quick-Start service

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

## To buy you time

When the need for care arises, it can often seemly happen overnight and with urgency. By choosing live-in care, you solve the immediate problem of care whilst having time to assess the situation and make longer-term plans. We only require one-weeks notice to cancel and it is a cost-effective way to save the trauma and upheaval of being sent to a care home at short notice.



"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)



# What will my live-in carer do?

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.

## Managing and administering medication

Your carer is trained to administer medication and work closely with District Nurses and other community health networks to help arrange appointments and visits.

## 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.





# Specialist live-in care for a range of conditions

We give specialist training to our carers in a wide range of complex conditions 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. Our training gives carers an in-depth knowledge into the different types of dementia, how it affects the brain and how to recognise and help manage the symptoms.

## After Stroke Care

Our expert carers are trained in how to spot the early signs of a stroke and support basic physiotherapy through professional instructions and speech and language support following guidance from a professional. They also have a good understanding of anxiety and depression and most importantly, patience and motivation to help you and your family adjust to new circumstances following a stroke.

## Parkinson's Disease Care

Our carers are trained to identify the signs and symptoms associated with Parkinson's. This is key to jointly creating and planning how to help manage the many and varied everyday challenges and practicalities that could present themselves. Being cared for at home with on hand assistance and support for problems encountered with mobility and swallowing, helps to reduce anxiety and falls which can be typical to those living with Parkinson's.

## Learning Disability Care

Supporting independence is at the heart of our learning disability care and for many people, having a live-in carer offers freedom, choice and the chance to live in their own home rather than in an institution or in group housing.



# Specialist live-in care for a range of conditions

## Physical Injury Care

A serious physical injury is sudden and life-changing and may well lead to someone becoming dependent on others for their care. Our carers provide vital physical and emotional support to help our clients and their families adjust and adapt their lives around their injury.

## Multiple Sclerosis Care

Our carers are trained to recognise and support the many and varied signs and symptoms of MS such as fluctuating mobility, sensory and continence changes, speech and swallowing difficulties as well as cognition problems and pain management.

Carers learn skills and techniques which they put into daily practice to support and improve the quality of life for those living with MS as their condition progresses, empowering them and enabling them to continue to live their lives as they wish.

We offer practical advice to reduce the anxiety and stress many of these primarily invisible symptoms of MS can cause; keeping the environment even and temperate to help reduce muscle stiffness and inflammation being just one example.





# 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.





# Christies Care

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