



Guide to Live-in Care





your life
your home
your care
your way

What is live-in care?

'Live-in care' is sometimes called '24 hour care at home', '24 hour care' or '24 hour live-in care', but what does that actually mean?

Live-in care is a type of home care service.

A home care service simply means that you are supported by a care worker in your own home.

The difference with live-in care is that your care assistant will live in your home with you rather than only visiting at times when specific care or support is needed.

Although the care assistant lives with you in your home this does not mean that they are working for 24 hours every day.

Most live-in care assistants are considered to be actively working for around 10 hours per day and will have regular breaks within that working time both daily and weekly. If you need care and support during your live-in care assistants break times or during the night this will be considered as part of the assessment and review process and

arrangements will be made to make sure you get the care and support you need.

Every person will have different care and support needs along with preferences in how they spend their time day to day, this means that there is no 'one-size-fits-all' for live-in care packages. Every live-in care package is bespoke to the needs and wishes of the person receiving the care and based on an assessment and review process which is carried out before live-in care begins and periodically while it continues (see the section below 'How does it work' for more information on what assessment and review are).

Our care services are fully regulated by the relevant country regulator including Care Quality Commission (CQC) for England, Care Inspectorate Wales (CIW) for Wales, Care Inspectorate for Scotland and The Regulation and Quality Improvement Authority (RQIA) for Northern Ireland.

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Who can be supported by live-in care?

Anyone who has care and support needs but does not want to leave the comfort of their own home can be supported by live-in care.

If you are happy living at home but do not feel that you can do so safely or happily on your own then a home care service might be right for you. Some people are able to remain safely and happily at home with visiting care workers once or more a day but for some people a live-in care service might be a better option either because there are a lot of (or frequent) care and support needs or because companionship and social support are important to them.

For some people live-in care might be a great long term solution to meet their ongoing care and support needs but for others it might be something that is only needed for a short time if returning home from hospital, recovering from an illness or to give your regular carer a break.

Why choose live-in care?

When you need continuous care, you may not want the added stress of having to leave familiar surroundings. Our live-in care service gives you the option of high quality care without moving out of your home. Our live-in care service offers the reassurance of 24 hour care* and support in the comfort of your own home.

If 24 hour support is required this will be provided by more than one care assistant.

We never take a one-size-fits-all approach to care, your unique needs are considered every step of the way, meaning you stay in control of your care and support at all times. A member of our team will ask what is important about the way you live your life so we can provide the care you want, the way you want it.



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Choosing live-in care means:

- No need to move out of your home
- A personal service where your unique needs are considered every step of the way, available as and when you need it - day or night
- Fully trained, compassionate staff who respect your home and your privacy
- A flexible service, where every day can be different
- A wide range of care and support- personal care, housework, social activities – you choose
- A proper introduction to make sure we have found the right person for you
- Regular follow up from a Bluebird Care manager to check you are happy with our service



Live-in care means keeping your familiar friends, family and belongings around you. No upheaval. No stress. No trouble.

Live-in care offers flexibility which is not possible from a visiting hourly care service as your live-in care assistant is with you all day and so you are not tied to a specific time for activities to be carried out. For example if you have a visiting hourly care service to support you with lunch it will be at a set scheduled time which can only be changed with notice of perhaps two days, if you have a live-in care service you are not 'tied' to this and can simply have lunch when you prefer on any given day.

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How does it work?

Assessment:

If you think live-in care would be a good fit for you all you need to do is contact our office and request an assessment. One of our trained assessors will visit you at home, at a time of your choosing and meet with you and any of your family, friends or advocates that you would like to be present.

There is no charge for an assessment and you are under no obligation to arrange care and support with us after having your free of charge assessment with us.

The assessment considers what you are looking for in terms of support and what outcomes you would like to achieve, for example, you may want a live-in care service to support you to remain living in your own home safely so that you do not need to move, or you may find that you are able to remain at home but are not able to be active in your community and need someone to support you with your interests, attending appointments and getting out and about.



The assessment looks at all aspects of your life including your history, your family and friends, what specific tasks you need to be supported with, how you want to be supported with these tasks as well as your home environment.

Based on your assessment your assessor will develop a care plan with you that is personal to you and designed to meet your needs in the way that you have identified you would like them to be met. For more detail on the kind of activities or tasks your care plan can include please refer to the section 'What kind of support do you get with live-in care'.

It is sometimes the case that the first few days and weeks of a new care and support service identify things that need to be changed in the care plan and this is a normal part of settling into a new care and support routine. Any changes that are needed will be discussed with you in the same way as your initial assessment and changes to the care plan will be with your input and agreement.

Once your care and support has settled into a routine you will still have regular contact from the assessor to review your care and ensure you are happy with your service.



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Service Management

A live-in care service with Bluebird Care is a fully managed service, this means that we are responsible for arranging and managing all aspects of your care including:

- Assessment
- Recruitment of your live-in care assistant including all appropriate safe recruitment checks such as references, criminal record checks
- Training your live-in care assistant to industry standards and beyond
- Arranging break, annual leave and sickness cover for your regular live-in care assistant
- Quality monitoring your care service to ensure that you are receiving the high standard of care we expect from all our care assistants
- We welcome your feedback on any aspect of our service so that we can improve our services and we will regularly ask you for your views on our services including through an annual survey and regular visits by a member of the management team.
- We have comprehensive policies and procedures for managing risks and to make sure that we provide a safe, high-quality service
- Signposting you to other services who can help you to maintain your independence at home
- Communication with other professionals on your behalf (with your consent) or referral to other professionals such as Occupational Therapy and equipment services
- Ongoing review of your care plan to ensure it is adapted as your needs change to continue to support you to maintain your independence at home
- We always carry out a risk assessment prior to starting a service. We will agree on how the service that you want can be provided safely and record this in your care plan. If necessary, we will postpone the start of your service until the right equipment is in place to reduce risks. Our care assistants wear disposable gloves and aprons to minimise the risk of cross-infection.

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Short term placements:

Live-in care packages are often long term arrangements for people who need ongoing care and support to remain at home but there are sometimes circumstances where a person needs care and support only for a short period of time.

We can provide live-in care on a short term basis in a number of circumstances such as for a person returning home from hospital during a convalescent period, to provide respite for your main carer for a short time or to provide additional support during an illness.

The assessment process for a short term placement is the same as for a long term placement and ongoing review and monitoring will also be the same.

Short term placements are usually for a minimum of one week and can last as long as you need to fit your individual circumstances.

Breaks:

Although your live-in care assistant lives in your home, they are not expected to work 24 hours a day. Your care assistants day will usually be broken down into contact/work time and non-contact/downtime, based around your daily routines and preferences identified during the assessment and review process.

As a guideline, a live-in care assistant might work between 8-10 hours a day.

In order to comply with employment law regulations, a live-in care assistant will require a minimum two hour break in every working day. If you cannot be left without care and support for this period of time, a visiting care assistant can be arranged to work during this daily break time.



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Staffing patterns/Teams:

Live-in care arrangements are bespoke to your needs as identified during assessment and review, part of this will include identifying how long it is appropriate for one live-in care assistant to stay with you before they need to take a longer break.

For some live-in care assistants a longer placement is fine and this could mean the same live-in care worker will stay with you for up to 8 weeks before taking a break for a week or so.

It is not always possible for longer term placements and in those cases there could be an arrangement where there are a team of live-in care assistants who rotate in and out of your home on weekly placements.

All placements of live-in care assistants are bespoke and arranged on a case by case basis but below are a few examples of how this might work:

Option A: Live-in care assistant A is identified as the 'main' care worker and placements last for 4 weeks (with daily and weekly breaks as standard). After 4 weeks care assistant A takes a break for 1 week and leaves the customers home. Care assistant B moves into the customers home and completes a 1 week placement to provide break cover (with daily and weekly breaks as standard). When care assistant A requests annual leave for a longer period or where care assistant A is unwell care assistant B provides annual leave and sickness cover.

Option B: Live-in care assistants A and B work on a rotation of one week on and one week off (with daily and weekly breaks as standard). When care assistants A or B request annual leave for a longer period or are unwell care assistant C provides annual leave and sickness cover.

Option C: Live-in care assistant A is identified as the 'main' care worker and placements last for 8 weeks (with daily and weekly breaks as standard). After 8 weeks care assistant A takes a break for 4 weeks and leaves the customers home. Care assistant B moves into the customers home and completes a 4 week placement to provide break cover (with daily and weekly breaks as standard). When care assistant A requests annual leave for a longer period or where care assistant A is unwell care assistant B provides annual leave and sickness cover



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Overnight support:

As stated above care assistants are not expected to work 24 hours a day. If you do need 24 hour care and support this is something that can be planned for (see following section 'What if I need help 24 hours a day?')

We do understand that sometimes people who do not usually need support overnight could occasionally need support throughout the night unexpectedly. If night time care is not part of your care and support plan your live-in care assistant will help you in the event of an emergency or unexpected event during the night. Usually a live-in care assistant would be able to help you once or twice during a single night without this having an impact on their breaks, however if the care assistants sleep is disturbed more than twice they may need to have longer breaks the following day to ensure they get the rest they need to be able to support you safely.

If occasional instances where night time support become more frequent over time it may be necessary to reassess your care and support to arrange for extra support over night.



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What does it cost?

The cost of live-in care varies dependent on each person, their care and support needs and the number of hours a care assistant will be considered to be 'working'.

If you need more care and support than can be offered by a single live-in care assistant additional charges may apply for provision of 24 hour care and support either through a 'double' live-in care package with two live-in care assistants or with support from visiting care assistants at set times through the day and night.

For more information on our pricing, please contact your local Bluebird Care office who will be able to help you.



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What kind of support do you get with live-in care?

Our dedicated team of live-in care assistants can support you with:

- Help you start the day; getting up, washed, dressed and having a good breakfast
- Support with medication; remind and assist you in taking medicines, as well as collect or return medication from your pharmacy or dispensing GP surgery
- Mealtimes; prepare meals with or for you and assist you at mealtimes
- Outings; collect your pension with you, shop with you or help you to make a shopping list, go to the shops, plus come back and put it all away
- Household; help with your laundry or ironing and keep your home clean and tidy
- Social outings; support you with social activities like going out for a walk, attending a day centre, visiting friends or family or going to your church or club
- Activities and hobbies; support to keep up with your chosen hobbies or activities
- Personal care; bathing or showering, hair care, skin care, a little pampering when you need it
- Continence care; support with getting to the toilet, using a catheter or continence aids
- Specialist care such as support with stoma care, catheter care, PEG
- Communication; support to maintain regular communication with your friends and family who are not close by, phone calls, video calls, email and letter writing
- Companionship; company for you in your every day life
- Wellbeing/health; monitoring changes in your health or wellbeing and helping you to get support where you need it from other health professionals
- At the end of each day, some help with getting ready for bed
- Over night care; from simply being there in case of an emergency to having a dedicated overnight care worker to support you in any way you need.

The most important thing to know is that any care and support we arrange is personal to you, your choices, your preferences and your needs. While the above is a list of the type of support we can provide there is no such thing as a generic or standard live-in care package, we are here to support you to have your care, your way.



What if I need help 24 hours a day?

Some people need to be supported at all times, including through the night. Live-in care is not always a 24 hour service but it can be.

If you do need 24 hour support there are some different ways that this can be done and we will always work with you to find the best way to support you which you are most happy with.

Because all of our care and support is based on an individual assessment there is no one answer to the question 'what if I need help 24 hours a day' but below are some examples of ways that you might be supported:

- A live-in care assistant is in place to work from 8am to 8pm. The live-in care assistant takes a break from 2pm to 4pm during which time you are supported by a visiting hourly care assistant. From 8pm to 10pm you are supported by your spouse. From 10pm until 8am you are supported by a visiting hourly care assistant.
- Two live-in care assistants are in place, one who works from 8am to 8pm (with a daily 2 hour break supported by a visiting hourly care assistants), one who works from 8pm to 8am (with two one hour breaks at times when you do not need support and are sleeping).

Our assessors will work with you to find the best combination of support to meet your needs and preferences and ensure you remain safe at home.

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Who will be my care assistant or care team?

Once a care plan has been written and you are happy with it the assessor will then look for a suitable live-in care assistant (or several if appropriate) to be your main carer (or care team). This can sometimes take a little time as we always seek to find someone who will be a good match for you, your needs, your interests and your personality (there may be someone already employed or we may have to recruit someone).



When a live-in care assistant has been identified they will be introduced to you and if you are a good match we can then proceed to start the live-in care package.

There will be an initial handover from the assessor to the live-in care assistant before they start the placement with you and you will have frequent contact from the assessor over the first days and weeks of your care package starting to ensure that both you and the live-in care assistant are settling in well.

What is it like to live with a care assistant?

Your live-in care assistant will be living with you in your home during their work placement and they will need space that is their own so that they can have privacy and relax during their breaks. Their

own space could include a bedroom with some storage space such as a chest of drawers or wardrobe, a bathroom, somewhere to relax with access to a television.

Having said that, your live-in care assistant will be respectful of your privacy in the same way that you are of theirs and will keep their private space tidy and clean, ensuring they respect the security of your home by following your instructions on locking windows and doors.

Your live-in care assistant will not invite other people into your home (ie: their family and friends), if they wish to socialise during their breaks they will leave your home to do so.

You may wish to enjoy your mealtimes with your live-in care assistant and as such may have shared meals, however your preferences in this will be discussed during your assessment and where appropriate separate dining arrangements can be included in your care plan.



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What if live-in care is not right for me?

Live-in care is only one option when considering a home care service and it might not be right for you.

We also provide bespoke packages of care and support to meet your needs using visiting care assistants. If live-in care is not a good fit for you then you may want to think about hourly care and support which can be built flexibly around your care and support needs and incorporates visits from 30 minutes up to full day or night shifts.

Home
is where the heart is
Let's keep it there

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