

# *Case Study*

**Restoring Family Life Through Live-in Care**

# Background



Bluebird Care was initially contacted by the son of a customer who lives in America. Although he was geographically distant, he shared the concerns of his siblings regarding their mother's wellbeing and the increasing level of support she required to remain safely at home.

At the time, the majority of day-to-day support was being provided by the customer's daughter and son. The daughter's commitment had become particularly significant, with her spending most of the week sleeping at her mother's home to ensure she was safe, comfortable, and settled overnight.

Whilst the family were committed to supporting their mother, the arrangement was becoming increasingly demanding and was impacting their own family lives and wellbeing.

# Life Before Live-in Care



Following an initial assessment, Live-in Care was identified as a potential solution that would allow the customer to remain safely and independently in her own home while relieving some of the pressure on her family.

However, both the customer and her daughter understandably had reservations about having someone living in the property.

Like many families considering Live-in Care for the first time, there were concerns around privacy, maintaining independence, and how it would feel to have another person sharing their home.

Rather than rushing a decision, the family took time to consider the options available to them.

Two weeks later, having reflected on the benefits and discussed their concerns, they contacted Bluebird Care and agreed to trial Live-in Care for one month.

# Our Approach



Understanding the importance of consistency and relationship-building, Bluebird Care carefully matched the customer with a dedicated Live-in Care professional.

The care arrangement was designed around a three-weeks-on, one-week-off rota, providing exceptional continuity and allowing a strong, trusting relationship to develop.

The Live-in Care professional supports with:

- Personal care
- Medication administration
- Meal preparation
- Household tasks and cleaning
- Daily routines and wellbeing
- Emotional support and companionship

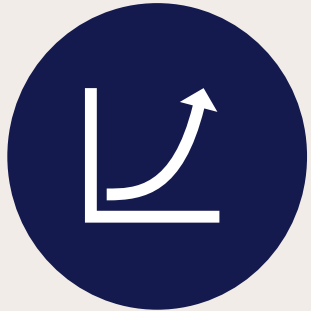
Whilst practical support was important, the real value came from the companionship, reassurance, and consistency that the arrangement provided.

The customer was able to continue living independently in the home she loved, whilst knowing that support was always available when needed.

# Key Outcomes



*For the customer:*



**Continued independence within her own home.**



**Consistent support from a familiar and trusted care professional.**



**Increased confidence and reassurance.**



**Improved wellbeing & quality of life**



**Meaningful companionship and social interaction.**

# Key Outcomes



*For the family:*



**Significant  
reduction in  
caring  
responsibilities.**



**Peace of mind  
knowing  
support was  
available  
around the  
clock.**



**Confidence  
that their  
mother was  
safe,  
comfortable,  
and well cared  
for.**



**The ability to  
return to their  
own homes and  
focus on their  
own families.**

# Most Meaningful Outcome



Perhaps the most meaningful outcome was the restoration of family relationships.

The daughter was no longer required to spend most of the week caring for her mother and sleeping away from her own home.

Instead, she was able to return to being a daughter rather than a full-time carer, allowing their relationship to focus once again on family rather than care responsibilities.

# A Measure of Success

bluebird  
care®

Just two months after the Live-in Care package began, the customer's dedicated Live-in Care professional was due to take her scheduled one-week break.

By this point, such a strong bond had developed that the customer became emotional when discussing her absence and expressed how much she was going to miss her during that week.

For Bluebird Care, this reflected far more than continuity of care. It demonstrated trust, companionship, and a genuine relationship built through consistency, compassion, and person-centred support.



# 5\* Star Service



In February 2026 we received a 5\* review via Homecare.co.uk from the customers family, along with the following comments:

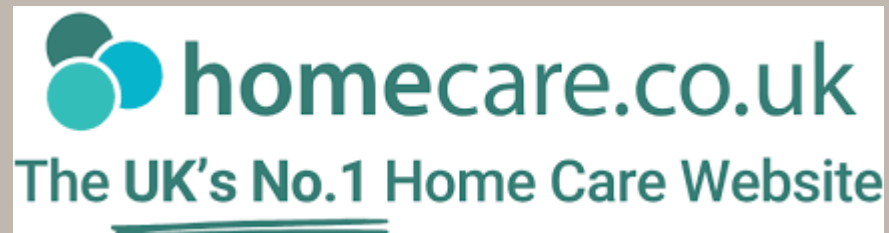
*“No problems with care very pleasant care. Very attentive with care and control of medicine”. - Son of customer*

Overall Experience ★★★★★  
Treated with Dignity ★★★★★

Staff ★★★★★  
Value for Money ★★★★★

Care / Support ★★★★★

Management ★★★★★



# Conclusion



This case demonstrates how the right Live-in Care arrangement can deliver far more than practical support.

By providing consistency, companionship, and reassurance, Bluebird Care enabled a customer to remain safely and independently in her own home whilst giving her family the confidence to step back from demanding caring responsibilities.

Most importantly, it allowed family relationships to return to what they should be — *a mother being a mother, and a daughter being a daughter.*