

A caregiver in a blue uniform is pouring tea from a white teapot into a white mug on a wooden tray. An elderly man with glasses and a plaid shirt is smiling and holding a blue mug. On the counter, there are two plates of cake. The background shows a kitchen with shelves and a stove.

bluebird  
care®

*Live-in* Homecare  
It's good to be *home*

# Putting *your* needs *first* It's good to be *home*

## *Introduction*

Remember the good old days when companies used to put their customers first? At Bluebird Care we still do. It's what we're all about.

We were established to provide our customers – and their families – with 'good old-fashioned service'. The kind of service we would want for ourselves when we need care.

Our Live-in Homecare service provides an answer to the limitations of both daily visit hourly care and residential care homes. By providing a Live-in carer to help with your everyday living, all day, every day, we fit the care around you.

So instead of an unfamiliar environment or an inflexible timetable, you get a

trusted companion who knows exactly what you want – and is always there if you need help.

By adapting to your needs and your lifestyle, our Live-in Homecare service is designed to maximise the benefit of remaining in your own home and to minimise anxiety.

One day you might welcome the comfort of your familiar routine; the next, you might prefer to do something different. Often you'll appreciate having company to fill your day; at other times, you'd rather be left alone with your family and friends, or your thoughts.



## Our live-in homecare service is designed to adapt to your needs



Although Live-in Care arrangements are usually long term, we frequently accept shorter term assignments, perhaps following a stay in hospital, or to give some respite to a family carer in need of a break. Our service is invaluable where palliative care is required as it allows you to remain at home.

Live-in Care works well for singles and couples. Where needs are complex or dementia is involved, our substantial expertise will help to alleviate these difficult circumstances.

Our Nursing care at home is created around you as an individual, not just your condition. Together with you, our Qualified Registered Nurse will create a plan that suits you exactly, overseeing all aspects of your care.

We provide highly trained carers who deliver safe, compassionate support

for people with complex medical, physical, or neurological needs, right in the comfort of your own home. Every care plan is tailored to your requirements, preferences and goals, working closely with family and healthcare professionals to promote independence, dignity, and quality of life. With person-centred care at the heart of everything we do, we ensure support that adapts as your needs change.

With Bluebird Care, you can receive as much or as little support as you want. You will never have to sit waiting for assistance with getting dressed or taking your medication. You will never be helped to bed before you're ready.

Whatever your wishes, we're here to help, as best we can. That's how it's meant to be.

# Care that's designed around you

## It's good to be *home*

### *Why Live-in homecare?*

Most people believe that the best way to keep living your life to the full is to continue to live at home. With our Live-in Homecare service you can do just that, for as long as you like.

You keep your independence, social network, pets and hobbies – and, most importantly, your privacy. We are simply there to provide the support you need with your personal care, household chores and shopping. We also strive to keep the fun in life by sharing your pastimes, enjoying games or accompanying you on interesting outings.

Because our Live-in carer will be living under your roof, they are able to adapt to your needs, day by day, minute by

minute. They will have the training and experience to anticipate the help you require, when you require it. If you want companionship they can be at your side; when you need your own space they can keep themselves busy somewhere else.

Your home is your castle and you are in charge. These principles guide us in our work. We always behave professionally and respectfully, because we are guests in your home, even if we come to feel like part of the family. We're here to enable you to carry on living with dignity, the way you've grown accustomed to, surrounded by the people and the things that matter to you.





## *What it means for your family*

Our goal is to improve quality of life for our customers and their loved ones. We are more likely to be successful if our work takes place in a comfortable, safe and reassuringly familiar environment where everybody can avoid the anxiety of unwanted change.

We also understand that families need peace of mind. We know how upsetting it can be when they realise that they can no longer provide the

care you need themselves. So we do our best to build relationships with your whole support network – to learn from them and to make sure that you can continue to interact with them exactly as you did before. It's all part of providing a personalised, flexible and dependable service that's matched to your needs and your wellbeing.

Because our Live-in carer will be living under your roof, they are able to adapt to your needs



# *A service created just for you*

## *It's good to be home*

### *What to expect from Live-in homecare*

Before your care starts, our friendly staff will visit you – and your family and support network on a no obligation basis – to discuss an individually tailored plan that reflects your lifestyle, needs and wishes.

This will encompass many things including your medication and housekeeping requirements, how and when you meet your friends and family, what time you like to eat your meals, what hobbies and activities you want to keep up and, if appropriate, how to support your religious beliefs.

Then, having taken account of all your priorities and preferences, we select the carer who we feel is ideally suited to you. That includes doing our best to match personalities and interests too.

All our Live-in carers are thoroughly interviewed, checked out and trained. They come from all sorts of backgrounds and have lots of different talents, but they share a caring, compassionate nature and a genuine desire to support and to fit in, rather than “taking command”.

With Bluebird Care, everything is personalised to you. There is no one-size-fits-all solution, but typically you can expect your carer to assist you with getting up and with your personal hygiene, as well as with everyday chores like cooking, cleaning, laundry, ironing and generally ‘keeping house’. They can also assist you with medication, working alongside any healthcare professionals who visit.





Your Live-in carer will need a room of their own, a bed, wardrobe and TV. This is so that they have somewhere to go during their time off. Usually they share your normal meals with you as part of the household.

The usual arrangement is for them to be available during the day, with a couple of hours off during the afternoon, which we can cover if need be with day carers from our local office. Occasionally, you might need your carer to attend to you during the night. This is perfectly all right, as long as they get a chance to catch up on sleep the next day. After a number of weeks on duty, they will typically take a break, during which we will provide you with a second Live-in carer.

## *We are local to you*

Our office is local within your community, which means our dedicated team are always close at hand to provide regular and ongoing support to both you and your carer. With our service, help is never more than 20 minutes away should there be a need, so if a problem does arise, we will make it ours not yours! As your needs change we are nearby to react effectively and efficiently to ensure you always feel in control.

**Our fully regulated service is designed to give you peace of mind**

# *Quality of life at no extra cost*

## It's good to be *home*

### *Our true value*

You can't put a price on peace of mind – on safety, security, care and companionship. But as a successful company with the highest professional standards to maintain, we have to. What often surprises people is how affordable our Live-in Homecare can be, compared with residential care homes.

As we have said, we don't believe in a 'standard' service for anyone, but as a guide, a typical service with no special requirements can be an economical alternative to a good care home – and it offers substantial advantages over both residential care and daily visit hourly care in terms of one-to-one time and support, as well as quality, consistency and flexibility.

At the heart of it we are a fully managed, local service. There is no comparison between what we offer and the services of unregulated national companies or online matching sites that simply introduce Live-in carers without ongoing training, regular on-site supervisions and support.

Everyone who works for Bluebird Care is carefully vetted and employed, with all the hassles of pension, insurance, PAYE and NI taken care of. Bluebird Care offers the reassurance that any issues are swiftly spotted and averted before they become genuine problems. There is no substitute for being able to rely on a properly managed, local resource.





## We don't believe in a 'standard' service for anyone

Our Live-in Care provision has evolved naturally from our award winning Day Care service, with the two dove-tailing seamlessly together to reflect how we think things can and should be done.

Our values, by which we live and work, ensure that we are always here for our customers, supporting them to live the life they want, every day. Similarly we are always here for our staff, helping them to deliver the best possible experience for their customers. That's how we keep everyone happy.

The cost of your care will depend on the particular package we design for you, and you can discuss this, no strings attached, with one of our team.



# Get in touch and *keep* in touch

## It's good to be *home*

### *What to do next*

Simply call us to arrange for a free, informal no-obligation visit to chat about how we might help. This is a chance for us to get to know each other and for you to ask all your questions face-to-face.

At the end of the discussion you might decide that Live-in Homecare isn't right for you (it isn't right for everybody) or you can tell us to set the wheels in motion.

When you are ready to proceed, we will run through everything in detail and arrange a start date for your care.

On the first day we will arrive with your Live-in carer to make the introductions and stay for a short settling in period. After that we will keep in regular contact to make sure everything is to your satisfaction.

You will always have a named contact at your local office to answer any queries or to discuss any concerns or changes, in complete confidence.

**We hope to hear from you soon!**





We'll be in touch to check on how things are going



# bluebird care<sup>®</sup>

