Live-in care of the highest standard
Who we are

Here at Elder, we are striving to improve the way live-in care is delivered across the UK and Europe. We use new and more efficient processes to do just that. This gives us the ability to provide care anywhere in the whole UK to an extremely high level, whilst ensuring the family gets a fair and low cost. Once you begin receiving care with Elder we always stay in touch and operate on a fully transparent basis, constantly looking for feedback to work with you and the carer to make we are providing has optimal support.

How does Elder help?

We work hard to ensure that you get a carer who matches the specific requirements of the situation. We will then manage the entire care plan, supporting the carer and being available to the family 7 days per week. We aim to reduce the stress on the family whilst ensuring the carer is providing an excellent level of care.

Why we exist

Our company was founded by 2 gentlemen (Pete and Tom) after they both encountered extreme difficulty in finding a suitable alternative to a care home for their grandparents. They recognised an area that wasn’t being serviced very well and decided to create a company to solve the time old problem of ‘needing daily help but not wanting to uproot and move into a care home’.

We are now providing live-in care for hundreds of families across the UK from Torquay to Inverness and spend all of our time trying to improve the high standards we set ourselves as a company.
What is live-in care?

Live-in care is when a professional carer comes to live with a caree in their own home. It bridges the gap between domiciliary care and the care home by combining the best of both care types. The caree has the opportunity to remain in their own home as they do with domiciliary care but also have the security of 24 hour support as they would in a care home.

Live-in care encompasses all aspects of daily life. Here are the main areas that a live-in carer can support and assist with.

**Personal Care**
Toileting, bathing, grooming, personal hygiene

**Mobility**
Assistance in and out of bed and moving around the home

**Cooking**
Preparation of meals and snacks throughout the day

**Outings**
Assistance outdoors if applicable

**Admin**
Grocery shopping, emailing, post management

**Housework**
Laundry, ironing, cleaning

**Medication**
Prompting when needed

**Companionship**
Activities together, sharing memories and conversation
Pros and cons of live-in care

Just like any other support or intervention, there are advantages and disadvantages to live-in care.

**Advantages**
1. The client will have one-to-one care that meets their needs.
2. If the client enjoys taking a holiday, their live-in carer can accompany them. This means that there is a continuation of care and knowledge that the client is in safe hands.
3. Having a live-in carer means that there is less pressure on relationships with family and friends as the caree will not feel they are a burden on them.
4. By staying in their own home the caree still has access to their family friends and neighbours.
5. Staying in their own home is especially important if the caree does not enjoy being in new places or is anxious meeting new people.
6. Live in carers will have had specialist training in the different needs of the clients they work with i.e. the elderly; clients who have suffered a stroke or need palliative care.

**Disadvantages**
1. Some people may miss out on the social side of being in a care home. However, support from the right carer may motivate the caree to socialise outside of the home.
2. Very rarely there is the problem that the caree does not get on with the carer. However in unlikely event this should occur, we can arrange a rapid change of carer.
3. The carer will have needs of their own and will require short breaks. At Elder, we provide the support to enable seamless transitions to a respite carer to provide cover during these breaks.
Here at Elder, we understand the different pressures that many families face when organising live-in care for a loved one. That is why we work hard to ensure our managed service takes many of the worries away.

1. We source your carer based on the criteria you provide with our in depth Elder care appraisal. As we recruit our carers with a vigorous vetting process, Elder can ensure that each carer is skilled in the role.

2. We then arrange for an introduction between the family and the carer. Elder will facilitate this introduction so the family just have to decide if the carer will be the best personality fit. There are no obligations of course at any stage.

3. Once you have spoken to the carer and agreed a start date, we arrange and pay for the carer’s travel in advance at no cost to the family.

4. Elder will handle the arrival process and your experienced carer will be fully prepared for their new environment. We will check in with both you and the carer during the course of the day to make sure that the first day is as comfortable for everyone as it can be.

5. Once in the home, the Elder carer will assess the caree and add any additional notes to the care plan. This amended care plan will be shared with the family.

6. Every day the carer and Elder will work together to ensure that all elements of care and needs are met. The carer relaying feedback regularly so Elder can guide and advise to ensure the best care is given. The family has the opportunity to decide how involved they would like to be on a day to day basis.
When we started we identified one key area where we could set ourselves apart from the rest of the industry, and to make things better for those being cared for and the carers at the same time. We opted for a quality over quantity model, as we all believe that is what we would want for any of our loved ones.

Many care agencies employ their carers directly. The advantage in this is the ability to work with local councils directly and take on large numbers of customers who don’t really have a choice what carer they receive. These companies employ a set amount of carers and every new customer gets the next available option, regardless if it is the right fit or not. Whilst that works for local councils, that really leaves a lot to be desired for private families who wanted a choice of carer. Additionally these companies are hit with sizeable overheads, and these costs are passed on to the families or councils, inflating the cost of care.

At Elder we decided to take a different approach. We work with self-employed carers, though they are exactly the same people as the employed ones, often moving between employed and self employed over their careers. There a few advantages in doing this:

— For the carer, this means they get paid more every week and it gives them the ability to manage their own holidays and expenses.

— For the family, it means you get the carer you need, not just the next one available.

— By working with self-employed carers we keep our operational costs low, so we are able to pay carers more, charge families less, and deliver a better service.
What’s required from you?

Whilst the family has the opportunity to decide how involved they would like to be on a day to day basis, we work to ensure that we take the hard work out of the process for you.

What we do

— Manage the carer’s payment

— Manage the carer’s breaks, holidays and respite

— Ensure the family is kept up to date in advance with exactly what is happening month to month. This means that the family will have full transparency of the care that is taking place.

What you need to do

— The family ensure that the room for the carer is prepared for their arrival. Just a bed, clean sheets and access to a bathroom.

— The family provide the carer with a grocery shopping budget and a place to keep the receipts.
Who are our carers?

We spend a great deal of time working to have the best and most experienced carers in the UK representing Elder, bringing on board only 7% of those who apply.

— Checking DBS background records & right to work documentation
— The carers must have at least 1 year’s relevant live in care experience here in the UK.
— We meet every carer them face to face to conduct an interview and assessment of their ability to provide care. During this interview, we quiz each carer on their ability to work with the most common conditions before really understanding their personality and asking the vital question . . . would we allow this carer to tend to one of our own family. If the answer is yes, then we make them an Elder carer.

We pay our carers well above the industry standard to ensure stability, high quality and consistency. The happier the carer, we tend to find, the happier the care recipient and family they work with.

We work with hundreds of carers, with a broad spectrum of ages, cultures, backgrounds and personalities. The reason we have such a diverse workforce is that we pride ourselves in being able to find the best match for every family. In order to do that, we need a wide range of carers to satisfy all possible requirements.

Carers work on a 4-6 week on and 1-2 week off rotation. This means that you have one primary carer and every so often, when they need a break, Elder provides a respite carer of the same quality. The primary carer then returns for another period of 6-8 weeks.

During the day, the carer will take small breaks, but only when it is safe. This is quite different than other agencies that demand a 2 hour window for the carer to leave the house.
## What care is best for my situation?

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<thead>
<tr>
<th></th>
<th>Hourly/Domiciliary care</th>
<th>Live-in care</th>
<th>Care home</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Amount of care</strong></td>
<td>From 15 mins to several hours a day</td>
<td>24-7 support</td>
<td>24-7 support</td>
</tr>
<tr>
<td><strong>Where you sleep</strong></td>
<td>Own home</td>
<td>Own home</td>
<td>Bedroom in a care home</td>
</tr>
<tr>
<td><strong>Day to day</strong></td>
<td>Own daily routine</td>
<td>Own daily routine</td>
<td>Care home's routine</td>
</tr>
<tr>
<td><strong>Level of personal care</strong></td>
<td>One to one</td>
<td>One to one</td>
<td>One to many</td>
</tr>
<tr>
<td><strong>Best suited for...</strong></td>
<td>People requiring minimal care</td>
<td>People requiring 5+ hours care support a day</td>
<td>People in advanced stages of dementia or physical decline</td>
</tr>
</tbody>
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