



## CARE SOLUTIONS UK LTD

### OUR SERVICES

Care Solutions UK Ltd is a private introductory agency that specialises in finding you friendly, helpful and professional live-in carers for the period of time that you require, should it be for 1 week or permanently. We are dedicated in our commitment in finding the most suitable carer for every client.

We visit each Client, where possible and listen to you, to determine your needs and wishes. Because we are a smaller agency, we are able to provide you with a personal service and we pride ourselves in matching our carers to specific Client preferences: we take great care in getting to know our Clients.

#### **Why choose Live-in Care?**

We know that when you are looking at care options, the cost of care will have an impact on your final decision. Live-in care compares very favourably in price to many residential or nursing homes\* and it provides better value for money than most hourly care services. It is a certainty that the personal attention and independence that is possible through one to one live-in care at home cannot be achieved in residential care.

\*The Telegraph 07 Jun 2010: "In reality, the average care home costs £36,000 a year, with many homes in the South costing close to £50,000. If you live in the South East and are looking for a decent nursing home then it is likely you will be paying more than £50,000 a year"

#### **Our Clients**

Our agency seeks positively to uphold our Client's rights, privacy and dignity and promote autonomy and independence. We encourage our Clients to continue with their usual routines as far as possible, our carers are there to help when they are needed, not to dictate to our Clients in any way. We would like to minimize the intrusion in our Clients' lives, yet provide our Clients with the support that enables them to remain within their own familiar surroundings, near to family and friends.

There are 3 levels of care, depending on the client's specific needs and the level of experience required from our carers:

- Home Support: Duties involve housekeeping, cooking, light cleaning, light gardening, shopping, laundry, driving, receiving visitors, attending social outings, companionship, minimum help with bathing and dressing.
- Home Support and Care: Duties involve all of the above plus more help with personal care, mobilizing and transferring, continence, mental health needs, etc.
- Home Support and Advanced Care: Clients with a high level of care required, full assistance with personal care, continence and manual handling, including hoists.

## **Our carers**

All carers applying to work must go through a stringent selection process. Candidates must provide impeccable references, pass initial interviews by our senior Care Manager and are only allowed to work for Care Solutions upon successfully completing their training.

Carers working for Care Solutions UK Ltd have to obtain Enhanced Criminal Records Bureau disclosures in the United Kingdom. Our experience in live-in care combined with the support we give our carers and the commitment to our clients, enable us to take great care in selecting the right carers for you. Every effort is made to match the carer's experience and personal qualities to the client's specific requirements and household arrangements.

Our carers are usually between 30 and 60 years old and are mostly from countries like South Africa, Australia, New Zealand and Eastern Europe with European passports or ancestry visas. Most of our carers have previous experience as carers or nurses and most have obtained a degree or higher diploma. We do not supply Nursing Care.

All our carers sign a confidentiality agreement on commencing work with us. Your carer will be expected to monitor your requirements on a daily basis and keep record of your medication and health matters. Carers have a duty to inform the agency of any possible changes in their clients' medication and health needs as stipulated by the Care Quality Commission.

## **The cost of Live-in Care through Care Solutions UK Ltd**

The combined costs of carer's Fees and Agency Fees work out on average less than £600 per week for someone with level one or level two care needs. Although we have costs to cover, our Agency Fee is lower than most of our competitors: we are trying to make it more affordable for our clients. The Agency Fee is charged monthly and is fixed for 2 years from the starting date of care. Our Fee covers recruitment, induction training, administration fees, insurance costs and a reserve of carers ensuring that our Clients are never left without care. Should your carer become ill and unable to work, it is our responsibility to provide you with a respite carer.

## **Employment Agency**

Care Solutions UK Ltd works as an employment agency. We introduce suitable, full-time care assistants who live-in with you, working for you, carrying out your instructions. Your care assistant will be registered as self-employed and will expect to be paid directly every week by you, or a third party such as a power of attorney, accountant or solicitor or family member.

## **Trial Period**

You are welcome to enquire about a trial period to see if Live-in care is suitable to you. We provide a trial period of 2-4 weeks to new Clients to help you decide what you would like to do. Please contact the Care Manager on **01784 618 777**.