



Access Care

We Arrange Live-in Care For People Everywhere



SIR COLIN TERRY

“The Company could not have found a more delightful, caring person to look after me, and who exercised so much professionalism, diligence and above all kindness.”



MR. RADCLYFFE

"A big thank you for finding and supplying the carers at very short notice. I very much appreciate the hard work that you and your team put in to solve our last minute emergency."



MRS. CUMING

"Access Care was fantastic in all respects and its empathy for our situation was so appreciated. I thoroughly recommend Access Care."

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Welcome to Access Care

We offer an exclusive, private, and discreet recruitment and introduction service for people looking for qualified Carers and Companions to live with them and support them in their own homes.

Our service is unique and efficient, and assures that we develop a bespoke solution, considering both needs and budget, to our discerning Clients across the UK. Hundreds of people trust Access Care to recruit their perfect Carers every year, and we are honoured you are considering choosing us too.

Since 1994, our family business has been successfully recruiting and matching private Carers who are registered as 'self-employed'. Their employment status is vital to our offering as it enables us to provide you access to the absolute best, quality, full-time care at home.

Our consultants are an experienced team. Comprising of both care and recruitment professionals, their skills and knowledge align to offer a truly exceptional service.

Our Clients tell us they chose Access Care because we are 'responsive', 'efficient', 'polite', 'open' and 'positive.'

We use a combination of expertise and common sense to tailor-make a service to suit you and your family.



Left: **Melanie Edmunds**
Head of Operations &
New Client Consultant

Bottom: **Tahira Martin**
New Client Consultant



MRS. ROBERTS

“Access Care have been extremely helpful and professional; the Carer was excellent in every respect. We would recommend Access Care in the highest possible terms.”

Carer Zsuzsanna with
Client Mrs. Souster



Why Choose Live-in Care?

When a person requires more support than 'Hourly Carers' can give (who pop in once or twice per day), but ardently wish to remain in their own home, 'Live-in Care' is the perfect option. Often comparable in cost to residential care homes, it offers the best of both worlds; seamlessly combining care and independence to provide peace of mind for the whole family. Staying in your own home is the primary benefit of 'Live-in Care,' but there are many others.

Someone to keep on top of the home and help to potter in the garden if so desired, to run the vacuum cleaner around and change the bed linen regularly, to help care for a much-loved pet, and prepare the home for entertaining family and friends. Someone to make and accompany to appointments – doctor, dentist, hairdresser, chiropodist, physiotherapist, etc. A reminder to take their medication so nothing is ever missed. A Companion and a friend to talk to, laugh with, to attend family celebrations with, so there is no need to miss weddings, christenings, and birthdays. Someone there to help settle down for the night, feeling warm, safe, secure, and comfortable. Help to wash and dress and get ready for the day. Peace of mind for all the family knowing that there is indeed 'someone there', and a loved one is not alone.

Live-in Care is rapidly becoming the preferred choice for couples who would like to stay together rather than see a partner move into a care/nursing home. It is far less expensive than paying for two rooms in a residential home.

There are many times where Live-in Care is an ideal solution, and it doesn't have to be a full-time commitment. Here are some of the most common instances our services are called upon for:

- Urgent care (when immediate help is required)
- Convalescent care (for the period following an operation, a fall, a hospital admission or recovery from illness)
- Short-term solutions (offering ad hoc respite, or regular pattern holiday cover, or just help when you need it most)

Did you know...



People are half as likely to have a hip fracture when they have Live-in Care at home (1.7%) compared to being in a residential care/nursing home (3.2%). *

Better At Home Report 2021. Live-in Care Hub

What We Do & How It Works

In brief, we source, recruit, register and present appropriately trained, experienced, and carefully matched self-employed Carers for you to select. In full, we do so much more.

Primarily, we listen to you. We understand your hopes, wishes and needs, manage your expectations honestly and answer any questions you may have. We will not make promises we can't keep. We help you to make an informed decision about what is the best care option for you and your family. If we don't feel our service is right, we will let you know, and guide you to what we feel is better.

Once the decision has been made to arrange 'Live-in Care' you are able to take advantage of a level of service that suits you and your family's needs. We arrange Carers on a short-term and long-term basis so whether you are looking for us to merely recruit one Carer and introduce them, or you would rather retain our services throughout the year, we are on hand for you as much or as little as required.

Whichever route you choose you can be assured that we will dedicate time with you to enable us to 'match-make' to the absolute best of our ability and therefore present you with some wonderful Carers to select.

Carer Svetlana with Client Mrs. Brunton



How Do We Find Our Carers & Who Are They?

These days the Carers choose us, which is a real compliment and means we never have a shortage of professional, qualified Carers knocking at our door looking for people to care for.

We have an extensive pool of expert Carers available for you to choose from and are confident that by working together we will find you the perfect match. We have built a lovely reputation for being a company that genuinely cares for our Carers. They are very much part of our community. We know that it takes our Clients and their families, Carers & the office team working in unison, with open lines of communication, to create an elite service. Many have been with us for well over a decade which makes us enormously proud. Each of our Carers has their own personality and beliefs, yet are united by a common purpose: to improve the quality of life for their Clients.

Our Carers are self-employed, so are responsible for paying their own tax and national insurance, taking any pressure from you in this regard. By working in this way, the Carers are masters of their own destiny and are happy to support you exactly how you wish and can stay with you for longer periods of time. Engaging a self-employed Carer is just like hiring a plumber or a handyman to help you around the home, you let them know what help you'd like and they oblige. Our role is to help you find that perfect person and establish a professional relationship between you.

Not every applicant is offered a coveted place on our register. As recruitment consultants we are fastidious in our approach to select the cream of the crop and a Companion/Carer is not invited to register unless they meet our specific criteria, some of our registration checks are listed below for your information.

- Identification
- Criminal Record
- Insurance
- Training Qualifications
- Employment References
- Experience Levels

We personally interview our Carers. We ask them about their hobbies, interests, their education, and life story. Once we feel we know them, we develop their 'Carer Profile' (in effect a CV) which we send to enable you to select the Carer you wish to engage from a pool of stringently vetted and recently trained experts at all times. We need to know them well to make a perfect match, and we invest a lot of time to ensure we do.

Did you know...

The average price of a nursing home in 2019-20 in the South of England is over £1,000 a week. Homes will typically allocate around three hours of one-to-one care a day, much of which is 'transactional' rather than quality one-on-one care that Live-in Care can provide.

Carer Training

Our Carers all have professional qualifications, verified by us, and are certified in a combination of the following areas:

- Being a Live-in Carer & Understanding the Role
- Person Centred Care & Infection Control - Health & Safety
- Personal Care/Advanced Personal Care Incl. Catheter, Stoma, PEG feeds
- Hygiene & Nutrition
- Moving & Handling including Hoists, and Wheelchair safe transfers
- Medication Assistance
- Safeguarding People from Abuse
- First Aid with CPR & Do Not Resuscitate Orders
- Understanding Alzheimer's & Dementia
- Mental Capacity & Power of Attorney
- End of Life Care & Palliative Care Techniques
- Diabetes
- Brain Injury Care Techniques
- Neurological Conditions Awareness including Stroke, MS & Parkinson's care

Many also have NVQs in Health and Social Care, expert training in specialist conditions and/or professional RGN qualifications.



JANET (CARER)

"You are all an amazing team to work with. I'm really grateful for all your support."

AMIE (CARER)

"Thank you to the team for always presenting me to clients enabling me to express my passion for caring and looking after people."

Carer Dalia with Client Mr. Fisher



What Do Carers Do?

Within reason, what you need them to do. Our quality Carers know that no one-size fits all and they develop their service to perfectly suit the family, whether working alone or alongside other household staff and domiciliary Carers.

- Shopping (online or trips to the shops)
- Cooking nutritious homemade meals
- Cleaning
- Laundry
- Caring for plants & light gardening
- Caring for & walking pets
- Hosting family & friends
- Helping with personal correspondence
- Attending special family occasions & supporting throughout
- Going on holiday & supporting as needed whilst away
- Going on day trips & outings
- Helping to engage with local groups & community events
- Booking & accompanying to appointments e.g. hairdressers, doctors, hospitals, chiropodists, dentists & opticians
- Finishing touches – help with makeup application, matching outfits & choosing appropriate outfits for occasions, shaving & personal grooming
- Getting up & going to bed
- Washing, bathing & showering
- Personal hygiene & continence management
- Dressing & undressing
- Oral hygiene & denture care
- Hair & nail care
- Prompting & assisting with medication
- Hearing aids, diabetes & blood pressure monitoring



MRS. NEWTON

“She showed a great deal of thought and kindness in the way in which she cared for Mum. She was calm and professional.”

The most experienced group have vast professional experience caring for those living with all manner of conditions such as Alzheimer's & Dementia, Parkinson's, MS, Stroke Rehabilitation, Cancer and Palliative care in varying stages of progression and as such ably assist with all the above, plus a host of specialised services, including:

- Hoisted Mobility Support
- PEG-Gastrostomy Care
- Catheter, Bowel & Stoma Care
- Tracheostomy Care
- Neurological Care
- Ventilated Care
- Acquired Brain Injury Care

Day-to-day life continues with help and support. Whether days consist of companionship at home or making the most of the local community or even travelling the world!



MRS. WOMELDORF

"Both Carers are lovely; they meet all my Dad's personal needs, and they genuinely care about his well-being. They are also both great cooks! I would absolutely recommend Access Care."

Live-in Carer Gemma cooking a nutritious homecooked meal







Getting Ready For A Carer To Arrive

Preparing for a Carer to arrive is much like having a guest to stay. Our Carers are mindful that they are coming to support your relative in their home and know that everywhere they stay is different. Here are a few of our top tips:

A Bedroom

A Carer will need their own bedroom, ideally with sets of bed linen and towels, suitable storage for their clothes and belongings and access to a bathroom. If their bedroom has a television then that's a bonus, but not essential. Wi-Fi is preferred.

Travel Costs

Our Carers are responsible for their travel to and from their client's home. On rare occasions we help people to negotiate a different approach here if required. During an engagement Carers would expect to be reimbursed for travel, parking tickets, fuel etc., if they are transporting their Clients in their personal cars.

Food

Carers are encouraged to make mealtimes a sociable occasion and therefore eat with their Clients, unless expressly asked not to (which sometimes, in the case of couples for example, is completely understandable). As we encourage cooking and eating together where possible, our Clients cover the cost of their Carer's food so, for example, shepherd's pie for one becomes shepherd's pie for two! If a Carer has any special dietary requirements a Client is not typically expected to pay for this, and we will help to agree arrangements for both parties prior to introduction.

The Food Shopping

Some families arrange food to be delivered by a specialist company, others use an online supermarket and many Clients like to go to the shops weekly with their Carer as an outing. Any way that suits you is fine.

Housekeeping Money

There are a few ways to manage a housekeeping fund for a Carer. One of the best is for the family to set up a bank account and have a debit card for the Carers. This way, the family can transfer monies online to cover what's required and keep an eye on spending. The Carer simply passes the card and pin to the next Carer and so on. Other Clients/families are happy to have a petty cash tin in the home that they top up when they visit in exchange for receipts for purchases made.

Rest Breaks

Live-in Carers obviously do not work 24 hours per day; no-one could. We will help you to work out a suggested average working day before you engage a Carer. Many work an average of 10 hours over a 24 hour period and have a 2-3 hours uninterrupted break each day so they can go out/rest etc., allowing for ultimate flexibility and help when required. Carers need to have suitable breaks to complement their duties and ensure that they can care and support to the best of their ability. Each Client is different and therefore each break pattern is too. If your loved one can't be left alone Carers tend to be flexible and many will be happy replacing their daily breaks with a longer break once or twice a week when the family are visiting. A local care agency who provides 'Hourly Carers' can be engaged to complement Live-in Care and we'll happily guide you on this.

Specialist Equipment

If there are concerns regarding moving around the home, then it is advisable to consult an Occupational Therapist (OT) who will visit and make some recommendations. This way you can ensure that Client and Carer will have the equipment they need to make the most of their home safely. We can put you in touch with a firm of private OT's that provide this service if you wish or you can ask your local GP/hospital.

Power of Attorney

Now may be the time to consider the appointment of a lasting power of attorney (LPA). This is a legal document that lets a person (the 'donor', in this case our Client) appoint one or more people (known as 'attorneys') to help make decisions, or to make decisions on behalf of a loved one. This gives them more control over what happens to them if, for example, they have an accident or an illness and can't make decisions at the time that they need to be made (they 'lack mental capacity'). We are more than happy to signpost you to people who can help and advise you on this.

Insurance

It is worth notifying the home insurers that a Carer will be temporarily residing in the home and also the motor insurance company if a Carer is required to drive the Clients own car.



MRS. FORSTER

“We are very delighted with the service received from the agency.”



How Much Does Live-in Care Cost?

The cost of our service is typically between £1,035 - £1,280 per week which is comparable in cost to the top half of care homes in the south of England. There are two elements to paying for Live-in Care arranged through Access Care: a payment to the Carer and a payment to the agency for our recruitment and support service.

Paying your Carer

Most Carers will ask for payment weekly in arrears by direct transfer into their bank account. Carers are 'self-employed' and therefore will inform us of a fee they are willing to work for. We will agree this fee with you prior to their introduction. Before we introduce your chosen Carer, we will ensure you are both happy with the payment terms.

Paying Access Care

We are a recruitment agency and charge for our services. We have a one-off Registration Fee of £180 when you first join Access Care which sets the wheels in motion of recruiting a Carer/Carers on your behalf. There are a couple of ways you can pay for our service.

1. You can pay us a daily 'Agency Fee' which retains our recruitment services, so we are there as and when you need us. For our permanent long-term Clients this is a fixed fee.
2. Should you wish, you can pay a one-off fee once we find your ideal Carer for you (like the majority of other recruitment agencies which is 18% of the Carer's annual salary). We call this our 'Permanent Engagement Fee' and it is dependent on the Carer's salary. You can ask us for a quote at any time during your contract with us and we can help you decide which is the best route for you.

For people that are looking for short-term care we have a separate fee structure. We charge a little more of an agency fee upfront to cover our recruitment cost and we offer a reduction in rates the more you book with us so eventually you'll become one of our loyal customers on the long-term rate (as listed above), even if you use us sporadically. Please call us for a full breakdown of short-term costs.

Value For Money

The majority of the cost goes to the Carer, and this is exactly how it should be. Carers deserve to be well paid for the wonderful job that they do.

A Live-in Carer provides full-time 1-to-1 care as and when required and desired throughout the day/night. Residential/Nursing homes may well be able to offer you a room at a cheaper rate than engaging a Live-in Carer, but the service they offer simply can't match the fact that Live-in Carers provide a truly bespoke and flexible service to their Clients with 1-to-1 around-the-clock care.

The true value of having a Live-in Carer is in the peace of mind that is provided, not only to the person being cared for but to their family as well. Knowing a much-loved parent, child, relative or friend is safe, warm, well-fed, not alone and in the comfort of their own home is priceless.



Guide Cost Per Week For Live-in Care At Home

Basic

Homecooked Meals / Housekeeping /
Companionship / Washing & Dressing



£1,035.00

Moderate

As Basic + Continence Care /
Medication Management / Hoisting



£1,140.00

Advanced

As Basic & Moderate + Hoisting / PEG /
Stoma / End of Life



£1,280.00

Care for a Couple



£1,175.00





Paying For Care

At some point, the majority of people will need to use their own funds to pay for a proportion, if not all of their care. Here's a very quick overview of available funding. We are happy to help further with questions or information.

Funding

It is always worth exploring if there is funding available from the social services department of your local council. In order for them to assess eligibility they would firstly perform a Care Needs Assessment. Your social service is under obligation to perform this assessment for you regardless of income or savings. Should your care needs be eligible the next step would be a means-tested Financial Assessment to see if you qualify for any state funding.

NB If you're arranging care in your own home, the value of your home isn't included in the financial assessment.

Attendance Allowance

For people over the state pension age who need help with the cost of having someone to look after them and have a physical or mental disability. It is not means-tested and is tax free.

The Personal Independence Payment (PIP)

For people aged over 16 and under the state pension age. The level of financial support depends on how the condition affects everyday living, not on the condition itself. It is not means-tested and tax free.

Council Tax

For people that are diagnosed with a 'severe mental impairment' (SMI), which those living with dementia (including) Alzheimer's may well be, there will be a reduction or exemption from paying council tax. If you live alone and have a SMI you could be completely exempt.

NHS Continuing Healthcare (CHC)

For people over 18 with long-term complex health needs as a result of an accident, disability or illness, who qualify for free social care arranged and funded solely by the NHS.

Did you know...

The research shows that the cost of Live-in Care is on a par with many care and nursing home fees, especially in the South East and London.



Reasons To Choose Access Care

- We genuinely care!
- We have been doing this, and doing it well, since 1994
- We are a private, family-run business with old-fashioned morals
- We are well-positioned in the marketplace both in terms of price and value
- We are able to introduce a Carer within 24 hrs in an emergency
- You'll have a dedicated Client Relations Consultant to guide and support you throughout your journey
- We are on the phone 24/7 should you need us
- You'll have unlimited access to the team's expertise & contacts
- We offer a truly personal service, paying close attention to detail with excellent levels of customer service
- The way our service works offers the very highest levels of continuity in the Carers you have
- To enjoy the rewards of our 'Care to Share' scheme when you recommend us
- We write regular emails and blogs bursting with news, advice, & some light-hearted relief



MRS. WILLIAMS

**“We will be using the service again and I have already recommended to a friend.
Thank you.”**

From Left: Judie Tighe, Founder of Access Care with daughter and Managing Director Tiggy Bradshaw





“The legacy of our continued success is the wealth of wisdom, experience and traditional values which underpin our day-to-day operations. When you register with Access Care we know you are placing your trust in us. This trust, and our dedication to improving the quality of life for your loved one, are what inspires us to provide exceptional customer service and the most satisfying experience possible. Leading this energetic, talented, caring office team is an extraordinary privilege.

Their dedication to our Clients, their families and our Carers is commendable and their excellent and genuine levels of customer service are second-to-none. I invite you to talk to one of the team here about your situation and give us the opportunity to offer advice, guidance and reassurance that there is always a solution.”



Tiggy Bradshaw

Managing Director

Contact Us

We are here to provide you with more information, answer any questions and create a personalised solution for your family.

Pick up the phone and have a good old-fashioned conversation, we look forward to talking with you.

01264 319 399

E-mail: enquiries@access-care.co.uk

Visit: www.access-care.co.uk



MR. ROBERTSON

“Thank you for your help and I would like to say that I have been very impressed with your professionalism, service and calibre of people on your books. I would be very happy to recommend you.”



MRS. SOUTHEY

"The team at Access really listened to our Mum's needs. This has been one of the best things we have done for our Mum. Thank you all for helping us to make this happen in such a smooth and considerate way."



Access Care