

This document should be viewed as a tool to differentiate us from our competitors in the Care at home and Live-in space and other models of care. It should also be utilised to explain the value of our proposition and quality of what we do and the subsequent costs.

## Why Nurseplus Live-in care?

1. Regulated by the Care Quality Commission with branches good or outstanding compared to other models which work on an introductory basis.
2. Network of 17 CQC Registered Branches enabling us to cover the whole of the South of England
3. Finalists in Health Investor Awards 2022 - 'Domiciliary Care Provider of the Year'
4. Average Homecare.co.uk rating of 4.7 / 5 across all Branches
5. In a recent survey (24/03/2022) of 205 service users we received 8.6/10 rating for our care and 8.5/10 for how likely a services user or their family would recommend us.
6. In the same survey 85 % of respondents said that Nurseplus have made a positive difference to their life and trusted Nurseplus to meet their needs with 98 % saying how friendly our carers were.

## Advantage of Local Branches: (many competitors have hubs with no local branch presence)

- Help is just around the corner literally, with local staff, local knowledge and support close by
- A member of our team can be with you usually within the hour
- Excellent understanding of local services and the Primary Care Network/GPs;
- Established contacts to support with referrals for Occupational Therapy, Physiotherapy and Social Services
- Local out-of-hours emergency on-call service; providing around the clock support to our carers and clients
- Personalised Assessment will be arranged with local branch within 24-48hrs of initial enquiry
- Live-in carers are supported by local branch with monthly supervisions and spot checks, as well as annual appraisals
- Competitive rates of pay for our Live-in carers, so you get the best

## Backed up by a large company with almost 20yrs history, £80M turnover and 52 branches nationwide

- Great reputation providing care to thousands of people every week
- Able to draw on a pool of over 4,000 Carers and Registered Nurses
- Dedicated Live-in Care Coordinator who oversees client rotas, matching and recruitment
- In-house Compliance and Quality Assurance team to monitor our services and ensure the well being and safety of our Clients and Carers
- Live-in carers will be matched to the specific requirements of the client and their preferences and wishes. Profiles and introductions (face to face, virtual or telephone) will always be arranged prior to the commencement of a service or carer change

## Clear and consistent processes and protocols

- 3-stage screening, interview and induction process to recruit quality Live-in carers
- 48hr and 1-week client review after commencement of service
- Ongoing monthly client reviews and regular Care Plan/Medication reviews
- Continuity of a regular care team of 2-3 Live-in carers on a rotation

## Added value services

- Online GP, Physiotherapy and Talking therapies support provided online and free of charge
- Ability to provide additional hours and days of support as well as Registered Nursing Care
- Personalised signposting to Allied Health and relevant local services
- Accredited in-house training department; providing mandatory training in addition to specialist training tailored to the needs of the client i.e. Dementia, PEG, End of Life etc
- Frequent surveys to ensure quality and feedback
- Pet friendly

## Facts & Figures

- According to The Live-in Care Hub (2021) care homes will typically allocate around three hours of one-to-one care a day, whereas, Nurseplus typically provides up to 10hrs of one-to-one care a day.
- The Live-in Care Hub (2021), report that you have almost 50 % less chance of fracturing your hip when receiving Live-in Care as opposed to residential care. Additionally, social care costs are typically 70 % higher in the year following a fall resulting in hospital admission.
- Up to 71 % of residential homes don't allow pets (The Live-in Care Hub, 2021), however, our Live-in Carers are able to look after you and your pets at home.

# Why Nurseplus Care at home?

## Introduction Model vs Nurseplus Model

Introduction agency (non-regulated)	Nurseplus Care at home (CQC-regulated)
Services are not CQC compliant or inspected.	Network of 17 Branches registered, regulated and inspected by CQC.
Introduce self-employed Carers through a remote service.	Local Branch will introduce the Carer to the Client in person.
Typically charge set-up or registration fee.	No set-up fees charged. Weekly charges are an 'all inclusive' cost.
Carer's pay is managed by Client.	Carer's payroll is managed by Nurseplus.
Client does not receive service reviews.	Client receives a monthly service review and regular Care Plan reviews.
Carer does not receive supervision, spot checks or appraisals.	Carer receives rotation of monthly 1:1s and spot checks. They also receive annual appraisal.
Client is sent choice of Carer profiles prior to starting typically via remote web service.	Client receives personalised assessment in their home prior and choice of Carer profiles matched to their needs and wishes.
Carer is lone working and managed by Client/Family.	Carer is supported by local Branch with regular visits.
If additional care is required, this needs to be provided by family or alternative providers.	Can provide continuity of additional support visits or overnight care through local Branch.
2hr daily break cover needs to be provided by family or alternative providers.	Can provide continuity of regular break cover with small team of Carers.
A Care Plan is not mandatory, and all care is directed and led by the Client/Family.	A Care Plan will be created on the basis of the personalised assessment by the local Branch.
Limited signposting for Clients via remote service.	Local Branch can provide signposting to Allied Health and relevant local services
Unable to provide Registered Nursing care in the home.	Local Branches are able to support Clients with Registered Nursing Care at home.
No reviews available on Homecare.co.uk to provide testimonials	Average Homecare.co.uk review score of 4.7 / 5 across all Branches (Apr 2022)
Limited access to emergency on-call service.	Access to an emergency out-of-hours on-call service to support Carers and Clients in the event of an emergency.
The Live-in Carer is recommended to have liability insurance, DBS check, and up to date training. However, as an introductory agency is not compliant with CQC, this isn't mandatory.	Nurseplus Carers are all fully CQC compliant, having undertaken mandatory training through our local in-house training, enhanced DBS checks, reference history, and are covered by Nurseplus' liability policy.