



Live Your Life, Your Way, in Your Home

Welcome & About Us

We arrange
for carers to
come and live in
**your own
home**

We firmly believe that home is where your heart is, and full-time personalised care and support in the comfort and familiarity of your own home provides the very best level of care available.

Live-in care gives families true peace of mind, safe in the knowledge that parents and loved ones are being looked after, that they are comfortable, clean, warm and well fed; that they are not lonely; they have a companion and friend with them who will enable them to laugh, to smile, and to make the most of everyday. Gone are the pressures of the home; with the

laundry, home-cooked meals and cleaning taken care of.

Live-in care enables continued involvement with the local community, friends, groups and other social activities. Carers accompany their clients to appointments, church, family gatherings and even on holidays. A carer's role is to enable, support and help people to live the life they wish to live, at home.

Our private, family-run business has been successfully arranging expertly trained carers to live in the homes of

our clients across the UK and beyond since 1994. We foster and embody the values of excellence, integrity and open communication and it is with these beliefs firmly in mind that our caring office team are here to listen to you, to advise you and to help you make a truly informed decision about the very best care for your loved one. We are small enough to pay attention to the finer details, yet big enough to provide you with an exceptional service.

We offer **bespoke**
levels of care,
short term or ongoing
to suit all needs



Our friendly office team

Call us
for a chat

☎ 01264 326 505

"I just wanted to send a note to thank you very much for all the support we have had from Access Care while Mum was with us. We have had some excellent carers, and we are grateful for the continuity that we have had with Access Care."

Mrs Haywood

Why Choose Us?

We listen to our clients. We understand that every person is unique, and every situation is different. It is through positive recommendation and regular testimonials that we know we deliver a quality service with a uniquely personal touch. Our clients tell us they choose Access Care because we are 'responsive', 'efficient', 'polite', and 'open'. We use a combination of expertise and common sense to tailor-make each and every care package. We will take away the pressure of your situation and introduce carers that establish a care package that really works for you and your family. Most of all, we work hard to find you the best solution.

The way we operate gives ultimate flexibility coupled with the best levels of continuity at cost effective prices. We meticulously manage each introduction promising seamless cover and continually reviewing our service, acting responsively when necessary.

Our recruitment process is second-to-none and our carers are required to refresh and enhance their training every two years to maintain their registration.

Our personable office team are experts in the fields of homecare, recruitment and training; as well as being friendly, courteous and attentive. We are most of all human and operate with both our heads and our hearts.

We can offer our clients a **trial period**, which gives the perfect opportunity to see if live-in care is the right option.

We offer **free training to relatives** so that they too may gain new skills to help them further understand a condition.

We regularly provide both **short and long-term care** and are typically able to start a care package within 24 hours should you need urgent help.

On the
end of a phone
24/7,
providing our clients
**exemplary
service**



"Access Care is a very efficient provider of care. They are a small but friendly team who try to match a client with the right carer. They found care for my Mother who died two years ago, and they continue to provide my 93-year old Father with care now. They are understanding and approachable with a good client focused ethos. They vet staff in the UK and check Police references from the country of origin of each care worker. They ensure that training standards are upheld by providing regular training seminars to carers. Advice is available 24/7. I have already recommended Access Care to two of my friends."

Mr Prince

"Access Care has provided live-in carers for my parents for the past eleven months. The carers were very capable and looked after my parents to a high standard. The change overs always went smoothly, so there was always continuous care in place. The carers were in contact with me on a regular basis so I was kept informed of my parent's wellbeing. I would definitely recommend Access Care to provide live-in carers, as they listened to our requirements, put the correct care in place and are always supportive."

Mrs Mulley



Meeting you in Person & Making 'The Perfect Match'

We aim to settle each client with a **regular team**, of just two to three carers

Just as we spend time getting to know our carers we also like to meet and get to know the person they will care for as well as their families. Our aim is to **listen to you**, understand your hopes, wishes and needs, manage your expectations honestly and address any reservations you may have. We help you make an informed decision about what is the best care option for your loved one.

When we meet you, we will spend a couple of hours explaining how we operate and in a casual, friendly and unobtrusive manner gather the necessary information required to draft a **bespoke care plan**. This plan is designed to highlight your relative's needs, looking at the practical aspects within the home, including any mobility aids or perceived risks. We will then guide you on the level of support we feel is needed.

We are here to carefully **match the right carer** to each client. We are keen to understand our clients and establish who would best suit their personality and needs. Whether that is a certain level of training or experience or a more personal requirement, such as a hobby or interest, we will carefully select and send you profiles of carers for your consideration.

Care can start as soon as you wish and we often manage to **place carers within 24 hours**, if needed. We aim to introduce the first carer you choose in person and we like to come and see you a couple of times a year (and more if you'll have us) to see how everything is going and to check the standard of our service is meeting your expectations.

Practicalities

There are a few practicalities you'll want to consider prior to having a live-in carer, here are a few handy tips...



We are on hand to advise you further on any of these matters and would be delighted to do so **please feel free to ask us**

Preparing Your Home

Having a carer live-in your home is much like preparing for a guest. He/she will need their own bedroom with suitable storage and a set of bed linen, access to a bathroom, a television and internet access if possible. If the person requiring care needs support with their mobility it may be advisable to consult an Occupational Therapist (OT) who could visit and make recommendations. We are able to put you in touch with a firm of private OT's if you wish.

Travel Costs

Our carers do not expect to be reimbursed for their travel to and from our clients' homes.

Meals

Our carers are encouraged to make meal times a sociable occasion and therefore eat with their clients, unless expressly asked not to (which in the case of couples is sometimes 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! Of course if a carer has any special dietary requirements you

are not expected to pay for this and we will help to agree arrangements for both parties if necessary.

Housekeeping Money

There are a few ways to manage a housekeeping fund for your carer if needs be. One of the better ways is for you to set-up a bank account and have a debit card for the carer. This way you can transfer money on-line 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 within the home that they top up in exchange for the receipts of purchases made.

Carer Breaks

Your carer will need to have suitable breaks to compliment his/her duties and ensure that he/she is able to work to the best of their ability. Each package of care is different and therefore each break pattern is too. We will help you establish a pattern that works for everyone.

If our client cannot be left alone, you may wish to use a local hourly care agency to cover the breaks.

Power of Attorney

Now may well 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 you make decisions or to make decisions on their behalf. This gives the client 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 they need to be made (they 'lack mental capacity'). We are more than happy to refer you to people that can help and advise you on this.

Notifications

It is worth notifying the home insurers that a carer will be residing in the home and the motor insurance company if a carer is required to drive.

We know each and every one of our carers personally which means we can **match** them to you **perfectly**

Our Carers

We not only care about our clients but also about our carers. They are considered part of our community. Many have been **with us for over a decade** which makes us very proud. Each of our carers have their own personality and beliefs, yet are united by a common purpose – to improve the quality of life for their clients.

Our carers are **truly wonderful people**, and are required to re-register with us every two years. To do this they must undergo further training and recruitment checks. This way we are able to ensure our clients are able to select from a pool of stringently vetted and recently trained carers. We are fastidious about our recruitment process and no carer is registered unless they meet our specific criteria. We **check identification**, take and verify **references** and obtain **Criminal Record Checks** (both UK and foreign if applicable). We explore **employment histories**, verify given **qualifications** and assess **training levels**.

We do all this prior to **interviewing** each carer **face-to-face** where we **assess language skills** & comprehension and spend time getting to know them. We want to know who they really are – we talk to them about their hobbies & interests, their family, education, background, likes & dislikes, cooking & housekeeping skills and what makes them tick.

Once we feel we know them, we are in a position to develop their '**Carer Profile**' which we post or email to you so **you can select the carer you wish to engage**. We need to know them well to make a perfect match, and we do.

Every carer who wishes to register with Access Care is required to spend a full day with us at our Head Office, run personally by the Managing Director and Head of Operations. This is our chance to impart and reinforce our values, beliefs and principles to our carers. We spend

Criminal Record Check ✓
References ✓
Training ✓
Qualifications ✓

"I just phoned as I wanted to thank Access Care for Rose. She is an absolute angel! She is so wonderful and I can tell straight away that she is a complete natural. My Mother simply loves her already! Thank you for finding the perfect match."

Jay Dudley

time explaining how Access Care operates. We talk about what being part of the Access Care community means. We chat through housekeeping, cooking & setting the table, communication & record keeping and those ever important finishing touches.

All our carers are certified in a combination of or all of the following courses:

- Understanding The Role Of The Carer
- Person Centered Care & Infection Control
- Health & Safety
- Food Hygiene & Nutrition
- Moving & Handling
- Medication Awareness
- Safeguarding People from Abuse
- First Aid with CPR & Do Not Resuscitate Orders
- Understanding Alzheimers & Dementia
- Mental Capacity & POA
- End of Life Care
- Diabetes
- Brain Injury Care Techniques
- Neurological Conditions Awareness.

Many also have NVQ's in Health and Social Care, expert training in specialist conditions and/or professional nursing qualifications.

"My name is Lucia and I am enjoying working with all the staff from the Access Care office. I myself do live-in care work and I have been with Access Care since 2005. I find them responsible for both their carers and their clients. Also, they give very good training to their carers. I always recommend Access Care to my friends."

Lucia Masarawa



"We have been using Access Care for the past couple of years for my husband's daily care needs. All our carers are well trained, friendly, caring and most importantly they look after my husband how I would look after him. They are all really kind and caring and chat to him and make him feel safe and secure."

Mrs Musselwhite

Our Clients

Our clients live across the UK and share one goal, to remain living in their own homes.

Our **short term care** can offer post-operative support to either an individual or a couple.

Short term care also enables family members to enjoy a holiday or it can be a way to take a much loved relative on holiday accompanied by a carer.

Long term care is a solution for those needing ongoing care in their home and we offer varying packages depending on the level of support they need. This ranges from companionship and housekeeping through to couples care and complex care (even if more than one carer is needed) and is also the solution right through to end of life. We view our clients and their families as part of the Access Care community and we work diligently and compassionately to ensure that the needs of our clients come first.

From **young adults to the older generation**, our clients engage us for many different reasons; congenital disorders, Neuro-muscular conditions, Alzheimers, brain or spinal injuries, strokes, cancer are to name but a few.

Our carers help with continence management, meal planning, food shopping and prepare wholesome, nutritious home-cooked meals to be enjoyed together, whilst monitoring diet and nutrition. A carer will remind them to take their medication through the day and be available to run errands such as picking up prescriptions,

dry-cleaning or other daily essentials. To keep on top of the home, to vacuum and change the bed linen regularly, to help **care for a much loved pet** and prepare the home for entertaining family and friends. To **accompany to appointments**; Doctor, Dentist, Hairdresser, Chiropodist, Physiotherapist etc. A companion and a friend to converse with, 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.

Other clients have physical disabilities with more **complex care needs** and so require assistance with bed mobility and transfers, hoisting, assistance through the night, advanced personal care e.g. changing catheter bags, PEG feeding, stoma care and administering medication and assisting with Inhaler/Oxygen/Nebuliser.

Carers work in conjunction with Doctors, District Nurses, Occupational Therapists, Physio Therapists, Care Managers etc. and will liaise with them regularly if required, to provide the very best care to their client.

Some of our clients are looking for a **companion/housekeeper** to be there when they wake, to bring them a cup

of tea in bed to help them start the day. **A companion** to ensure they look their best, helping with dressing, makeup and making sure clothes remain clean and tidy helping to dress appropriately for the weather.

Each client is unique and individual. As such no two care packages are the same. Our clients wish to remain living in their own home but require support, in whatever form that may take, from a live-in carer.

Once care has started we stay in **close touch** with our clients and carers offering **ongoing advice and support**



"Working with the team from Access Care has been a joy from the outset. My 83 year old Mother has advanced dementia. From my first panic stricken contact when I needed immediate 24-hour care in rural Wales to the ease with which holiday cover has been found, the team have always provided a kind, professional 'can do' service. My Mother is now able to stay safely in her own home and receive the help she needs; from being reminded where she is and what day it is to mealtimes, medication, personal care and on occasion a sing along to Songs of Praise."

Miss P Cole



Paying the costs of 'Live-in Care'

Being able to stay at home with a qualified and vetted care worker has many advantages over the alternative of going into a care home. Concerning cost, the most prominent point is that live-in care fees are often less than care home fees. Your loved one is being cared for and supported in the comfort and familiarity of their own home whilst retaining their property asset. In the case of caring for couples, live-in care is far more cost effective and of course, the concept means that parents can stay together.

Our pledge to you, is to work with you. Balancing wishes with needs to ensure you'll pay for the exact level of care your loved one requires and desires, no more and no less. As a result, you'll receive quality care that perfectly suits both need and budget. The cost of a care package is

broken down into two parts; the fee to the care worker and the agency fee. Both are quoted based on levels of dependency. Please see our Levels of Care as a guide. Everyone is different and all require different levels of care. Please do call us so we can listen to your situation and provide you with a more definitive quotation.

There are financial advisors that specialise in helping people with care planning. They are able to provide free quotations for Annuity Plans which are medically underwritten and tax-free, so well worth considering. We do not profess to be financial experts but can give you names of a number of specialists who can offer impartial advice so you can weigh up all the options presented to you. It is also worth exploring if there maybe funding available for the package of care your

loved one needs, whether from the NHS or local authority. Here are a few to research further:

Attendance Allowance for disabled people over 65 who need help with personal care, it is not means-tested and it's tax free.

NHS Continuing Healthcare (CHC) for people not in hospital but assessed as having a primary health need. It is a non means-tested benefit.

Local Authority Support is for people whose capital assets do not exceed a specified amount.

We are more than happy to point you in the right direction for further advice.

Levels of Care

As a guide we offer three levels of care; Basic, Moderate & Advanced.
We are happy to guide you in the level of support we feel is needed.

“Access Care came to our rescue within 24 hours of contact. A professional and fulsome initial meeting was held and within another 24 hours, a full-time carer was identified and in place. Since then we have had two carers, both extremely efficient and most friendly. We are delighted and relieved that our relation is in such good hands, medically, socially and in everyday living.

I would have no hesitation in recommending Access Care to other families in need of 24-hour care for any loved one.”

Mr Pearl



Service	Basic	Moderate	Advanced
Home-Cooked Meals	♥	♥	♥
Housekeeping	♥	♥	♥
Laundry	♥	♥	♥
Companionship	♥	♥	♥
Washing, Dressing and Undressing	♥	♥	♥
Moderate Personal Care (Bathing)		♥	♥
Basic Continence Management (Reminders)		♥	♥
Moderate Continence Management (Continence Care Products)		♥	♥
Catheter Care		♥	♥
Medication Management (Reminders, Assistance, Administration)		♥	♥
Hoisting		♥	♥
PEG Feeding			♥
Stoma Care			♥
End Of Life Care			♥
	From £770 per week	From £850 per week	From £925 per week

“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 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 a solution.”



Tiggy Bradshaw

Managing Director

*Call us
for a chat*

☎ 01264 326 505

Levels of Care

We offer three levels of care; Basic, Moderate & Advanced.
We are happy to guide you in the level of support we feel is needed.

The cost of arranging a carer to 'live-in' is broken down into two parts; the fee to the carer (for his/her services) and the agency fee (for our service). Fees are quoted based on levels of dependency.

♥	♥♥	♥♥♥
Basic Care	Moderate Care	Advanced Care
£770/wk	£850/wk	£925/wk

Couples
Care, Housekeeping & Companionship
£1,040/wk

Short Term Care (28 days or less)
Individuals: £1,045/wk
Couples: £1,260/wk

Call us
for a chat

☎ 01264 326 505



Service	Basic	Moderate	Advanced
Home-Cooked Meals	♥	♥	♥
Housekeeping	♥	♥	♥
Laundry	♥	♥	♥
Companionship	♥	♥	♥
Washing, Dressing and Undressing	♥	♥	♥
Moderate Personal Care (Bathing)		♥	♥
Basic Continence Management (Reminders)		♥	♥
Moderate Continence Management (Continence Care Products)		♥	♥
Catheter Care		♥	♥
Medication Management (Reminders, Assistance, Administration)		♥	♥
Hoisting		♥	♥
PEG Feeding			♥
Stoma Care			♥
End Of Life Care			♥
	From £770 per week	From £850 per week	From £925 per week

Fees (as applicable)

Registration Fee £140 plus VAT (one off payment)

Rapid Response Fee £150 plus VAT (only when a carer is introduced with 48 working hours of enquiry)

Useful Notes

Our **Registration fee** is a one-off, non-refundable payment and due prior to the introduction of your first carer.

Our **Agency fee** is our charge for our services to you. You are retaining our expertise in care and recruitment to enable us to source and register expertly trained, qualified and vetted carers whilst managing the introduction of them to you. We will ensure continuity of care, along with 24/7 support. Our Agency fee for Respite/Short Term Bookings (28 days or less) is payable in advance. Bookings longer than 28 days in duration are invoiced every four weeks in arrears.

In most cases, carers are paid directly by you. We are on hand to help you establish a method that suits all parties. In exceptional circumstances, we can offer a 'Carer Pay Facility Fee' whereby we invoice you for the total amount and pass your monies to the carer. There is an administration charge every four weeks (or per booking) for this service which we would invoice with the Agency fee. Please call us for details.

It is suggested that the carers daily rate is doubled on Bank Holidays.

Typically, the carers we introduce take care of their own travels costs both to and from their client's homes.

Typically, our clients/customers cover the carer's food costs for the duration of the booking.

It is suggested that on 'change-over' days (where one carer leaves and another arrives) each carer is paid for a half day.

All the carers we introduce are 'self-employed' and are therefore responsible for their own tax and NI contributions.

We ensure
continuity
of care,
along with
24/7
support

"Nothing was too much trouble day or night. I am deeply grateful."

"I felt so reassured that she was with my aunt and so touched by how much care and affection she gave her. We couldn't have had a better carer".

"I have always felt able to 'pick up the phone' and feel that you and the team would assist me with any problems."

"Vitalijus has been so wonderful and he's so caring towards both my parents. He has a great sense of humour and made a wonderful roast chicken dinner at the weekend."

"Dalia has gone over and beyond her duties since my father's health has deteriorated I would highly recommend her to other clients."

"She is an absolute delight, she is very kind and caring. There is a lovely atmosphere in the home which affords an excellent quality of life."