



hometouch

Your personal guide to care at home



# Welcome

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Speak to a Care Advisor today

**020 3504 8771**

# Introducing **hometouch**

**At hometouch, we provide personalised live-in care for people across the country.**

“During my time as an NHS dementia specialist, I saw a broken care system – carers were unfulfilled and patients weren’t getting the care they needed. I founded hometouch to give carers and patients a better deal.

I’ve seen that arranging care for a loved one can be a difficult time, which is where this guide comes in. From broaching the subject of care with your loved one to working out how to fund it, we want it to empower you to make the best decisions for your family.”

Dr Jamie Wilson

Founder & CEO, hometouch



Professional, helpful and very timely.

Cannot recommend them enough.

Thank you hometouch.



**hometouch customer**



Dr Jamie Wilson  
Founder & CEO, hometouch

# Why we wrote **this guide**

**Arranging care for your loved one can be daunting – so we wrote this guide to help make it straightforward, stress-free and to give you peace of mind.**

Our mission is to help those who need care to live happily, safely and with dignity in their own homes.

If you have any questions, or need advice about your own situation, our Care Advisors would be happy to help.

Whether you're looking for companionship care for someone with dementia, or round-the-clock care for someone with a spinal injury, choose from the best carers with hometouch.

Get in touch with a Care Advisor today

**020 3504 8771**

**[advice@myhometouch.com](mailto:advice@myhometouch.com)**





# Signs your loved one **may need care**

**Your loved one may downplay their struggles out of pride, or a desire to keep you from worrying.**

Some of the signs can include:

- Falls
- Wandering
- Loneliness
- Hygiene issues
- Forgetfulness
- Not eating properly
- Sleep disturbance

If your loved one is showing any of these symptoms, or you're worried about their wellbeing, speak to their GP or a relevant healthcare professional.

# Get the right care

**We believe that live-in care can be the best option for your loved one – we can offer personalised 1-to-1 care in their own home.**

Our hometouch carers are carefully vetted, and our unique carer matching service makes sure they're a great fit. This means you have greater choice, transparency, control and continuity of care, and hometouch carers are better paid than agency carers.

	Tailored care	Round-the-clock care	Familiar surroundings	1-to-1 support
Live-in care	✓	✓	✓	✓
Day care centre	✗	✗	✓	✗
Sheltered housing	✗	✓	✗	✗
Care home	✗	✓	✗	✗



# The costs of **live-in care**

**Live-in care costs are highly dependent on your location, the care needed and the way you employ your carer.**

As well as considering the daily or hourly rate, it's important to think about the cost of setting up suitable living accommodation.

Live-in carers usually charge a rate for a whole day of care, with hometouch carers typically charging between £120 and £150 per day, depending on experience and care needs.

Your loved one may be eligible for assistance from their local authority, which we'll explain in the next section.





# Options for **funding care**

**Depending on your loved one's needs and financial status, home care can either be funded privately or with the support of the local authority.**

## **Private funding**

The majority of care is at least partly paid for privately. There are a number of ways people do this:

- Equity release on a home
- Pension funds
- Savings or other assets

## **Local authority funding**

If your loved one has assets below a certain threshold (£23,250 as of 2019), they may be entitled to funding or support from the local authority. This could be either using:

- Council care services
- A personal care allowance to spend



# What makes a **great carer?**

**Carers should be compassionate and capable – from trained PEG feeders to avid crossword solvers, carers should exhibit their expertise and empathy.**

They should have gone through a rigorous selection process to make sure they're someone you'd be happy to have looking after your loved one.

At hometouch, we take care seriously. We only take on the best carers, and carefully match them to suit your loved one's needs.

- Vetting prospective carers and DBS checks
- We only choose carers with over two years' experience
- A phone consultation to make sure you're happy with our choice of carer
- A unique matching service to make sure your loved one gets the best possible care





# What to look for in a **care provider**

**There are a lot of options when you're choosing a care provider, but ultimately you want to make the decision that's best for you and your loved one.**

Look for services that are regulated by the Care Quality Commission, and do some research on review sites, speak to your friends and family, and ask at your local medical practice for recommendations.

Ask yourself the following questions when choosing a care provider:

- Are they registered with the CQC?
- What are people saying about them?
- Do I get to speak to the carer before they start?
- Can they offer the right kind of care for my loved one?
- Have they vetted their carers?

# Why choose **hometouch?**

**hometouch offers an unrivalled  
level of live-in care.**

We can pair your loved one with one of our trained and vetted hometouch carers, using our unique matching service to ensure they can live happily, safely and with dignity in their own home.

We're regulated by the CQC, a government body that ensures healthcare providers meet certain fundamental standards of quality and safety.

Regulated by





Rated five stars on

 TRUSTPILOT



Rated

**9.8**

on [homecare.co.uk](https://homecare.co.uk)

Trusted by over

**1000**

families

# What our **clients say**

 **I used hometouch to find a carer  
for my elderly mother.**

The carer we found was second to none, the highest standard of care was provided. hometouch throughout were helpful and easy to deal with. I recommend them highly.

**hometouch indeed delivers  
what it stands for.**

The service is excellent, the customer service is superb.

**We are really pleased with the  
support we received to identify and  
contract two live-in carers.**

hometouch staff are always available, pleasant to deal with and extremely helpful.

We are delighted to have found you!



# Get in touch

**We hope this guide has been helpful.**

Find out how we can support your loved one with life-changing live-in care. Get in touch with a hometouch Care Advisor today.

Call a Care Advisor today

**020 3504 8771**

or email

**[advice@myhometouch.com](mailto:advice@myhometouch.com)**

## **Are you a healthcare professional?**

We work with hospital discharge teams, solicitors, case managers and NHS commissioning groups to supply exceptional carers nationwide.

Learn more at [myhometouch.com/partners](https://myhometouch.com/partners)



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