

# Live-in care for individuals and couples

## Your Personal Assistant (PA)

Our Live-in Care service provides flexibility when a client needs a Personal Assistant at differing times, day and night, to assist or carry out a variety of tasks. Each day can be different with you setting the agenda inside and outside your home. The daily tasks of everyday living can be fulfilled by your Personal Assistant but she or he can also support you to enjoy hobbies and social activities.

Our Personal Assistants are trained to be unobtrusive when their presence is not needed but active as soon as you need them to be. You can relax in your own home, knowing your personal space is respected.

## Organising your live-in care service

Call our nearest office to discuss your requirements and arrange an initial visit. This will give you the opportunity to meet with us face to face, for us to gain a detailed picture of the service needed and for you to ask any questions and discuss the costs involved. We only move to the next stage once you are entirely comfortable with the service and happy to instruct us.

One of our Safety Supervisors will visit you to carry out the necessary assessments and gain in-depth details of every aspect of care required, personal preferences and any other requirements you may have. We will then arrange a start date for your Personal Assistant to commence care.

## Your next step

Call our nearest office and we will explore your care and support choices and discuss costs.

## Starting your live-in care service

On the first day your inTouch Home Care Personal Assistant will arrive accompanied by our Supervisor. The role of the Supervisor is to introduce the Personal Assistant to you, and confirm the way you wish your care to be managed. After a settling-in period our Supervisor will leave you and your Personal Assistant to get to know one another. Our Supervisor will then give you a call to ensure all is going well and then keep in close contact with you on a regular basis to make sure that everything continues to run smoothly.

- **Night care services** for clients who need someone to be awake throughout the night. We can arrange additional care workers to come in just for night duty.

## The safeguards you have

We always seek to exceed these minimum standards. We are full members of the United Kingdom Home Care Association (UKHCA), CQC, Investors in People (IIP), ISO9001 and carry Public Liability insurance (£10million).



*"Your support is all I wanted from a live in service. I feel totally confident that my father and mother are in such capable hands. It is such a relief to me thank you."*