

Unique  
Senior Care®

*People, above all else.*



## Live-In Care

Outstanding care where it matters most

Inspected and rated

Outstanding 

 Care Quality  
Commission



*Choosing care for yourself or someone you love is never easy, and we know that personally. When we started Unique Senior Care over 15 years ago, we wanted to build something that felt different: care that treats people as people, not clients or numbers. That belief still guides everything we do today.*

*We're proud to be an independent, family-owned company. We provide visiting home care in Coventry, Solihull, Warwickshire and the surrounding areas, and Live-In care right across England. Each Live-In arrangement is overseen by a dedicated local Care Manager who remains closely involved and keeps care safe and comfortable.*

*Our focus is simple. Kind, capable Caregivers who take the time to really know the people they support. Every person in our care should feel safe, comfortable and respected, just as we'd want for our own families.*



**Phil Wright-Howarth and Phil Maundrill,  
Co-Founders and Directors of Unique Senior Care**

## People, above all else



There was a time when getting older or needing extra help meant packing up the life you love. But home is more than just four walls. It is your safe space, your memories, your way of doing things. Now, with the right care, you can stay right where you belong. Safe, supported and surrounded by everything that feels familiar.

### What is Live-In Care?

Live-In Care means having help and support while staying in the comfort of your own home. A trusted Caregiver lives with you, offering everyday help, good company and peace of mind. Life feels easier and more comfortable, because support fits seamlessly around you and your routine.

Families often tell us it is a weight off their shoulders knowing someone kind and caring is always there to help.

### Seeing it for yourself

We believe it helps to see real people and real experiences, not just read about care. Throughout this guide, you will find small square codes you can scan with your phone to watch short videos or visit helpful pages on our website.

They are there if you would like to explore a little more, but everything you need is right here too.

*What others say about us*



*Scan the QR Code*



Watch Michael's story



*My wife's live-in carer has transformed both of our lives. I no longer feel overwhelmed by providing personal care and doing all the household tasks myself and my wife is happier because she has a companion and I am not so irritable.*



**R.B, Husband of Client**

## Who is Live-In care for?

Live-In Care is ideal for anyone who wants to stay at home but needs a bit of help to do so safely and comfortably. It is for people who value their independence and the comfort of familiar surroundings, but would feel more confident knowing someone is always nearby.



- ✓ Living with dementia, where calm and familiar surroundings make day-to-day life easier.
- ✓ Recovering after a hospital stay or illness and need help building confidence.
- ✓ Feeling lonely or isolated and would like regular company.
- ✓ Finding everyday tasks like cooking, cleaning or getting around harder.
- ✓ Living with ongoing health conditions such as Parkinson's or multiple sclerosis.
- ✓ Part of a couple wanting to stay together safely at home.
- ✓ Caring for a loved one and needing time to rest or recharge.

### About the cost of care

We know that cost is an important part of choosing care. We are also open about the fact that we are not the cheapest provider out there.

That is because we invest more in the things that matter most. Experienced Caregivers, small care

management caseloads, proper training, strong oversight and real continuity. All the things that keep people safe, supported and genuinely cared for at home.

Throughout our website, we explain clearly what goes into the cost of our care, how

funding can work, and what support may be available. You will see a code here if you would like to explore that in more detail.

We believe families deserve to understand exactly what they are paying for and why.



See more on costs

*Find out more*



*“The staff at Unique Senior Care have been wonderful right from the start; sympathetic, practical and understanding of both my uncle's needs and also my own. The level of care is fantastic. It is a huge relief for us as we do not live locally.”*

**R.H, Niece of Client**

66 He is 96 years young and not ready for stopping yet. The world is still out there and he wants to enjoy it. 99



## Why choose us for Live-In care?



Families choose us because they want care they can truly trust, delivered properly and with real oversight. In our most recent annual survey, 94% of clients and families said they feel safe with our support, and we're proud to be rated Outstanding by the Care Quality Commission (CQC), placing us among the top 4% of providers nationally.

### Personal attention

One-to-one help shaped around how you like to live, with support that fits around your day.

### Peace of mind for families

Loved ones can relax knowing someone kind and dependable is always close by.

### Continuity

The same familiar Caregiver builds trust, understanding and confidence over time.

### Familiar surroundings

Stay where you feel safe and comfortable, with the people, pets and memories you love.

### Independence

Gentle support that helps you keep doing what you can and stay in charge of your routine.

### Care for couples

A practical and cost-effective way for partners to stay together at home, with one Caregiver supporting both rather than paying for two care home places.

*Let us show you*



Watch Michael's story

Watch Michael's experience with Live-In care





## How we can help at home



### Companionship

Good company and friendly conversation can make each day brighter. Whether it is sharing a cup of tea, enjoying hobbies, or heading out to local activities, our Caregivers bring warmth, reassurance and connection. They also offer gentle encouragement to stay active and socially engaged, helping each day feel meaningful.



### Home help

We offer practical help to keep your home safe and comfortable, from preparing meals and light housekeeping to errands and laundry. Our Caregivers can also help organise appointments or light household admin, easing daily pressures and keeping things running smoothly.



### Personal care

Kind, respectful help with everyday routines such as washing, dressing and moving around your home. We can also assist with skincare, medication prompts and gentle mobility support to promote comfort and confidence each day.



### Respite care

Short-term care that gives family members time to rest and recharge while ensuring their loved one continues to receive consistent, compassionate support. Respite care can be planned or arranged quickly when extra help is needed.



### End of life care

When someone reaches the final stage of life, our Caregivers bring calm, comfort and reassurance. We help people stay at home, surrounded by familiar things and the people they love, focusing on dignity, peace and gentle support for families.



### Specialist condition care

Personalised support for people living with long-term conditions such as dementia, Parkinson's, stroke, MS and more. Every care plan is built around the person, their needs, routines and preferences, helping them live well and stay independent at home.



## The people behind your care



Our Live-In Caregivers are at the heart of what we do. We only recruit Caregivers we would be happy to welcome into our own homes.

### Selective recruitment

Out of every 85 people who apply, only one is selected to join our team.

### Experienced professionals

Every Live-In Caregiver has at least one year of professional care experience before joining us.

### Comprehensive training

All complete at least 40 hours of face-to-face training to build confidence and practical skills before supporting clients.

### Ongoing support

Each Caregiver is guided by experienced Managers and supported around the clock by our office team.

### Consistent teams

You will usually have two regular Live-In Caregivers who rotate on a schedule that fits your life, to provide continuity and trusted support.

### Continuity of care

This familiar routine means our Caregivers quickly get to know you, spot changes early and respond with care and reassurance.



*“ I absolutely love being a carer. Walking into a room and seeing someone smile because they feel safe and cared for - that is everything to me. ”*



*Let us show you*

Hear from our live-in carer, Anne



# A regulated service vs an introductory agency



When you start looking for care, you might come across companies that call themselves introductory agencies. It can sound similar to what we do, but the level of responsibility and support is very different. Here is how the two compare:

## Fully managed, regulated service (Unique Senior Care)

- ✓ Caregivers are **employed by us** and fully checked, trained and supported.
- ✓ We take care of **pay, insurance, training, holidays and ongoing support.**
- ✓ Our service is **regularly inspected by the CQC** to make sure it meets national standards.
- ✓ Families and Caregivers have **24-hour support** from our experienced management team.
- ✓ You will have **consistent Caregivers** who know you well and provide continuity.

## Introductory agency

- ✓ Caregivers are **self-employed**, so you become their employer.
- ✓ You are responsible for **tax, pay, holiday cover and training.**
- ✓ **Not inspected or regulated** by the CQC, so quality can vary.
- ✓ **No management support**, you manage directly.
- ✓ There may be **changes or gaps** between Caregivers.
- ✓ You manage the Caregivers directly.

By choosing a regulated service, you will always have expert guidance, reliable support and peace of mind that every Caregiver is trained, trusted and backed by a team who are accountable for their care.

“ I was very impressed with Unique Senior Care from the outset when I saw a video on their website setting out clearly their support packages with prices. After my initial phone call I was quickly put in touch with the new client manager and arrangements made for her to visit my father... I have felt supported throughout the process and very happy with the choice of caregiver. ”

D.M, Daughter of Client

What others say about us



Learn more about the difference between regulated and unregulated care



Watch to learn more





## Care at Home vs Care Home



When you need round-the-clock help, the two main choices are Live-In Care or a care home. Both provide support and peace of mind, but the experience day to day can feel quite different.

### Live-In Care at Home

- ✓ Stay in the comfort of your own home, surrounded by familiar belongings.
- ✓ Receive dedicated, one-to-one support tailored to your needs.
- ✓ Keep close connections with family, friends and your community.
- ✓ Follow a flexible daily routine that suits your lifestyle.
- ✓ Access healthcare through visiting nurses and other professionals.
- ✓ Family can visit anytime, with daily life carrying on as usual.

### Care Home

- ✓ Move into a supportive residential environment with round-the-clock care.
- ✓ Have assistance from a team of Caregivers and medical professionals.
- ✓ Engage in group activities, social events and shared spaces.
- ✓ Follow a structured daily schedule with planned activities.
- ✓ Receive on-site nursing care for medical and more complex needs.
- ✓ Family visits are encouraged but may follow set visiting hours.

Watch how Live-In care made life more comfortable for Rita and her daughter, Julie



Watch Julie's story

“ It is such a relief knowing Mum's back in her own home where she is happiest. She eats better, sleeps better, and just feels more like herself again. ”

*What others say about us*

# Next steps

## 1 Get in touch

It all starts with a simple conversation. You can call us, request a call back or send an enquiry online. Our friendly team will listen to your situation, answer your questions and explain how care at home works.



Book a call

*Contact us*

## 2 Home assessment

If you would like to move forward, we will arrange a free home visit with our New Clients Manager. They will take time to understand your routines, preferences and what kind of support would make the biggest difference.



Learn more

*Watch to find out more*

## 3 Creating your personalised care plan

Together, we will design a plan that fits around your life, from a few hours a week to full daily support. Everything is tailored around your goals and what matters most to you.

## 4 Meet your Caregiver

We will carefully match you with a small, consistent team of Caregivers who suit your personality and needs. You will always know who is coming and when.

## 5 Care begins and regular reviews

Your care starts on the date agreed, with ongoing support from your Care Manager.

We will stay in touch, check how things are going, and adapt your plan as your needs change.





## Awards and recognition



Our standards are shaped by more than words; they are recognised by the organisations that set the benchmark for quality care in the UK.



PRINCESS ROYAL  
TRAINING AWARD  
2021 • 2024 • 2025

We are proud to have won this national award three times. It celebrates the outstanding face-to-face training every Caregiver receives before supporting clients and recognises our ongoing commitment to learning and the difference this makes to the quality of care at home.



Families have rated Unique Senior Care among the UK's Top 20 Homecare Providers on Homecare.co.uk for five years running. It is a reflection of the trust and confidence people place in our team.



Our live-in care service is rated Outstanding by the Care Quality Commission. This reflects a strong focus on safety, quality, consistency, and kindness in the care we provide.



We are proud to have been shortlisted at the 2025 and 2026 HealthInvestor Awards, which recognise excellence, leadership and quality across health and social care in the UK.



*I have found the office and care staff at Unique to be brilliant over the last 6 months or so, which is what makes them stand out. Arranging care for loved ones can be stressful, but each person I have dealt with has been efficient, reassuring and helpful*



**VF, Daughter of Client**

# Not ready for care yet?



## Care Advice Hub

For practical tips and expert guidance about arranging and managing care at home, visit our Care Advice Hub. You will find clear, helpful articles written by our team on everything from understanding funding to supporting someone living with dementia.

## YouTube Channel

See care in action on our YouTube channel, with real stories, training insights and short videos from our Caregivers and clients. It is a simple way to get to know how we work and the people behind our care.



“ There is trust, there is understanding, there is relief. It gives my wife time for herself and I know I am not alone. ”

*Let us show you*





“Sophie put a plan in place with my full involvement and supported me to find that right Caregiver for my son. Today we now have 2 regular Caregivers that feel like family. I no longer have to worry, I know I have done the right thing for my son. My son is happy and I can see he is happy. It works for us and they are helpful to me too.”

OG, Mother of Client

## Frequently asked questions



### How quickly can Live-In care start?

In most cases, we can arrange Live-In care within a few days. In urgent situations, support can often begin within 24 hours once a care plan and match have been agreed.

### What do Live-In Caregivers actually do?

They help with everyday tasks such as personal care, meals, medication, housekeeping and companionship. The role is flexible and shaped entirely around the person's needs and routine.

### Will the same Caregiver stay with us all the time?

Usually, two Caregivers share the role on a rotating pattern that suits your lifestyle. This ensures continuity while allowing each Caregiver proper rest.

### Do I need a spare room?

Yes. Your Caregiver will live in your home, so a private bedroom is needed. We will talk through what is required to make it comfortable and practical for both of you.

### What do I need to provide for a Live-In Caregiver?

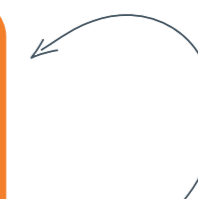
Your Caregiver will need a private bedroom with a bed, storage and access to Wi-Fi so they can update your care management system effectively. They will also need access to shared areas such as the kitchen and bathroom. Meals are usually provided as part of the arrangement, and time off each day is built into their routine.

### How does Live-In care compare in cost to a care home?

For individuals, Live-In care is often similar in cost to a good quality care home. For couples, it is usually more cost-effective as one Caregiver supports both partners.

### What if my needs change?

Your care plan can be reviewed and adapted at any time. We will work closely with you and your family to make sure your support always feels right.



Find out more



## We are here when you are ready

Supporting over 3,000 families over the past 15 years.

Whatever stage you are at in planning care, we are here to listen and help you find what is right for your family. There is never any pressure, just a friendly chat about your situation and the support available.

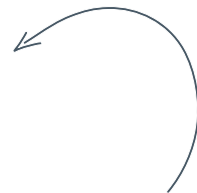
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