Better at Home

A guide to Live-in Care

People spend a lifetime creating their own home. As a leading provider of Live-in Care, we want to support and enable people to continue living at home, no matter what life throws at them. Read our Guide to Live-in Care to find out why care is better at home.

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Needing someone to care for you affects people of all ages and backgrounds at some point during their lifetime.

A recent injury, a diagnosis of a long term health problem or simply getting a little older are some of the many reasons you may now find yourself looking into care for you or a family member.

When we think of a care service, many people often picture a care home and Carers in uniforms.

But Live-in Care is a care service where a trained Carer will live with a person in their home and provide support as and when a person requires it. No uniforms, no dictated meal times, set routines or food options.

Live-in Care is created around a person's own home, choice and lifestyle. There's a common misconception that care homes are more affordable than a one-to-one Carer, but a one-to-one Live-in Carer can be as affordable as a care home.

All you need is the additional space to give a Carer their own room.

People spend a lifetime creating their own home. That's why we believe in the importance of helping people to continue to live at home no matter what life brings. As a leading provider of Live-in Care, we have over 25 years of experience providing Live-in Carers who are trained to support people in their own home. This experience is a testament to the caring and professional service we provide.

> **"Since becoming an ENA Client, I've become a much more confident person and have made some lasting friendships with my Carers"**

How does Live-in Care help?

Live-in Care is a lifeline to people who come to find they need support but wish to remain in the comfort of their own home and live as independently as possible. People often consider care homes because Live-in Care is often unheard of, assumed to be more expensive or considered to be for people who need ‘complex’ care.

Although we do care for individuals who need ‘complex care’ such as PEG feeding, or wheelchair transfers, we also care for individuals who need a little help around the house such as getting up and down the stairs and cooking meals. In comparison to care homes, research is continuing to prove that Live-in Care is a better alternative. Research shows that consistent and familiar routines help manage the symptoms of a wide range of conditions from rehabilitation after injury to dementia.



> **“Our coordinator genuinely cares about us and wants to do their absolute best to ensure that we get the care we’re entitled to. When we call our coordinator with a problem or a query, and when he visits us, he always makes time to listen. No problem is too big for him to handle. Not once have we been made to feel like a nuisance”**

Why Choose Live-in Care?

Personalised care from a one-to-one Carer, means support is more flexible and on hand when you need it most.

Unlike hospitals and care homes where staff are caring for a wide range of individuals, a Live-in Carer can provide reliable and personalised care.

From basic things such as reminding a person to take their medication routinely to taking note of how much water a Client in their care is drinking.

Small things from the outside, but these small things help a person remain as healthy and happy as possible.



Will I have a different Carer every day?

With Live-in Care, you will have the same familiar Carer every day for as long as you and your Care Co-ordinator have arranged. Unlike hourly Carers and care homes, Live-in Care provides consistent care from a familiar face for 2 to 6 weeks or even longer.

Our Carers are typically available at home for up to eight hours daily and up to twelve weeks at a time. But this can be longer. Our care service isn't restrictive as we understand and work with so many different people. Why not arrange a care assessment in your home, free of charge. Here, you can go over the details that are unique to you.

What level of care will I receive?

The level of care usually depends upon the initial plan of care but typically include:

Day to day

- Meal planning and cooking
- Light housework, shopping and gardening
- Pet care

Assistance with Medication

- Coordinating care with GPs, District Nurses and other Healthcare professionals
- Continence support and catheter care
- Monitoring of blood pressure, blood sugar, etc
- Pressure care and support with wound management
- Assistance with Medication management/administration
- Personal care
- Washing and dressing
- Grooming such as make-up or shaving
- Nail care (Filing)

Emotional support

- Companionship
- Assistance to attend social clubs or events
- Support in communicating with friends and family

Complex Care

- Nurse-led service with over 25 years experience
- Management of complex conditions including Bowel Care, Diabetes, Dementia, Epilepsy, PEG and Tracheostomy





What are the benefits of Live-in Care?

One of the major benefits to Live-in Care is being able to stay in your own home. Having a Live-in Carer places control of your life back in your hands with no set timetables or rules. Care is designed and planned specifically to each individual and the relationship our Carers build with our Clients is a testament to the high quality of care we deliver. Over the years we have developed our matching process to ensure we best pair our Carers and Clients based upon personality and interests.

> **"I chose ENA as my care provider as their Carers work for 3 months, which not only gives me continuity of care but having a very busy lifestyle, lets me plan my life months, rather than days in advance"**

How much does Live-in Care cost?

ENA Care Group is proud to offer a competitive and transparent care fee structure with no hidden costs or charges. Live-in Care starts at £1200 per week dependent upon the needs of the Client.

We will complete a care assessment of you or your loved one's needs, free of charge. This can be completed in your home, hospital or chosen location, which will enable us to outline an accurate care fee.

You should budget for care costs to rise annually at approximately 3%; in-line with inflation and provider operating costs.

The cost of Live-in Care is comparable to that of a conventional care home of equal quality, however, the benefits of Live-in Care in comparison to a care home is immeasurable.

You can continue to have freedom, flexibility and choice in your home. Live-in Care can also be far more cost-effective for couples who require care in the home.



Reasons to choose us

Our values

We constantly strive to deliver a high-quality service that reflects our family values since being established in 1994. Founded to help a family friend return home from the hospital, we understand the importance of helping people to continue to live at home as they wish. With over 25 years of experience, our nurse-led team will go above and beyond to focus on the details involved in establishing care that is unique to you or your loved ones



Quality driven

Our team are caring and compassionate. We take a considerable amount of time to understand you or your loved one's needs, and understand that Live-in Care is extremely personal and pivotal in enabling individuals to live as independently as possible.

We have our bespoke in-house training programme for all care staff to complete, in spite of previous experience, to ensure training is consistent and robust. We often provide update training for care staff to enable them to meet the broad range of conditions our Clients have.

We're rated good by the Care Quality Commission and also focus on working to raise the industry standard as a member of the Live-in Care Hub.

People focused

Caring for people, by caring people. We understand relationships to be a centric part of our business and that's why we invest considerable time to get to know all of the people we employ. All of our care staff must undergo a rigorous recruitment process to enable them to meet our high-quality care delivery values. All of our care staff are employed by us directly and we profile their experience, likes and personality to gain a clearer understanding when matching Carers with our Clients. Our Carers are also led by a Care Team of Registered Nurses who have dedicated their careers to professionally caring for people.

Awards and accreditations

Inspected and rated Good by the CQC

The CQC is the independent regulator of Health and Social care in England and Wales. They make sure Health and Social care services provide people with safe, effective, compassionate, high-quality care and they encourage services to improve. They monitor, inspect and regulate services to ensure care providers meet the fundamental standards. They publish clear and comprehensive information.

ENA Care Group is pleased to say it achieved the rating good overall and across each area of the five key lines used to inspect, measure and rate our service.

Member of the UKHCA

ENA Care Group is a member of the United Kingdom Homecare Association Ltd (UKHCA). UKHCA helps organisations that provide social care (also known as domiciliary care or home care), which may include nursing services, to people in their own homes, promoting high standards of care and providing representation with national and regional policy-makers and regulators.

Member of SOLLA

ENA Care Group is a member of the Society of Later Life Advisors. We have accredited staff to be able to help our clients fund their care

Home Care Award Winners

ENA Care Group has won awards for Excellence in Training in 2021. Along with a High Commendation in 2022 for Recruitment and Retention.