Live-in care

What happens next?

Our process and getting started is very simple

Step 1

Call our care team on **0800 140 4951** or email:
hello@novus-care.com to discuss your requirements

Step 2

We'll arrange a free face-to-face home care assessment with an experienced local Care Manager

Step 3

We will create a unique support and care plan tailored to your needs

Step 4

We will help match you with a carefully selected carer that meets your personal needs

Tel : **0800 140 4951**
Email : **hello@novus-care.com**
www.novus-care.com

Dementia Friends
An Alzheimer's Society initiative

Regulated by CareQuality Commission

Live-in Care

Care your way, in the comfort of your own home



novuscare



Live-in care

Welcome

Compassionate care for you or a loved one at home

It has been widely shown that people are happier and more content when they are cared for from within the comfort of their own homes, which is no wonder as, after all, home is where the heart is. Studies have shown that we feel most comfortable when we are in our own unrestricted environment, surrounded by those we love and the things that we cherish.

At Novus Care, our carers can help provide you, or a loved one, compassionate, dedicated care and support 24 hours per day, 7 days per week. We are able to support a wide range of care conditions from, personal care through to complex care needs.

What is live-in care?

If the thought of residential care fills you or a loved one with dread – then live-in care may be the answer you are looking for. Live-in care is a full time care solution, enabling you or your loved one to remain at home and receive one-to-one care and support from a highly professional carer. It is the perfect mix for families as it gives peace of mind and also enables you or your loved one to remain in their own home without compromising their independence.

What are the benefits of live-in care?

- Care is provided 24 hours a day, 7 days a week
- Live-in care is an affordable alternative to care homes
- Live-in care is available on both a long-term and short-term (respite) basis
- We guarantee cover. You will never be left without a carer
- Provides independence and support for you to live your life, your way
- Companionship and support whenever you need it
- Couples can stay together at home
- Convalescence after a hospital stay
- One-to-one care – this cannot be achieved in any care home where you share your carer with multiple people
- Perfect for those living with dementia – as their home is their 'memory box'
- Able to support a wide range of medical conditions including complex care
- Pets can continue to live with you or a loved one at home
- Live-in care is still the safest type of care, reducing the risk of infections

How we can help at home

Live-in care plans tailored to you

A live-in carer lives in the house with you or a loved one and follows a bespoke care and support plan tailored specifically to you or a loved ones needs. It is arranged completely with existing routines to fit in with preferences for their meal choices and times, hobbies and lifestyle which is adaptable as needs and support change. Our experienced professional carers can provide you with the following home care and support to maintain your chosen lifestyle.

What home care support do we provide?

Personal Care

- Washing
- Dressing
- Toilet assistance
- Oral care
- Medication administration
- Mobility

Housekeeping

- Light housekeeping
- Food shopping
- Meal planning/prep
- Bed-making and changing bed linen
- Plant care
- Pet care

Companionship

- Engaging conversations and providing company
- Shopping and errands
- Assistance with correspondence
- Prompting and reminders
- Scrapbooking
- Visiting friends
- Safety and security
- Transport to appointments or social engagements e.g. hairdresser, doctor, dentist, cinema, friend's house
- Accompaniment to events
- Celebrating birthdays
- Recording memoirs
- Taking part in hobbies or activities with you

Medical conditions we support

Achieve your full potential with dedicated care

Each individual has unique requirements, thus whether you require assistance with personal care or help to facilitate being out and about in the community, we will tailor a care plan that takes into your account your personal and social requirements and allows you to achieve your full potential.

We place great emphasis on enabling independence and empowering individuals to have greater control of their own lives. All of our live-in carers are trained in manual handling techniques and mobility equipment to ensure they are able to meet your care needs safely. Carers can also accompany you to any hospital appointments you may need to attend, or help you run errands and go about your daily life as usual.

Our carers are able to support those living with a variety of care conditions including complex care. These conditions include: alzheimer's and dementia, stroke, multiple-sclerosis, brain Injuries, cerebral palsy, motor neurone disease, parkinson's and spinal injuries. We strongly believe that having a disability shouldn't affect your quality of life, and will do all we can to enable an independent and fulfilling lifestyle.





Live-in care

Dementia live-in care

We are specialists in the care of people with dementia

At Novus Care, we understand caring for someone living with dementia can be difficult for not only the person who has dementia but particularly hard for those close to them. The number of people living with dementia is steadily increasing and when someone with dementia is faced with the difficult reality that their mental capabilities are steadily declining, they often require support and reassurance to deal with the daily challenges of living with dementia.

Dementia care specialists

Our nationwide team of specialists have over 10 years' experience in supporting people with dementia to live independently. Our dementia carers receive specialist ongoing dementia care training and they are committed to working with clients and their loved ones to ensure that their care needs are being met - whilst retaining their sense of identity and protecting their dignity and independence - all in the comfort of their own home.

> "My live-in carer is my best friend, she does everything for me."
>
> Pat L

Benefits of dementia care at home

When you choose dementia care at home, care can be provided in your home 24 hours a day, 7 days a week. But what are the benefits of dementia care at home?

- You can remain in your own home with bespoke one-to-one care
- Home is a memory box stimulating lots of memories
- Dementia care is tailored specifically to you
- Dementia care at home maintains routines and independence
- Friends and family can still visit loved ones as easily as before
- Dementia home care is safer than a care home
- Home is a calmer environment than a noisy care home
- Dementia care at home is more stimulating with a dementia carer

Live-in care

The other types of care we offer

A range of packages to support your care needs

Live-in care for young adults

No young person wants live in a traditional setup of a residential care home, which is why our live-in care service for young adults allows them to remain at home. Just because young adults need support, doesn't mean they have to forfeit how they live their life.

We want every young person to realise their goals and feel fully supported at every step of the way by an experienced live-in carer. As well as helping you with your day-to-day care needs, your live-in carer is there to help you live life to the fullest and do what every young person is doing – whether that's going to a concert, the theatre, shopping or even going on holiday.

Short-term live-in care

Whether you've had surgery or been recovering from an illness, coming out of hospital can be both emotionally and physically draining. Although you may be fit enough to be discharged, you may need some extra care at home to help you back on your feet.

If you or a loved one are due to go into hospital, our short-term live-in care service is an ideal solution for individuals who need support at home until they have made a full recovery. We can put together a personalised care plan to support you once you have been discharged from hospital.

The care plan is flexible, so whether you require live-in care for a couple of weeks or a long period of live-in care, it can be arranged.



> "The company is absolutely marvellous. They always go out of their way and nothing is ever too much trouble!"
>
> P Dunscombe

Respite live-in care

For family carers to be good at their job, sometimes they need a break to look after their own well-being or go on holiday. Respite support can be ideal solution for family members, carers or friends to allow them to take a break from their care duties whilst having the peace of mind that their loved one is still receiving the care they need.

Our professional carers are there to do everything you normally do, with a tailored care plan put into place. We can provide live-in care for as long as you need. With professional support and companionship while you are away, you can rest assured your loved one is in good hands.

Palliative live-in care

If you or a family member have been diagnosed with a terminal condition or illness it is often a difficult time for both you and your loved ones. For those with a life-threatening illness, being at home within familiar surroundings, having the opportunity to be close to family, friends and pets and enjoying favourite meals can provide contentment and happiness at the time you need it most.

We offer a collaborative approach, discussing your care plan with medical professionals and taking their advice to provide comfort and support as required. Of course, our live-in carers can also ease the burden on relatives and loved ones who may also be feeling the strain of losing someone to a terminal illness.

Companionship live-in care

Many care providers like Novus Care now offer companionship care as a separate service. This is because we recognise the need to give emotional support in addition to physical support.

If a person already requires home care, then a carer naturally provides companionship while they carry out other tasks. If a person doesn't necessarily need help living independently, they should still be able to apply for a carer companion from Novus Care. A friendly face can take you or a loved one out and about to meet friends or attend social events or even just be there for a natter over a cup of tea.

There are many ways a carer can offer companionship, including:

- Engaging conversation and providing company
- Taking part in hobbies or activities with you
- Taking you out to meet friends or attend social events
- Assistance with day trips or visiting public places
- Looking for opportunities where you can meet new people



Live-in care

Why choose Novus Care?

A family run business with family values at heart

We are still a family run business with family values at heart and we take pride in the care we provide. As a nationwide home care provider, we've been supporting people to live independent lives in the comfort of their own homes for over 10 years. Our nationwide team is hugely experienced in providing person-centred care at home. We are fully regulated by the Care Quality Commission (CQC) and are routinely checked through unannounced visits. During these checks, the CQC talk to our staff, clients and their families to ensure we are providing the highest level of care. Therefore, you can rest assured that we take home care extremely seriously unlike a number of home care providers who operate as introductory agencies, and are not regulated at all.

At Novus Care we empower clients to live life their way. We truly believe care in the home can promote quality of life and well-being.

A live-in care plan personal and unique to you

- We directly employ our carers and hand-pick those to best suit your needs to ensure you receive the care you need and ultimately gain companionship and trust
- All staff undergo a rigorous recruitment and selection process
- We undertake regular staff monitoring and training
- Can offer support with complex conditions and care needs
- Offer 24/7 on-call support
- Regulated by the Care Quality Commission (CQC)
- We have a dedicated live-in team who monitor and respond to any changes in your care needs

> "As carers for my wife, I think the Novus carers are marvellous and most helpful."
>
> D Burgess

Comparing types of care

Live-in care vs residential care

How does live-in care compare to residential care homes? Well, not so long ago, our elderly loved ones who needed around the clock care and support would sell their cherished home and move to residential care. Yet given the choice, 97% of us would prefer to continue living at home, where we feel safe, secure and surrounded by precious memories.

Live-in care from Novus Care serves as a preferred alternative to residential care, and here's why:

Live-in care	Residential care
✓ Remain in your own familiar home	New unfamiliar environment
✓ One-to-one Care	Shared Care with multiple individuals
✓ Choose your own meal and times	Set menu and meal times
✓ Choice of lifestyle	Set routines
✓ Pets can stay at home	Pets are unable to live in care homes
✓ Families are free to visit at any time	Structured timetables
✓ Couples can stay together	Couples are split up
✓ Fewer falls and infections	Higher rate of Infections
✓ Funding available	Funding available
✓ Cost effective if a couple requires care	Nursing homes charge double for 2 beds
✓ Ideal solution for young adults	Young adults would feel restricted by the traditional setup of a care home



Live-in care

Our live-in carers

Dedicated carers you can trust

Our live-in carers are caring, compassionate, and dedicated to improving the quality of our clients' life at home. Our carers truly are our biggest and most brilliant asset, which is why the level of support we offer our carers is second to none. We truly believe in the quality of care we provide and our rigorous recruitment policy ensures that all staff undergo a number of checks before being allowed to carry out home care duties.

We check with the police and safeguarding authorities and make sure you are safe.

Our recruitment process entails:

- Enhanced DBS checks
- Reference Checks
- Induction training including theoretical and practical training
- Continued checks and observations

The DBS check incorporates a verification of the Safeguarding of Vulnerable Adults list provided by the Independent Safeguarding Authority.

Expertly trained carers

Our thorough induction programme ensures that all employees are fully versed on the common induction standards and trained to a level that ensures they meet the Essential Standards of Quality as set out by the CQC (Care Quality Commission). We believe in investing and retaining our staff and ensure that all our carers either have achieved, or are working towards a minimum NVQ Level 2 qualification in Health and Social Care.

We provide essential training on:

- Safeguarding
- Medication Awareness
- Infection Control
- Moving and Positioning
- Health and Safety
- Nutrition, Hydration and Food Safety

> "I have nothing but praise for Novus Care. The carers have quickly established a relationship based on trust and always go the extra mile."
>
> Jonathon L

Ongoing bespoke training

From induction through to placement, our carers are constantly developing new skills. As well as offering every colleague the job satisfaction they need, we also invest in a whole range of bespoke training courses year after year, making sure all our staff find the personal development they are looking for.

A fully regulated service

We directly recruit, train and manage all of our carers, rather than acting as an introductory agency. This means that you do not have to worry about pay, training, police checks, references, or safeguarding clearances. This is also crucial when a live-in carer is unable to work because of an illness for example. As their employer, we can guarantee you'll never be left without a carer as a replacement is always sent immediately.

To ensure their training is up-to-date and they are providing the highest quality of care they are managed by a team of local managers and mentors who undergo regular appraisals, meetings and spot checks to ensure they are meeting all of your requirements.





Live-in care

Ann's live-in care story

We are specialists in the care of people with dementia

> "Live-in care is wonderful for mum, as she wouldn't stay in a care home!"

Ann is 83 and is living with dementia. She has been receiving live-in care support from Novus Care for nearly 6 years. This is her story...

One of 3 children, Ann had an unconventional upbringing, spending her high school years being brought up by her paternal grandparents; as her dad was in the forces and was posted abroad, so Ann was left at home to finish high school.

Ann is very artistic and loves music and dancing - especially ballet which she studied until she started working at the Ministry of Agriculture as a shorthand typist.

At the age of 21, Ann met Michael who lived close by and they had three children together. After divorcing Michael in 1980, cupid's arrow struck again and she met Alan who she married in 1982. Unfortunately, Alan passed away in 2000 and Ann moved nearer to her daughter.

After being diagnosed with dementia, her condition started to deteriorate. Ann needed more support and her daughter Kerry was struggling to ensure her mum was OK. She tried care homes - however her mum wouldn't stay there and she soon realised staying at home was the only option.

Kerry had never heard of live-in care as an option and it was only on the recommendation of a Social Worker, that she contacted Novus Care. After an initial assessment to determine Ann's care needs, we matched Ann with Magda, a live-in carer who was highly experienced in providing care and support for those living with dementia.

> "Live-in care has been a huge relief for me as I know Mum is as safe as can be given her dementia. Before live-in care my life was being destroyed by trying to make sure Mum was OK all the time."

Kerry, Ann's daughter.

Live-in care

Frequently asked questions

Let's answer your most commonly asked questions

What does a live-in carer do?

A live-in carer will move in to your home and is there to provide 1-2-1 care and to enable you or your loved one to continue living in their own home with the support of a professional live-in carer. They are there to assist with personal care, medication, household tasks and complex care.

What care conditions can you support?

Our carers are able to support those age 18+ living with a variety of care conditions including complex care. These conditions include: alzheimer's and dementia, stroke, multiple-sclerosis, brain injuries, cerebral palsy, motor neurone disease and spinal injuries.

What housekeeping duties will my carer be able to help with?

A live-in carer will help with light housework which includes vacuuming, polishing, mopping floors and washing clothes.

What are carers not allowed to do?

Carers are not permitted to change dressings on open wounds or administer injections. These are carried out by the District Nurse. They cannot do home improvements or DIY.

Do carers need their own room?

A live-in carer needs their own bedroom with a minimum of a single bed with a wardrobe or chest of drawers. Your live-in carer will be happy to share all other facilities.

How will my care be managed?

We will designate a Care Manager who is responsible for the ongoing supervision of the care and support you receive. All our carers undergo routine observations, assessments and spot checks to ensure you are receiving the highest quality care.

What if I don't get on with my carer?

Before we place a carer with you, we'll ask you about the sort of person you get on well with, as it's important that your chosen carer shares common interests and has a similar outlook on life. We will then match you up with a compatible carer. If you are unhappy, we will organise a change of carer.

What happens if my carer is sick or goes on holiday?

Once your live-in care package is in place then we will guarantee cover. We'll arrange a replacement carer immediately until they are either well or return from their holiday.

Will my carer take care of my pet?

As long as you have stipulated this is a support requirement in your original care and support plan, then yes – we will ensure your carer is an animal lover who will be able to take care of your pet.

How long will a carer stay with me?

A live-in carer on average works for approximately 3-6 weeks at a time before taking a break of 1-2 weeks, in which time we will send a replacement carer to cover.

When do carers have breaks?

In order to comply with employment law regulations, your carer is entitled to 14 hours of breaks per week. This is usually split in to two hours each day, or a few afternoons a week.

Who will cover these breaks?

If a family member or friend is unable to cover these breaks then another carer would be introduced to cover for the short break at an additional cost.

Will my live-in carer drive?

Some of our live-in carers are drivers – however if you would like your live-in carer to use your own car, you'll need to arrange for them to be insured under your own policy at your own cost.

Have the carers undergone a DBS check?

Yes. All staff undergo a number of checks before being allowed to carry out home care duties. We check with the police and safeguarding authorities and make sure you are safe.