



Consultus

Life is better  
at home

Live-in care and nursing

# Exceptional live-in care and nursing

For over 60 years, we have provided compassionate, professional live-in care and nursing, helping people to live safely, independently and happily at home.

We are the largest independent provider in the country, and one of the longest-established; nationally recognised for our highly trained team. With three live-in service options, we offer more choice than any other provider; and we are highly recommended by our clients and their families for our compassionate, flexible approach to giving people the freedom to live life their way.

## Talk to us

This brochure is designed to introduce the different types of service we offer, and to show you how live-in care and nursing can help you to live well at home. From companionship to supporting complex conditions like dementia and Parkinson's, to nursing and end-of-life care, we will support you and your family throughout your journey.

We understand that living with or caring for someone with a complex condition can be difficult. We also know how worrying it can be to trust someone

else with that care. The best way to see for yourself why nearly all our clients come from personal recommendations is to give us a call to discuss your needs and concerns with one of our friendly, expert Care Advisors. They will guide you through your options to ensure you make the right choice for you and your family.

Choosing Consultus live-in care or nursing gives you one-to-one care and support while keeping you in control of your life and your surroundings. It's life as you want it; with all the care you need.







**People feel better in their own homes. Consultus live-in care and nursing give you the freedom to make your own choices about your care, and to live life your way.**

With three types of live-in services, we offer more flexibility and personalisation than any other provider:

- **Live-in care: fully managed service**
- **Live-in care: introductory service**
- **Live-in nursing**

The following information is designed to help you to consider which service is most appropriate for you or your loved one. You don't need to decide alone. We understand that you will have many questions and concerns. We are here to help you every step of the way and will take time to discuss your needs with you.

We also offer you the flexibility to adjust the service as your needs change – from short-term respite care to managing long-term care needs through to palliative and end-of-life care.





## What is live-in care?

Live-in care is a highly personalised home care service where a dedicated, professional carer lives in your home to provide one-to-one care and around-the-clock support.

### Who is it for?

This type of care is ideal for people who need support with the activities and tasks of daily life, or who have health or complex conditions that impact their ability to live independently, or who simply want companionship and social support.

### A smart choice for couples

Live-in care is an attractive and affordable option for couples who both need assistance, where one carer can support them both to live well together. Live-in care not only enables couples to stay together in their own home, but also compares favourably with the cost of a high-quality residential care home.

### Things to consider

For a live-in care arrangement to work, you will need to have a comfortable bedroom for your carer and WIFI access to enable them to complete their administrative tasks.



# What does a live-in carer do?

## **Sensitive personal care**

Helping you with bathing, showering, dressing, continence care and maintaining personal hygiene.

## **Medication support**

Ensuring you take your medications on time. Depending on which live-in care service you receive, some live-in carers may also administer medications.

## **Mobility support**

Supporting your mobility in and around the home, including support with walking and transferring, helping with regular exercise and preventing falls.

## **Companionship and emotional support**

A live-in carer is there to provide socialisation and emotional support, reducing feelings of loneliness or isolation. They can organise and participate in activities you enjoy, such as reading or going for walks.

## **Meal preparation and cooking**

Planning and cooking meals according to your dietary needs and preferences, supporting your health and well-being through a balanced, nutritious diet.

## **Housekeeping and domestic tasks**

Performing light housekeeping tasks like cleaning, laundry, ironing, and keeping your home tidy and safe. They will handle grocery shopping, collecting prescriptions and running other errands as needed.

## **Health monitoring**

Observing, monitoring and responding to your health and wellbeing, noting any changes in condition, and reporting concerns to family members or healthcare professionals.

## **Transportation**

Providing transportation to medical appointments, social engagements, or outings. Accompanying you to any medical appointments, ensuring you understand and follow medical advice.

## **Safety and security**

Making sure your living environment is always safe, helping to prevent falls or accidents, and being on hand in case of emergencies. A live-in carer will be equipped and prepared to respond to emergencies, such as a fall, sudden illness, or other critical situations.

## **Specialist care**

If you are living with a condition, such as dementia, or require end-of-life care, your trained and experienced carer or nurse will be on hand to manage complex healthcare needs, and offer emotional support.

## **Family support**

Communicating regularly with family members, keeping them informed about their loved-one's well-being, and any concerns that arise.

## **Respite for family carers**

Providing much-needed respite to family members who may also be involved in caring for their loved one, allowing them to take breaks to recharge and attend to their own needs.







# Our live-in care services explained

## Fully managed live-in care

**With fully managed live-in care we handle everything for you, including supervising, managing and monitoring your carers while they work in your home. We also pay the carer directly, including their PAYE and national insurance.**

An expert Care Consultant local to you will undertake a comprehensive assessment of your holistic needs and develop a plan of care that will guide the support you receive from your care team. Your care plan is regularly reviewed and updated to ensure it continues to meet evolving needs.

Unlike many providers, each of our Care Consultants supports only a small number of clients, in their local area. This allows them to get to know their clients and carers to ensure a truly personal service with unrivalled levels of support and continuity. Our in-house support team is also there 24 hours a day, providing on-call support to clients, their families and our carers.

### Who chooses managed care?

For families who are unable to be involved in the care of their loved one due to their own commitments or location, a fully managed care service is the right choice. It provides you with the peace of mind and reassurance of knowing that the care is well managed, rigorously monitored and supported 24/7.

### Highly trained carers

Our carers providing a managed service receive award-winning training endorsed by Skills for Care. Training includes mandatory training such as medications, and bespoke courses covering conditions like dementia, and palliative care. We also support our carer team with on-going training and professional development to ensure they are equipped with the skills and experience they need to provide the expert, compassionate care you expect.

### Every person's needs are different.

We'll take time to discuss which live-in service is right for you, to understand not only the needs of the person receiving care, but also those of the wider family, and to explain the difference between our three live-in services, so that you can be confident that you've made the right decision.

### High standards and regulation

Our fully managed live-in care service is regulated by the Care Quality Commission (CQC) in England. Regular CQC inspections ensure the care we provide is of the highest standard. We are proud to be 'rated' a good service in all five areas.



# Our live-in care services explained

## Introductory care service

With our introductory live-in care service, we recruit a self-employed carer who works in your home for you, independently of us. Through our rigorous recruitment process, we ensure all carers that we match and introduce to you and your family have the right checks including a Disclosure and Barring Service (DBS) and a Right-to-Work in the UK check.

With introductory care, we do not direct, supervise or manage the carers we introduce to you, and the carer is paid directly by you.

### Who chooses introduced care?

Introduced care is a good option for families who wish to have control of the care their loved one receives, and who are on hand to manage that care arrangement. But it's not suitable for everyone. For people living with a complex condition, or a significant healthcare need, we don't recommend it, as the service is not managed by us. In these circumstances, we recommend our managed service.

With our experience of providing introduced care, we also know that it's essential for our clients to have local support and oversight from a family member or representative. This person will be actively involved in overseeing care arrangements to ensure their care needs are met. They will need to be the main point of contact should there be an emergency, and to provide support for the carer. This may also include covering care until we can find a replacement carer, if, for whatever reason, a carer must leave their assignment. For these reasons, the local representative needs to live less than an hour's travel time from our client's home.

Unlike our introductory care competitors, we do provide training for carers we introduce to you and your family. However, we also don't recommend this service for clients who have complex medications requirements. Although our carers are trained in medications and can prompt and supervise, there is no oversight from us in managing a medications regime of this nature, and our managed service would be the appropriate choice.









# Which live-in care service is right for me?

Our guide to the pros and cons of our different live-in care services, to help you decide which would work best for you or your loved one.

## Managed live-in care

### Benefits

#### Comprehensive care management

This service provides complete management, including recruiting, selecting, training and supervising your care team, working with other health care professionals to identify any specialist equipment needs, and on-going monitoring. Your dedicated local Care Consultant oversees and manages your care, as well as supporting the family.

#### High standards of carer training

Managed care teams are supported by more extensive training, ensuring that they have the skills and expertise to deliver the very best care. As well as mandatory modules of carer training, our managed care teams receive specialist training to support specific needs, such as dementia, end-of-life care and Parkinson's care. Carers delivering a managed care service are trained in medications management

so can administer medications, which is important for those with complex medications regimes.

#### Consistency and reliability

With a managed service, we match a care team to you to work on a rota basis, so you have the reassurance of getting to know the carers on your team. If, for whatever reason, a carer is unavailable (for example due to illness) we'll provide a replacement carer, avoiding any disruption to your care.

#### High standards and regulation

A fully managed service is regulated in England by the Care Quality Commission (CQC). This ensures that providers and their care teams comply with specific quality standards, and are regularly inspected to ensure these standards are being met.

#### Legal and financial protection

With our managed service, we will handle all legalities, including carer employment contracts, liability insurance, and ensuring compliance with labour laws. For you, this reduces risk and removes the burden of directly employing a carer.

#### Support and peace of mind

We provide 24/7 support, giving you peace of mind that we are always there in case of emergencies or if you have any specific concerns.

#### Single weekly fee

Your weekly managed care fee includes the cost of delivering and managing your care package, 24/7 support, your carers' ongoing training, travel costs, holiday pay, employers' national insurance, pension and all legal compliance, so you know exactly what you need to pay.



## Things to consider

### Higher weekly fee

Managed regulated services typically come with a higher weekly fee in comparison with an introductory service, as a higher level of management is included, along with all the associated expenses.





# Which live-in service is right for me?

Our guide to the pros and cons of our different live-in care services, to help you decide which would work best for you or your loved one.

## Introductory live-in care

### Benefits

#### More control

For families who prefer to, and are able to be involved in their loved ones' care, this service gives you more choice and control. The carer we recruit and introduce to you is self-employed and will work independently of us. The care they provide will be overseen by the person receiving care, or a family member or representative.

#### Lower weekly fee

Introductory services are generally more affordable than a managed service. The carer is paid directly by you, your family member or representative.

#### Flexibility

There is often more flexibility with care arrangements, as you can decide when and for how long care is provided. This is particularly suitable for those who do not require continuous care, but just need care for periods of respite.







## Things to consider

### No oversight or regulation

Introductory live-in care services are not regulated by the Care Quality Commission (CQC). Whilst we will verify your carer through Disclosure and Barring Service (DBS) and Right to Work in the UK checks, as well as providing mandatory induction training, we don't (and aren't permitted to) oversee delivery of care. The quality of the care delivered has to be overseen by the person receiving care, their family or representative.

### Family responsibility

When we introduce you to a self-employed carer, the person being cared for, or their family or representative is responsible for overseeing all aspects of care and the relationship with the carer, including managing their schedule with the agency, ensuring cover for their holiday and paying their weekly fee. This management can be time-consuming for family members, particularly if they have busy lives themselves.

### Risk of disruption to care

If, for whatever reason, the carer is unavailable, it may be difficult to find a suitable replacement at short notice, and the person receiving care may be left without the care and support they need, or be reliant on their family or representative.

### Limited support

Unlike managed services, there is limited support available. Although there is generally 24/7 emergency support, families are likely to need to resolve other problems or concerns themselves.

### Additional costs

With a managed service there is one weekly fee. With introduced care, as well as paying the carer, families will need to pay the carer's travel costs to and from the home, and the weekly agency fee. A self-employed carer will charge for night calls, and double rates on Bank Holidays. There is also a one-off registration fee with introductory care.



## Live-in nursing

**Live-in nursing is a specialist form of care for people whose healthcare needs go beyond what a standard live-in carer is qualified to provide.**

Many people worry that, if they have medical and healthcare needs, they'll need to go into hospital or move into a community healthcare setting (such as a nursing home) to be taken care of.

But in most cases, choosing live-in nursing from a professional and qualified nurse means that you can receive all the medical care and support you need where you feel happiest – at home.

With our live-in nursing service you can avoid a prolonged or unpredictable stay in hospital or the disruptive move into a nursing home or hospice, while getting the specialist care you need. Live-in nursing fits around you and your life, keeping you connected with what's important to

you, whether that's your family, friends, community or a beloved pet.

Our team of professional nurses co-ordinate the service to match a registered nurse with you to meet your specific health, care and support needs. We understand how hard it can be to trust someone else to care for a loved one, and are on hand 24/7 to ensure our clients, their families and our nurses all have all the support they need.

### Things to consider

For a live-in nursing arrangement to work, you will need to have a comfortable bedroom for your nurse and WIFI access to enable them to complete their administrative tasks.

Our live-in nursing service is fully managed by us, and regulated by the Care Quality Commission (CQC) to ensure only the highest standards.





# What does a live-in nurse do?

## Healthcare procedures

Administering injections, managing most intravenous therapies, wound care, catheter management, ventilator care, and other complex medical procedures that require professional nursing expertise.

## Health monitoring

Regularly monitoring vital signs, for example, blood pressure, heart rate, oxygen levels, blood glucose levels, and other health indicators to track your condition and adjust your care as needed.

## Pain management

Administering and managing pain relief strategies, including the use of prescription pain medications, and ensuring your comfort.

## Complex medication management

Administering prescribed medications, including those that require precise dosing or monitoring, and managing a complex medications regime.

## Rehabilitation

Assisting with physical therapy exercises, mobility training, and other rehabilitation activities prescribed by healthcare professionals.

## Palliative / end-of-life care

Providing compassionate and sensitive care focused on comfort, dignity and quality of life for people with terminal illnesses, including symptom management and emotional support.

## Chronic disease management

Ongoing care for chronic conditions such as diabetes, heart disease, COPD, multiple sclerosis, and others that require regular medical intervention.

## Post-surgical care

Providing care after surgery, including wound management, pain control, and assistance with rehabilitation.

## Specialist nursing care

Managing the symptoms and progression of complex conditions such as dementia, Parkinson's and Motor Neurone Disease (MND) to help enhance and enrich your quality of life even with advanced conditions.



# Why choose Consultus Care and Nursing?



## One of the longest-established and most trusted providers of live-in care and nursing

Founded in 1962, we have always been innovators in live-in care and nursing. With over 60 years' experience, we are one of the country's longest-established, most highly recommended and experienced providers.



## Unrivalled choice and control over your care

We understand that every person's needs are different and every family's situation is unique. With our choice of fully managed live-in care and nursing, and our introductory service, we offer more flexibility and personalisation than any other provider.



## Highly trained nurses and carers

We are nationally recognised for the quality of our nurses and carers. With market-leading training, delivered at our own, multi-award-winning training centre (a Skills for Care Centre of Excellence), they provide exemplary, compassionate care tailored to individual needs, offering total peace of mind for clients and their families.



## Expert care and support, dedicated to you

Our Care Consultants oversee our nursing and managed care services supporting only a small number of families. This means our service is truly personal, with unrivalled support and continuity of care. Reassurance that we are there when you need us most.



## Family-founded and family-owned

We continue to be a family-owned and family-managed business. The largest wholly family-owned live-in care provider in the UK, we focus on what our clients and their families need from a high-quality care service, not on meeting investors' expectations.







## What our clients say about us



"We are so grateful to Consultus for the consistently outstanding care they are providing to my father.

The Care Consultant is proactive, supportive, sensitive and phenomenal at finding carers who are the right fit for Dad. The carers are excellent, and many have nursing backgrounds which has been a big help. We cannot thank Consultus enough for all they are doing to support Dad and us as a family. Thank you!"

**Camilla**



"A friend of the family recommended Consultus, and we are so pleased they did. The Care Consultant, who has been excellent, established a great rapport with our aunt and uncle from the start. All the carers so far have been amazing, kind and capable.

The house is spotless and organised, and all the carers have embraced our aunt and uncle's vegetarian diet, providing them with nutritious meals. They have dealt effectively with GP appointments, medication, our aunt's NHS carers, and district nurses. Consultus provides a daily email update, which we find very reassuring."

**Peter**





"Consultus were absolutely amazing, fulfilling my aunt's wishes that she spent her last 18 months living at home.

Not only were they great at matching carers with my aunt, who remained fearlessly independent until the end, they also became part of the family, ensuring that things ran smoothly, liaising with all the agencies and doctors as and when needed. I loved the short nightly emails, that provided me with an update on how the day had gone. Importantly, it gave me much-needed peace of mind."

**Rupert**









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