

# Specialists in Live-in Care.



Quality Life **uk**

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We make it possible for you to continue living in your own home, in the area that you know and with the people that you love.

Amelia Benskin  
Registered Manager

A family  
to support  
your  
family.



Welcome to Quality Life UK. We're a local, friendly homecare agency. We supply warm and specially trained carers to help you achieve the very best quality of life, whatever your circumstances.

We are specialist providers of live-in care and night care. Our truly wonderful team of dedicated and compassionate carers can support you to live independently in the comfort and familiarity of your own home.

We are a family business and our family values are at the heart of everything we do. Our aim is to support you in every way that we can and we promise to treat you as though you are a part of our family.

We hope that this brochure is helpful and gives you a taste of the support we can offer. If you would like to find out more, or perhaps just chat things through, then please do not hesitate to give us a call. We would love to help if we can.

With very best wishes,

*Amelia*



# Live in care

Our live-in carers provide you with **round-the-clock, one-to-one support** in the comfort and familiarity of your own home.

Our carers will live with you 24 hours a day to ensure you receive all of the personal support you need.

So as well as attending to all of your care needs, we will:

- Plan, shop and prepare your meals
- Book and take you to medical appointments
- Run errands such as collecting prescriptions
- Take you on day trips and visits
- Attend to all cleaning, laundry and other jobs around the house
- Help you enjoy hobbies and social activities
- Help you look after any pets

Live-in care provides a positive alternative to a traditional care home setting. It provides you with the independence you want and the reassurance that you and your family need.

**We also supply night time and respite carers. Please contact us to find out more.**





# Our carers

All of our carers are individually recruited for each of our clients. This means that before we place a carer with you we take the time to meet with you in your home and get to know you. We learn about your care needs, your lifestyle, your likes and dislikes and generally what makes you tick. We then find a carer who's right for you. We will ensure that your carer is someone you can get along with, enjoy living with and someone who is going to help give you the very best quality of life

It takes a very special type of carer to work with us. The really good people are hard to find and we employ fewer than 10% of those who apply to work with us. All of our staff carry an Enhanced DBS Certificate, undergo a detailed induction process and receive professional on going training.

“ Being a live-in carer is endlessly rewarding as you can see the difference you make in people's lives everyday. Working for Quality Life UK, in particular, is fantastic as the management team are really supportive and approachable, and they really care about both clients and staff.

Kerri Thorogood  
Live-in Carer





# Frank's story

**Frank is still determined to squeeze every possible drop of fun out of life and we love helping him to do it!**

Frank is 85, is single and has dementia.

His two sons had always promised to help him stay in his own home for as long as possible. However, with both of them running their own businesses, they were unable to care for him themselves.

Frank has led an incredibly full and active life and still has an active mind and bags of energy. He speaks several languages, having served as a translator in the war.

He's represented Great Britain in table tennis and has played internationally – he even met his former wife whilst competing against her in Holland. He's also cycled all his life and has a passion for rugby and Spitfire planes.

As well as providing care and domestic help, we made sure Frank was able to continue to cycle. We fitted a tracker to his bike so he could safely cycle alone, with his carer keeping a careful eye from home. As his dementia progressed, his carers started riding with him.

Knowing Frank enjoys mental stimulation too, we also helped reignite some lifelong passions. One of his carer's can speak French and Frank loves the opportunity to put his language skills to the test.

Our carers often take him to watch Leicester Tigers with his sons or attend local air shows. We also signed him up to his local U3A (University of the 3rd Age), and he now plays table tennis every Wednesday morning. Before we began supporting him, he hadn't played for over 40 years.

Although Frank's dementia is progressive our care plan is reviewed regularly and adapted to his needs and abilities. This ensures that Frank is safe and well cared for whilst allowing him to enjoy a fun and active lifestyle.

## Our Quality Standards

We are Regulated by the Care Quality Commission (CQC) and regularly inspected by them to ensure that the service that we provide is of the highest standard. In our latest inspection the CQC rated us as 'Good' across all areas. If you'd like a copy of their report we'll be happy to send one out.





# Our process

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## Initial Enquiry

Pick up the phone or drop us a line! We'd love to learn more about you and explain what we can do for you.

3

## Care Plan

We will prepare an individual care plan for you. This is a detailed document all about you, the support you'd like to receive and the care that we will put in place.

5

## Second Meeting

We will introduce your carers to you and your family so you can get to know one another before the service begins.

2

## First Meeting

We will come to your home and meet with you and your family so we can understand precisely the support you need.

4

## Recruitment

Once we've got to know you we will recruit carers with the right mix of skills, experience and personality. We obtain references and an Enhanced DBS certificate for all of our staff.

6

## Commencement

Our care services will start whenever you're ready and at a time to suit you.

All in all, this process takes around four weeks. It's not a quick solution but a sustainable one. It's a detailed process that ensures we get things off on the right foot.

Your circumstances will inevitably change over time but our promise to you won't: we'll look after you at home and help you enjoy the best quality of life you can.

# Funding options



We're proud to offer extremely high-quality care at a price that represents excellent value for money. We understand however, that the cost of care is something that most people have concerns about.

Whilst care funding can be a daunting, and sometimes complex subject, there are options available. Please do give us a call so that we can discuss your particular circumstances to see how we can help.

## ■ Private Funding

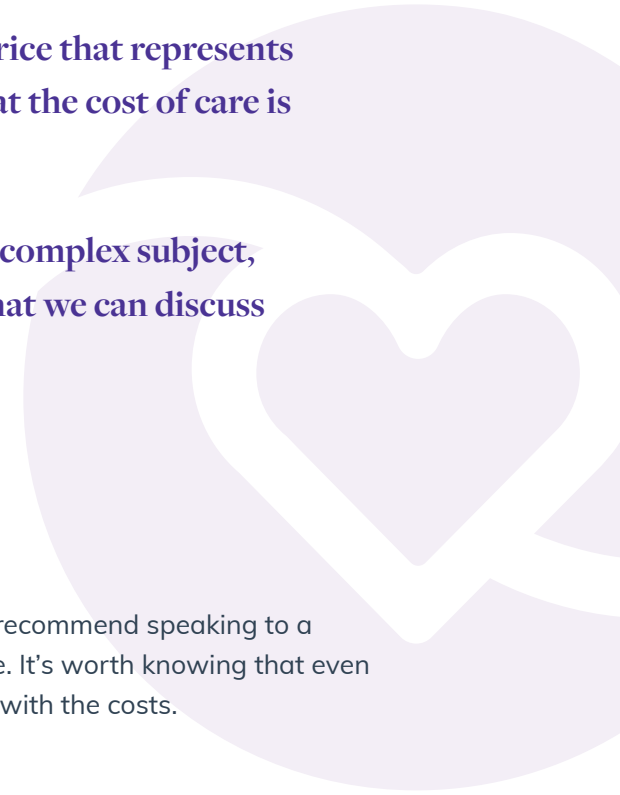
Many of our clients fund their care privately. If this is you then we'd recommend speaking to a financial advisor who can help plan how to meet the costs over time. It's worth knowing that even privately funded clients are entitled to certain state benefits to help with the costs.

## ■ Local Authority Funding

Everyone is entitled to a Care Needs Assessment. If the assessment determines that you require care then the Local Authority will assess your finances to see if you qualify for funding. If you are entitled to financial support you can use that funding towards the cost of the care we provide to you.

## ■ NHS Continuing Healthcare Funding

If you have a disability or complex medical needs, typically requiring nursing care, you may be eligible for NHS Continuing Healthcare funding. Unlike Local Authority funding, eligibility is based purely on medical need and isn't means tested. We can assist with any applications for funding so please do contact us to find out more.



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My mum receives excellent care and attention, respect and love from all the staff. We couldn't have asked for anything better and would highly recommend Quality Life UK.

Mark and Marie Wallin  
Leicestershire



Quality Life **uk**

*'A family to support your family'*





# A family to support your family.

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