



# A guide to live-in care at home.

MAKING A DIFFERENCE AT HOME

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# About Blue Ribbon

**Blue Ribbon is an award winning independent health and social care provider specialising in home care support services, including Live-in Care, hourly home care and domestic services to people in the comfort of their own homes.**

We recognise the difficulties that people in need of care and support can sometimes face and we are committed to providing services which do not compromise one's independence. Ultimately, our objective is to help you continue to lead your life the way you always have.

Our mission is to provide all our services with absolute quality and safety by valuing our workforce, so they can involve the people who use our services to ensure they are able to maintain a comfortable level of independence.

# What is Live-in Care?

**Live-in Care means that you or a loved one will receive the support you require in the familiar surroundings of your own home, by a professional Home Care Worker who will live with you seven days a week. Whether it is personal care, housekeeping or companionship you require, your Live-in Carer will be there on a full time basis offering one to one support.**

Our Professional Care Workers will help you with everyday tasks so you can stay in the comfort of your own home, close to friends and family, and in the environment, community and routine you are familiar with.

The Blue Ribbon team has been providing home care support services since the sector was first regulated back in 2005.

Our years of experience in providing Live in Care services across the UK has seen us become one of the most reputable care providers in the UK.

Our team of professional Care Workers are

comprehensively trained to support people with an array of health and social care conditions.

Our award winning training provides continuous development opportunities to our teams of Professional Care Workers, who all gain in-depth knowledge on topics such as moving and handling people, complex care, Dementia, Stroke and Parkinson's, and end of life care.

Our Care Workers are employed and managed by us. You can be confident in the knowledge that we have dedicated teams of support staff, including Local Care Managers, Supervisors and Training Managers local to you.

**“ The need for good, quality care is on the rise. People with long term health conditions and disabilities are living longer and so need appropriate support. ”**









# Knowing

## when to consider homecare

There may be a time when you think you need extra support with everyday life. Perhaps daily household tasks are becoming increasingly difficult? Perhaps you need help with personal care? Or have you noticed that your partner or loved one is struggling to cope with everyday activities or taking care of themselves? These difficulties could be related to health problems.

If these problems arise it may be time to consider the option of Live-in Care which can be provided on a trial, short term or long term basis. When considering home care choose a reputable company that has a local presence, experience and accreditations.

### Things to consider

- Do I have a spare room for the care?
- How will I cover the care workers breaks?
- How long would I like the care package to last?
- Do I have funding in place?

### Have you...

- Recently been discharged from hospital and require recovery time at home?
- Lost weight from not being able to cook or do you need prompting to eat?

### Are you...

- Looking to leave a care home and are unsure whether your needs can be met at home?
- Struggling with everyday tasks, like washing, dressing and cleaning?
- At risk of falls which may cause serious injury?
- Forgetful and become easily confused?

### Do you...

- Have a progressive health condition that requires an increasing level of support?
- Require regular support with managing your medicines?
- Need support with managing your personal hygiene?
- Or your family need a break?
- Need Palliative Care?

# Advantages

## of care in your own home

As a family owned business we understand the importance of receiving care which is of the highest quality. Our experience has shown us how great a difference the care received can make to you and your family.

It's why we directly employ our Care Workers.

Our local Professional Care Workers are hand-picked by experienced managers, and trained at our own premises.

As a fully managed service we; guarantee replacement cover, review and supervise the training of our Care staff, provide a 24 hour on-call service and provide an extensive support network.

## It's why we...

### **..promote continuity of the Carer**

A placement can be anything between 4 and 8 weeks in length. Some families prefer shorter rotations, and we have some Care Workers that stay for much longer spells. Whatever you require, we try to make sure that you receive care from one Care Worker who knows and understands your needs.

### **..offer nursing-led care**

We can provide Care Workers who are trained to deal with complex health conditions so you have all the assistance you need in your own home, right through to end of life care.

### **..will create a bespoke care plan tailored to you**

So that you benefit from a care and support plan that is tailored to your needs, and can change as your needs change whether they're health or social requirements.

### **..promote independence**

High quality care means that you are free to remain as independent as possible, whilst living in the comfort of your own home.



A photograph of an elderly woman with short, curly white hair and glasses. She is wearing a light grey cardigan over a blue top with a small white floral pattern. She is smiling and holding a white mug with both hands. The background is a blurred indoor setting.

Promoting  
independence.

A large, stylized orange graphic element on the left side of the page, resembling a thick, angular letter 'L' or a bracket. It has a rounded top-left corner and a diagonal cutout in the middle.

# A guide to live-in care.



1



### Contact Blue Ribbon

Contact Blue Ribbon to find out more about live-in care

**0800 689 0148**

2



### Consider

Consider whether live-in care is the best option for you and your family.

3



### Book

Book an assessment with your local care manager to determine the level of care you require.

4



### Choose & Agree

Choose your Carer. Choose someone you can discuss your interests with and agree a start date.

5



### Benefit

Benefit from Live-in Care in your own home. Continue to live comfortably in the familiarity of your own home whilst receiving the support you require.

6



### Assess

We regularly review the level of care you require to ensure you are receiving the right level of quality care.



Independence  
with the right  
support.





# How Blue Ribbon will

## assess the level of care you require

**If after contacting us, you decide that Live-in Care from Blue Ribbon is the right choice of care service for you, we will begin to assess your care requirements. As part of your assessment your local Care Manager will determine the level of care that appropriate to you.**

All of this is conducted to ensure you are comfortable and involved with the support provided. Our entire assessment process is flexible and tailored to you. The assessment normally takes about two hours, the results of which are held on file for a short period while you decide what action to take.

To establish your requirements, you and your family will meet with a Local Care Manager who will carry out the assessment in your own home, hospital or care home setting.

This assessment is vital in gathering the information that the care team will need to deliver your care plan.

The assessment looks at every aspect and level of care you might need. Each care plan is therefore unique to you and your family. It is important that you are able to talk comfortably and that we have anticipated how the assessment process may affect you .

If you have a Lasting Power of Attorney it is important that they are present.



# Questions to prepare for...

Detailed information of any medical conditions

Required medication – are you taking any prescribed medication at the moment?

Interests and hobbies – with support is there anything you would like to continue with?

What do you like to eat? How and where?

Housekeeping preferences – where do you like to do the weekly shop?

How do you like your home to be kept and maintained?

Religious beliefs.

Mobility assessment – how do you currently manage? Is there any equipment needed?

Any specifics as to daily routine so that we can ensure continuity.

Night times – Is there a need for support throughout the night?

# Flexibility

## of Live-in Care

Your care & support plan is a working document that is entirely flexible depending on your changing needs. If you find that you need extra care, your Carer, along with your Local Care Manager, will adapt your care & support plan so that it evolves with you.

We have the benefit of expertise within Blue Ribbon. We can introduce you and your family to our experts at any point in your care journey; whether it be a Clinician or Dementia Champion. There is a large support structure in place to make sure that we can support you and your family, every step of the way.

- **Local management**
- **Local support**
- **Local training**
- **Fast repsonse team**
- **No agency fees**













# Your carer

Blue Ribbon offers a fully managed service, which means we directly employ all of our Care Workers rather than acting as an introductory agency. Our professional Care Workers are market leading, having provided Live-in Care for more than 10 years.

Blue Ribbon has a clear understanding of the calibre of person we require, and the training and ongoing support they need.

This is how we get the Carer match with each family right. We know that matching a customer to a Carer is vital to your care and the relationship you will have with your Carer. Taking into account your personal preferences and the timeframe within which you want to start care, combined with knowledge of our Carer base, you will be offered a profile of each Carer that we would like you to consider.

Once you are happy we will arrange all of the Carer's travel and briefing. Unlike some agencies the cost of travel is not passed on to the customer.

**“ From our years of experience, we know that matching you to a suitable Care Worker is the most important factor in creating a successful relationship. ”**

# Leslie

Leslie had a hip replacement and requires regular physiotherapy as a part of her recovery. After leaving hospital, she struggled to get around so requested Live-in Care support from Blue Ribbon. We completed her assessment to determine the level of care that she will require.

We now know that Leslie struggled to get out of bed on her own, and she also required help getting showered and dressed. Leslie also told us that she will need help with housework and shopping as she can't walk far due to pain in her hip. Leslie enjoys reading and meets friends for lunch as well as visiting the local garden centres.

Because of her operation, she will need lots of support initially getting out and about to meet her friends. Her Care Worker will also help her with physiotherapy exercises three times a day.

**“ We work hard to ensure we find the right carer for you. ”**





# Andrea

Upon meeting with Leslie and carrying out her assessment, her Local Care Manager suggested that Andrea would be a good fit as her Carer. Andrea has been working as a Carer at Blue Ribbon for the past three years, and was trained at our premises in London.

Andrea has extensive moving and handling experience. She also has previous experience supporting people who needed physiotherapy treatment after knee and hip replacement operations. Andrea is a keen reader and prefers classic science fiction. She also likes to get out and about.

## A positive outcome

Leslie and Andrea are a good match. Andrea enjoys helping Leslie's rehabilitation and helps her complete her daily exercises, with plenty of extra encouragement when it is needed. While Leslie was getting back on her feet, Andrea took care of all of the household tasks so Leslie could concentrate on getting well again.

# What's next?

We work hard to ensure that the Live-in Care process from start to finish is as easy and as responsive as possible. Sometimes we can start care provision within 48 hours other times it can take a little longer, but we will always do our very best to find you a solution that works.

## Fully managed Live-in Care

Your Carer will arrive and will soon settle into your routine. They are required to complete a daily report to record details, such as what medication is taken at what time of day, any problems that may have occurred, any visits from friends or family, or other factors that could potentially affect health or well-being.

Blue Ribbon is a firm believer in continuity of care, so we do our very best to ensure that our Care Workers stay with you for as long as you are comfortable. Typically, this can be 4 - 8 weeks. When it is time for a changeover we aim for staff to provide a detailed handover, often overnight, so that all aspects of the care plan can be understood.

Our fully managed service means that your Local Care Manager will be your point of contact throughout. They will maintain regular contact with you, and your Carer, to ensure we are meeting your expectations to our very high standards of care.

## Need more information on Live-in Care from Blue Ribbon?

We hope this guide on Live-in Care at Blue Ribbon has provided you with all the necessary information you require to determine whether or not you would benefit from Live-in Care.

If, however, you need any further information on Live-in Care for you or for a loved one, you can contact our expert team on

**0800 689 0148**

or visit

**[www.blueribboncare.org.uk/services/live-in-care](http://www.blueribboncare.org.uk/services/live-in-care)**

One of our Customer Service team will be happy to talk you through the Live-in Care service.







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