

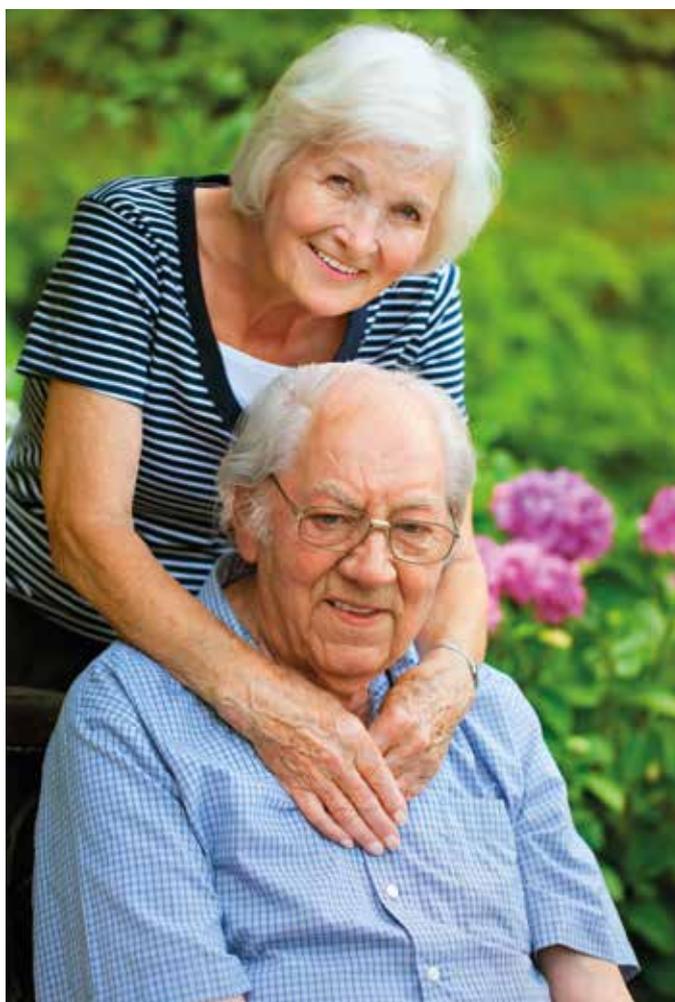


# Candlelight24 Live-in Care

HELPING YOU LIVE YOUR LIFE YOUR WAY



- The advantages of live-in care
  - How we can help
  - Our live-in care service
- Care worker registration process
  - Next steps
- Your questions answered
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*“You are not just carers, you are friends and friendship means so much. Giving a hand to people that need your help.”*

**MRS T, TROWBRIDGE**

We hope that this booklet will give you enough information about live-in care to see that you do have a choice when it comes to deciding how you wish to live your life.

If you are finding it difficult to manage your daily life at home without constant help and support, then you and your family may be looking at various options for your safety and well-being.

One possibility you might be considering is residential care, and while this may be ideal for some people, it doesn't suit everyone.

If you value your independence and don't want to leave the comfort of your own home, or perhaps have another person or pets to consider, then live-in care provides you an alternative way of having support. It provides a cost effective and less stressful solution for many people because instead of you moving out of your home, we move in to you!

We will introduce you to a self-employed care worker who will live in your home with you to provide whatever assistance is needed. Our flexible service is available to anyone of any age, for any length of time, from a minimum of three days a week.

We operate across the South of England, introducing care workers to people whether they are privately funded or funded through social services, the NHS, by direct payments or individual budgets.



## The advantages of live-in care over a residential home

One of the main advantages of live-in care is the freedom of choice it provides, especially if you wish to remain independent.

A professional care worker living in the house with you means you can continue to live the life you have and do the things you want to do. You will keep control of your daily life along with the security and peace of mind that comes from having a kind and skilled person around to give any help that you may need.

The other big advantage of live-in care is for your family. We encourage your family to be as involved as much as they would like in your daily life, and your care worker will support you and them as much as you require.

## How we can help

There may be things that have happened to you over which you have no control but which have had a huge impact on your daily life and independence.

These may have affected the things you were able to do, such as washing, dressing, personal care, looking after the house, shopping and cooking meals.

Your care worker will be able to help you with all aspects of your daily life and will do whatever is required for your comfort and well-being.



 **candlelight24**  
live-in care



*“Thank you so much for all your help and support with care services for both my mother and father before he passed away. We could not have managed without Candlelight24 and the carers who provided excellent care. We really appreciate all your help and kindness over the last year”*. **C.M. SHERBORNE**

### Our live-in service

We understand that inviting someone to live in your home is a big step but we do all we can to make sure the transition is as easy as possible and that it goes smoothly. This includes making sure we choose the right care worker for you, and that you are happy to work with our staff.

We are committed to providing the best service possible and we only allow care workers who share this commitment to register with us. Our care workers are special people with a compassionate and caring nature as well as qualifications and experience. They will understand and respect your way of life and your way of doing things. This means you and your family can be confident the person we supply is able to give you the help and support you need.

### Our care workers

Each of our care workers go through a rigorous registration procedure to determine their levels of suitability, experience, training, confidence and caring abilities. This is so we can be confident they will be fully capable of providing the help and support you need and meet the high standards of care that we expect.

We expect our care workers to comply with all the current legislation and regulations and many of them have NVQ Level 3. As a minimum they will have either a Diploma or NVQ2 in Health and Social Care or lengthy experience in care. They all have the opportunity to attend our in-house training and distance learning courses for further professional development.



We will only accept someone once all the steps below have been completed satisfactorily.

- In-depth face-to-face discussions to confirm their experience, qualifications and level of written and spoken English
- Proof of levels of training, experience and qualifications
- Evidence of a valid enhanced criminal record check obtained through the Disclosure and Barring Service (formerly Criminal Records Bureau)
- Evidence of their identity, legal status and right to work in the UK (if applicable)
- Receipt of at least two satisfactory written and validated references



## Next steps

If you or your family are considering live-in care, simply let us know and we will arrange to come and see you. This could be in your own home, or in hospital or some other place that is convenient for you.

During this assessment visit we look at your individual situation and the level of help and support you need. This is also the chance for you and your family to ask us any questions and get the answers you want before making a decision. We always encourage family members, friends or other professional representatives to join the meeting, so that everyone is comfortable with what has been discussed.

There is a small charge for this assessment but the cost is refunded once your service has been in place for more than 14 days.

If you decide you would like us to arrange live-in care for you we will send you a Live-In Care Agreement to sign and return. The contents of the agreement will have been fully explained to you (along with any other forms such as a Medication Agreement form or a Financial Affairs Authority form) during our visit, as well as our Terms and Conditions and the fees.

Once we receive your signed agreement we will find a care worker whose skills and experience are the best match for you. We will send you details about them before they come to your home.

## YOUR QUESTIONS ANSWERED

### What will my live-in care worker do?

They can do almost anything that you need in order to enjoy a good quality of life in your own home. This is a flexible service so the work they do will vary according to your particular situation. They will become a large part of your life and will work alongside any other professionals who may be involved in your care. All of our care workers are trained to recognise when additional professional help is needed.

Typically the things they can do for you will include some or all of the following:

#### • Personal care

All aspects of your own personal care as needed, which includes getting up and going to bed, bathing/showering, hair care, make-up, oral hygiene, shaving, toileting and continence needs.

#### • Around the home

Your care worker will be happy to keep your home clean and tidy, doing general housework, the laundry, and shopping for you. They can also make appointments on your behalf, and help you manage your everyday tasks.

#### • Food and meals

A nourishing and healthy diet is important for your health and wellbeing and your care worker will prepare meals and assist with any dietary requirements. They will also help keep your cupboards, fridge and freezer stocked up.

*“Thank you for everything you have done to keep my mother in her own home for as long as you did. She wanted to stay there, as you know, but she would have been forced out a great deal earlier if it had not been for Candlelight. Very many thanks to each and every member of the team”.* **MRS R, RINGMER**

### • Friendship and support

Your care worker is there to help you live life to the full and getting out and about is part of this. They are on hand to keep you company if you want it, help you with your hobbies or interests, accompany you to appointments and go with you on trips, holidays or outings.

### What do I have to provide?

It is very simple. They just need a bedroom of their own, furnished with a minimum of a bed and bedding, a wardrobe and, if possible, a television.

You also need to either provide meals for them, or pay a weekly allowance towards the cost of their food. The amount of the allowance is fixed and will be fully explained to you during the assessment meeting.

### What other responsibilities do I have to my care worker?

We like to keep things as simple as possible and as your care worker is self-employed you are not responsible for their income tax or National Insurance. The things that you are responsible for however are:

- to pay your care worker promptly at the end of each booking form period\*
- to pay Candlelight24's management fees promptly\*
- to provide a safe working environment
- to ensure that any equipment or aids used are properly installed, maintained and serviced.

*\*for clients funded by social services or the NHS the contractual liabilities may lie with the local authority.*

### Will I always have the same care worker?

Feeling safe and secure with your care worker is the key to your wellbeing and happiness, so once you are happy with them we will endeavour to keep the same person with you.

Generally you can expect the same person to be with you for three to four weeks and then they might take a week or two off. During their absence a replacement care worker will be provided. We can change your care worker at any time if necessary. Your wellbeing is of paramount concern to us.



### Can my care worker drive my car or do they have their own?

Some care workers have their own cars while others may have a licence but no car. If you require a car driver we will do our best to accommodate this, but we cannot guarantee it.

### Where do the care workers come from?

They come from many different cultures and backgrounds but they all have one thing in common, their ability to provide the care and support you need.

### Can I meet my care worker in advance?

It is possible to arrange a meeting with your potential care worker before their assignment begins, but most people do not find this necessary. We will send you a profile of the person we have selected for you and they will call you on the phone to have a chat. This gives you both a chance to get to know each other and discuss any immediate requirements. If you do want to meet them in advance this can be arranged, but there will be a charge.

### What happens when my care worker goes on holiday?

When your care worker wants a holiday they will let us know and we will arrange for a replacement during that time. Your continuous care will not be broken.



### How are the fees calculated?

We aim to be transparent about our fees and will explain them fully during the first assessment meeting. The fees are divided into two parts which are paid separately; the fee for your care worker and the management fee for Candlelight24. The amount of the fees are based on the degree of dependency involved and this is discussed and agreed with you before a care worker is assigned.

### How do I pay my care worker?

Each week we will send you a booking form showing the number of days they will be working that week and the amount to pay them.

You can pay them by whatever method is most suitable for both of you and this is likely to be by cheque or bank transfer. For short-term placements the fees will become due at the end of the appropriate booking form.



### What hours do they work?

Your care worker is available during the day for up to a maximum of thirteen hours. The exact time of these hours is something you can discuss and agree together.

At some point during the day, your care worker must have a continuous break of 2½ hours. During this time they are not responsible for either you or your home, and must be free to go out if they want to. If you need any regular help during this break then we may be able to organise this for you. Talk to us to find out more.



### What if I need help during the night?

Your care worker is there to help you and if you should occasionally need assistance during the night then of course they will do this. However, if you regularly need help at night then separate arrangements may have to be made.

### What about my pets?

We know how important pets are and that for many people they are part of the family. If you will need your care worker's help to look after them, then just let us know during your assessment. Many of our care workers are happy to look after pets but this would be a private arrangement between yourselves and any extra costs agreed.

### What happens if I have any problems with the service or my care worker?

Please let us know! Our aim is to offer you a truly personal service that is completely tailored to your needs. If you have any problems or need advice, you can reach us at any time. We are available during office hours which are 8.30am to 4.30pm from Monday to Friday, but if you have an emergency and need to contact us outside these times an out-of-hours number is available.

### Do you keep in touch with me?

Yes, we do. We aim to have good and open relationships with our clients and regular contact is a crucial part of this. We will come and visit you at home on a regular basis, giving you and your family an opportunity to tell us how things are going. We pride ourselves on maintaining our high quality service by listening to any feedback and acting on it. If there is something more we can do to make your life brighter, then just ask us

### What happens if I need to change my level of care?

Changes in circumstances can mean that different levels of care happen over time. We are able to adjust our services to meet any new needs that you may have. Either you, your family or your care worker can let us know if there are any changes which might require a reassessment of the level of your service. If there are any changes required these will be discussed and agreed with you, or your representative, before they are put in place.

*“I would like to take this opportunity to thank you and all the caring staff who have been involved in the care of my brother over the past seven months. Having him at home has been a wonderful experience, only made possible by the dedication of your staff. I would have no hesitation in recommending Candlelight24 to anyone and it demonstrates that there is an acceptable alternative to going into a residential care home. Thank you so much for all your help and assistance”.* **MRS S AND FAMILY, WELLS**



## COMPANY INFORMATION

### About the company

Candlelight24 Live-in Care is a separate part of Candlelight Homecare Services Limited. It acts as an agency to introduce self-employed care workers to live with people in their own home. We operate across Southern England from our office in Trowbridge.

Candlelight Homecare (known as Candlelight Care) was started more than 25 years ago to provide qualified and professional services to people in their own homes on an hour-by-hour basis. The excellent quality of services has seen Candlelight Care grow to be one of the largest independent family-owned homecare companies in the south of England. Through our offices in Glastonbury, Uckfield, Sherborne, Wimborne and Trowbridge we cover the areas of Bath and North East Somerset, North and East Dorset, Poole, East Sussex, Somerset and Wiltshire.

### Care Quality Commission (CQC)

Candlelight Homecare is registered with the Care Quality Commission (CQC), the independent regulators for Health and Social Care in England. The CQC's aim is to ensure better care is provided for the people who require it. The CQC conducts regular inspections of our services to ensure we are complying with their regulations and meeting high standards of quality and safety.

We are also members of the following:

- UK Home Care Association: UKHCA is the professional association of homecare providers from the independent, voluntary, not-for-profit and statutory sectors. The primary aim is to identify and promote the highest standards of home care.
- Social Care Association: SCA exists to promote good practice in social care
- Registered Care Providers Association (RCPA): Sponsored by Somerset County Council.
- Investors in People: We have been accredited with the Investors in People award since 1999, proving that we value our staff through training, development and communication.

### CANDLELIGHT 24 LIVE-IN CARE

1st Floor, Court Hall, Castle Street  
Trowbridge, Wiltshire BA14 8AR  
Phone: 01225 719850  
Email: [live-in@candlelightcare.co.uk](mailto:live-in@candlelightcare.co.uk)  
Website: [www.candlelightcare.co.uk](http://www.candlelightcare.co.uk)

### CANDLELIGHT HOMECARE

#### Somerset

Candlelight House  
King Street  
Glastonbury  
Somerset BA6 9JY  
Phone: 01458 831201

#### East Sussex

95-99 High Street  
Uckfield  
East Sussex  
TN22 1RJ  
Phone: 01825 765008

#### Dorset (North)

Clearbrook House  
Bristol Road  
Sherborne  
Dorset DT9 4EF  
Phone: 01935 817800

#### Dorset (East) and Poole

4 Kings Court  
High Street  
Wimborne Minster  
Dorset BH21 1HS  
Phone: 01202 848203

#### Wiltshire

1st Floor, Court Hall  
Castle Street  
Trowbridge  
Wiltshire BA14 8AR  
Phone: 01225 776000

## USEFUL CONTACT DETAILS

### CARE QUALITY COMMISSION (CQC)

Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Phone: 03000 616161  
Fax: 03000 616171  
Email for South West Region: [enquiries.southwest@cqc.org.uk](mailto:enquiries.southwest@cqc.org.uk)  
Email for South East Region: [enquiries.southeast@cqc.org.uk](mailto:enquiries.southeast@cqc.org.uk)

### SOCIAL SERVICES

#### **BATH & NORTH EAST**

Somerset Adult Social  
Services  
PO Box 3343  
Bath  
BA1 2ZH  
Phone: 01373 461162

#### **SOMERSET**

Frome Social Services  
Public Offices  
Christchurch Street West  
Frome, Somerset  
BA11 1EF  
Phone: 01225 396994

Adult Social Care,  
Somerset County  
Council, PO Box 5176,  
Shepton Mallet,  
Somerset BA4 9DD  
Phone: 0845 3459133

#### **DORSET**

Adult Social Care  
The Shieling  
The Avenue  
Sherborne  
Dorset DT9 3AJ  
Phone: 01935 814104

Adult Social Care  
Civic Centre  
Poole  
Dorset  
BH15 2RU  
Phone: 01202 261150

#### **WILTSHIRE**

Adult Social Care  
County Hall  
Bythesea Road  
Trowbridge  
Wiltshire BA14 8LE  
Phone: 01225 71300

#### **EAST SUSSEX**

Adult Social Care  
Sackville House  
Brooks Close  
Lewes  
East Sussex  
BN7 2FZ  
Phone: 0845 6080191



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