

Consult us





# EXCEPTIONAL LIVE-IN CARE AND NURSING SINCE 1962

Since 1962 Consultus Care and Nursing has been a trusted, highly regarded, nationwide provider of exceptional live-in care and nursing care at home. With a reputation for providing high-quality homeware, our established service is highly rated by clients who we enable to live well, in the comfort of their own homes.

With our diverse range of live-in care services, we ensure that individuals can remain in their homes throughout their later years, eliminating the need to ever move into a care or nursing home. Families gain peace of mind knowing their loved one receives the very best care in the place they love most.

From companionship, to supporting complex conditions, through to nursing and end-of-life care, we can support you and your family throughout your journey. Everything we do is driven by our passion to provide a quality service that makes a true difference to our clients' lives, whilst enhancing independence and enriching well-being.



*Families gain peace of mind knowing their loved one receives the very best care in the place they love most.*

# WHAT IS LIVE-IN CARE?

Live-in care is a highly personalised homecare service where a dedicated, professional carer moves into your home to provide around-the-clock support.

This type of care is ideal for those who need support with the activities and tasks of daily life, care with health or complex conditions that impact a person's ability to live-independently, or simply for someone who needs companionship and social support.

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

Unlike our live-in care competitors, we can offer three types of live-in care services:

- **A fully managed live-in care service**
- **An introductory live-in care service**
- **A live-in nursing care service**



# WHAT DOES A LIVE-IN CARER DO?



## **Sensitive personal care**

Assisting with bathing, showering, grooming, dressing, continence care and maintaining personal hygiene.



## **Medication support**

Ensuring medications are taken on time. Depending on what live-in care service you receive, some live-in carers may administer medications.



## **Mobility support**

Enabling 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 dietary needs and preferences, ensuring that you receive a balanced and nutritious diet to support health and well-being.



## **Housekeeping and domestic tasks**

Performing light housekeeping tasks like cleaning, laundry, ironing, and keeping the 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 well-being, 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 the 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 an individual is living with a condition, such as dementia, or requires end-of-life care, a trained and experienced carer or nurse is on hand to manage complex healthcare needs, whilst providing emotional support.



## **Family support**

Communicating regularly with family members, keeping them informed about the individual'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 SERVICES EXPLAINED

When considering which live-in care service is right for you, we take time to understand not just the needs of the person receiving care, but also those of the wider family. It is important for all concerned that you understand the differences between our three live-in care services.



## Fully managed live-in care – we handle everything for you

Our fully managed live-in care service is regulated by the Care Quality Commission (CQC) in England, which results in regular inspections to ensure the care we provide is of the highest standard. We fully manage the service, which means carers are supervised, managed and monitored by us when working in a client's 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. This care plan is regularly reviewed and updated to ensure it continues to meet evolving needs. Your Care Consultant will provide regular support to the person receiving care, their family and our care teams to ensure a personalised and high-quality service. Our in-house support team is also there 24 hours a day providing on call support to clients and carers.



Our carers providing a managed service, receive unrivalled award-winning induction training endorsed by Skills for Care. Training modules incorporate mandatory training, including medications and other bespoke courses covering conditions, such as dementia and palliative care. We also support them with on-going training and professional development to ensure they are equipped with the skills and experience they need to provide the care our clients should expect.

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

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## Introductory care

### – we recruit a carer for you

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. In contrast to our managed care service, with introductory care, we do not direct, supervise or manage the carers we introduce to you, and the carer is paid directly by you.

Through our established experience of providing introduced care, we know that it is imperative that our clients have the local support and oversight by a family member or representative who is actively involved in overseeing the care arrangement to ensure a person's care needs are met. This service is not suitable for a person receiving care whose local representative lives more than an hours travel time from their home. The representative 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 if, for whatever reason, a carer must leave their assignment, until such time as we can find a replacement carer.



Unlike our introductory care competitors, we do provide training for carers we introduce to you and your family. We do not recommend this service for clients who have complex medications requirements. Whilst 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.

For families who wish to have control of the care their loved one receives and are on hand to manage that arrangement, introduced care is a good option. However, if a person is living with a complex condition, or a significant healthcare need, it is not recommended as the service is not managed by us.

# WHICH LIVE-IN SERVICE IS RIGHT FOR ME?

Below we explain the benefits and limitations of each of our live-in care services, so you can make the right choice for you or your loved one:

## Managed live-in care

### *Benefits*

#### **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 must comply to specific quality standards. Providers are regularly inspected to ensure these standards are being met.

#### **Comprehensive care management**

This service offers end-to-end care management, including carer recruitment and selection, training, supervision, and performance monitoring. A dedicated Care Consultant local to the person receiving care provides oversight and management of the care, as well as supporting the family involved.

#### **High standards of carer training**

Managed care providers will invest more significantly in carer training, ensuring their care teams are equipped with the skills and expertise to deliver the very best care. In addition to mandatory modules of carer training, care teams will 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 a care team is matched to you and will work on a rota basis, so you have consistency of care with the same carers. If for whatever reason a carer is unavailable, for example due to illness the managed service provider will ensure a replacement carer is available, avoiding any disruption to care delivery.

#### **Legal and financial protection**

Managed service providers will handle all legalities, including carer employment contracts, liability insurance, and ensuring compliance with labour laws. For the person receiving care and their families, this reduces risk and takes away the burden of directly employing a carer.

#### **Support and peace of mind**

24/7 support is available from the provider and their care management team, which can be invaluable in case of emergencies or if there are any specific concerns. This support provides much-needed peace of mind to families and individuals receiving care.

### *Limitations*

#### **Higher weekly fee**

Managed regulated services typically come with a higher weekly fee in comparison to an introductory service. Given the nature of the service in terms of care planning and management, 24/7 support, carer training and compliance and meeting regulatory requirements, there is naturally a higher cost to deliver this type of care. There are other expenses, however they are incorporated into the weekly managed care fee. This includes travel costs, holiday pay, employers' national insurance and workplace pension.





# WHICH LIVE-IN SERVICE IS RIGHT FOR ME?

Below we explain the benefits and limitations of each of our live-in care services, so you make the right choice for you or your loved one:

## Introductory Live-In Care Services

### *Benefits*

#### **More control**

For many families, they prefer to and can be involved in their loved ones' care, affording them 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, a family member or representative.

#### **Lower weekly fee**

Introductory services are generally more affordable than a managed service. The carer will be 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.

### *Limitations*

#### **No oversight or regulation**

Introductory live-in care services are not regulated by the Care Quality Commission (CQC). Whilst the introductory agency will verify a carer, through Disclosure and Barring Service (DBS) and Right to Work in the UK checks, as well as provide mandatory induction training, the delivery of care is not overseen by the provider. The quality of the care delivered is overseen by the person receiving care, their family or representative.

#### **Family responsibility**

You are responsible for overseeing the self-employed carer that has been introduced. This includes managing the carer's schedule with the agency, ensuring cover for their holiday and paying their weekly fee. Managing this type of care can be time-consuming for families, 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 quickly and the person receiving care may be left without the care and support they need.

#### **Limited support**

Unlike managed services, there is limited support for those who need it. Whilst there is generally 24/7 emergency support, families may be left to resolve problems or any concerns themselves.

#### **Additional costs**

With a managed service there is one weekly fee. With introduced care families will need to pay the weekly agency fee, as well as travel costs to and from the home, in addition to paying the carer. 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 CARE

Live-in nursing care is a specialist form of care for individuals who have healthcare needs that go beyond what a standard live-in carer is qualified to provide.

Many people believe that if they have medical and healthcare needs that these can only be met in a hospital or community healthcare setting. Having 24/7 nursing care at home from a professional and qualified nurse, means that you can receive all the medical care and support you need in the comfort of your own home. Our service means you can avoid a prolonged stay in hospital or a disruptive move into a nursing home or hospice to get the specialist care needed.

Our live-in nursing service is fully managed by us and regulated by the Care Quality Commission (CQC) to ensure only the highest standards. Our team of professional nurses co-ordinate our service to ensure a registered nurse is effectively matched to meet an individual's specific health, care and support needs. We are on hand 24/7 to ensure our clients, their families and our nurses have all the support they need.

Inspected and rated

Good



# 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 the individual's condition and adjust care as needed.



## Pain management

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



## Complex medication management

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



## 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 individuals 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) so that people with even advanced conditions can live with a good quality of life.

# WHY OUR CLIENTS CHOOSE CONSULTUS CARE & NURSING?



## MANAGED CARE

*"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 Cross**

## INTRODUCTORY CARE

*"To be honest my Mum's final days could not have been better, thanks in very large part to the unstinting care provided by Gillian and Marlene. Without their endless kindness and attention, it would have been a different story. They are both complete stars! The quality of service that you and your team at Consultus have provided from the start has been superb, and I thank you all on behalf of all the family."*

**Andy Wingfield**

## NURSING CARE

*"We honestly can't thank you enough for sending Renee to help to look after my mum. She arrived to find she had deteriorated in health. Within a couple of hours, Renee had a hospital bed delivered, had spoken to nurses, doctors, requested additional medication, the list goes on. She was, quite simply, amazing. My family and I felt so comforted by the fact Renee knew exactly what she was doing and did so in a kind manner, constantly keeping us updated. She clearly is one of life's special people and we felt so very lucky that you sent her to us."*

**Christopher Houghton**



# WHY CHOOSE CONSULTUS CARE AND NURSING?



## Established and trusted

For over 60 years we have been trusted by families to provide the highest standards of live-in care and nursing care at home, with a reputation built on recommendation. We continue to be a family-owned and managed business, which means our focus is on the quality of our service, not on meeting investors' expectations.



## Choice and control

Across our three live-in care services we offer families choice and flexibility. We know that every family's circumstances are different, so once we match you with a perfect carer, you can either manage the care arrangement yourself, or we can manage it for you through our registered service, which is regulated by the Care Quality Commission (CQC).



## Exceptional care for life

From respite care, through to on-going live-in care to nursing care at home, choosing Consultus Care and Nursing means you do not need to move out of your home to get the care you need. We know continuity of care, in the place you love most, offers families much-needed peace of mind.



## Accredited market leading training

Unlike other care agencies, all our carers receive our market leading training, endorsed by Skills for Care for its excellence. This means carers are skilled and experienced to deliver high quality care our clients expect. Nurses also have access to our training, and we support and invest in their on-going professional development.



## Clinical oversight

Our live-in care and nursing service is overseen by our qualified registered nurses, who support our teams to ensure we can effectively help those living with complex conditions to live well at home.



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