



60

Consult us

YEARS OF LIVE-IN CARE & NURSING

ESTABLISHED 1962



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LIVE-IN CARE - INTRODUCTORY



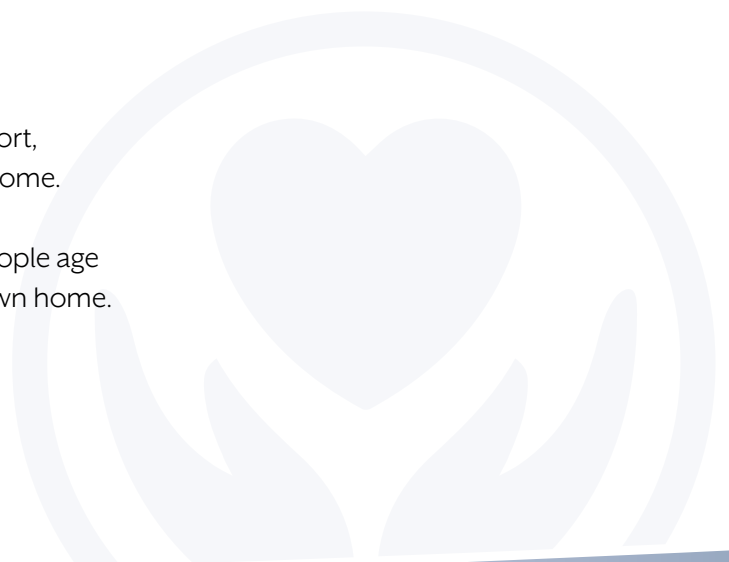
Exceptional People. Extraordinary Care.



OUR PROMISE

Old age is not an illness and with our help and support, you can maintain your independence in your own home.

We know live-in care is a better way to help older people age well by living as independently as possible in their own home.



OUR HERITAGE

Founded in 1962, Consultus Care and Nursing is one of the UK's longest established live-in care providers. With over 60 years' experience, our family ethos of integrity, dignity and compassion continues to be reflected in everything we do, which means you can trust our high standards of consistent care. 85% of our clients come to us from recommendations.

OUR TRAINING

Consultus is proud to be a Skills for Care Centre of Excellence. As an industry leader, our training is at the cutting edge of the care sector promoting inspirational development and innovative training for the individual and the care industry.

OUR PEOPLE

With years of experience we know that happy, committed and well trained professional live-in carers are the key to our success and we strongly believe in looking after them, so they can continue to look after you.



Mrs Seldon with her carer >



Peter Seldon & Anne Stevens >



Peter Seldon, CEO

"My personal belief is that older people are best cared for in their own homes which comes from my first-hand experience. As the closest family member, I oversaw the care of my mother, delivered by Consultus carers for nine years. My parents were devoted to each other and when my father passed away in 2006 my mother lost all interest in life.

The 24/7 live-in carers' extraordinary work provided an exceptional blend of one-to-one care, companionship, reassurance and comfort. It's no exaggeration to say my mother's life was transformed, making her feel life was still worth living. Our family will always be immensely grateful to those carers – and they know who they are."

WHY CHOOSE CONSULTUS?

We are the only care agency in the UK to offer a range of comprehensive services from live-in care to more specialised live-in nursing care, which can be drawn upon as and when your health needs evolve over time.



“To all the staff who have helped me find wonderful people to enable me to keep going in my own home, thank you so much!”

Betty, Client

SAFE IN OUR HANDS

Private, professional, 24/7 live-in care is an affordable and in most cases, a more attractive and a better alternative to residential care via a care or nursing home.

With the help of our experienced Care Consultants, you can consider the level of support you or your loved one needs, the great advantage being that whichever service you choose, you are investing in one-to-one care, in a place where you feel most comfortable; your own home. We believe we are changing

the face of ageing. Alongside a growing network of professionals, with whom we share our expertise, we recognise the growing demand for 24/7 care at home, from both clients, and established carers who want to join us in taking a professional and conscientious approach to this sector.

PLANNING

Individuals and families typically want to take responsibility for their own long-term care, by planning ahead as much as possible. Whilst the resources of the State are limited and already stretched, it is never too soon to start

planning. The earlier families explore the financial options available, the more likely they are to achieve their ideal care choices in the longer term.

FUNDING

Funding is a sensitive subject, however, Consultus Care and Nursing is available to signpost you towards the best options, based on our experience. The equity withdrawal market is now very competitive and has become much more flexible. Cash can be raised from releasing partial equity in the family home, serviced annually, which avoids debt on the estate increasing beyond the actual cash withdrawn. In all cases, you retain the right to live in your home until the end of your life.

Our own research through the polling company, One Poll, confirms that 97% of people wish to stay in their own home and that is hardly surprising. With Consultus Care and Nursing that preference can be realised in the best possible way.

We are committed to further raising the standards of one-to-one, personalised, 24/7 live-in care and in doing so will continue to change the face of ageing.



“We really appreciate the efficient service we have received from Consultus over the past 6 years. The carers were thoughtful and sensitive, improved the life of our father and made our lives easier too.”

Nicky, Daughter of Client

WHAT CONSULTUS OFFERS YOU

Consultus offers a wide range of live-in care services and support options, including specialised dementia, Parkinson’s and post stroke care, giving you and your family peace of mind.

LIVE-IN CARE - INTRODUCTORY

This very cost effective service is ideal for those who have local families, or trusted third parties able to provide local oversight of the care provided by self-employed carers, thus, enabling you to maintain your independence by continuing to live in your own home, surrounded by the people, pets and the things you love.



This flexible option is tailored to your needs and we will match you with suitable carers, so this model can quickly adjust to your changing condition and health requirements.



We are able to deliver the following specific capabilities:

PALLIATIVE CARE

Our professional live-in carers are highly trained to work alongside other healthcare professionals to maintain respect, comfort and dignity at the highest levels, when you or a loved one has been diagnosed with life limiting conditions. We understand how to integrate and deliver specialist care at home right up to the final stages of life.

RESPITE CARE

We understand that sometimes care has to be arranged quickly and at short notice. Respite care fills that gap for families to take a break or help to decide if 24/7 live-in care is right for you.

“Thank you so much for finding such dedicated and caring people to look after our Mum. They all have infinite patience, kindness, huge empathy and a wonderfully positive manner which has greatly improved her life.”

C.W & K.W, Brighton



CONSULTUS CONNECT – BETTER TOGETHER

Consultus Care and Nursing has launched Consultus Connect, our in-house developed app, for clients, carers and the Consultus Team.

Consultus Connect does exactly that; it connects everyone involved with the care of your loved one, helping to maintain and ensure the highest levels of care and comfort for our clients.

There are many benefits to the new technology but some of those include the following:

- Seamless knowledge transfer between carers during handovers
- Real-time Care Needs Assessment updates
- Receive updates and messages from carers
- Real-time monitoring of care
- Shared calendar for clients, the client family and carers
- Client access to booking information and carer profiles
- View and download Invoices
- Keep the whole family up-to-date as each family member can have their own personal login

'We're better together'.



TRAINING, AWARDS & ACCREDITATIONS

SKILLS FOR CARE CENTRE OF EXCELLENCE, WITH AWARD-WINNING TRAINING

Consultus Care is proud to offer our national award-winning training to all carers. Our Training Centre is endorsed by the UK statutory body, Skills for Care, as a “Centre of Excellence” and offers in-house, online and virtual training courses, and nationally recognised qualifications. As arguably

the most experienced, as well as the most innovative care provider in the UK, we aim to offer the best qualified, professional live-in carers and continue to raise the standard of care throughout the UK.



Susan Antenbring
Training Manager

“I am so lucky to be a part of this fantastic Training Team and it is always a pleasure for our team to help the carers gain confidence and enhance their careers through continued studies.”



edexcel
Approved Centre



HOW IT WORKS

CARER BOOKINGS

Carers are usually booked for two weeks at a time and the client or their representative will be able to speak to the selected carer prior to the booking.

On completion of the booking the carer will hand over personally to the next selected carer, giving continuity of care.

We are always pleased to hear if a carer is particularly successful and would be welcome for return bookings. Many of our clients have been with us for a number of years and have benefitted from a rota of carers.

QUALITY ASSURED

We are delighted that most of our clients come to us by recommendation and we endeavour to always get it right.

We react swiftly to any concerns or problems raised by clients and carers.

WHAT HAPPENS NEXT

Our Triage Team specialise in handling new enquiries, so please feel free to call and speak to them in person, between the hours of 9.00am and 5.30pm Monday to Friday. In an emergency situation, we will endeavour to assist you and, in some instances, may be able to make an immediate booking.

- **Registration form** – complete and return the client registration form, stipulating the date from which care is required
- **Requirements discussed** – once we have received your registration form, a Care Consultant will contact you to confirm the booking date, discuss your requirements and take payment of the registration fee
- **Carer selection** – the Care Consultant will take time to source an appropriate carer, before calling you to make the initial introduction
- **Written confirmation** – the booking will be confirmed in writing via email to both client and carer, at which time you can make contact directly with your carer
- **Client and carer checks** – we will be in touch with both client and carer during the course of the first booking, to ensure all is going smoothly
- **Ongoing and reassessing needs** – should continuous care be required, future carers will be assigned for as long as needed. We encourage your feedback to ensure your preferred carers are booked as much as possible and to keep the client profile fully up-to-date

CHANGEOVER DAYS

HANDOVER GUIDANCE FOR CLIENTS

We understand that handover days can be a worrying time for clients and often a busy day for carers. In response to clients' feedback in our recent Quality Assurance Questionnaire, we have compiled the following recommendations which we hope will ensure smooth transitions from carer to carer.

- A few days before the start of a booking, check travel arrangements for the outgoing and incoming carers are in place and ensure any important timings are considered.
- Clients may be concerned about changeover days and the arrival of a new carer. Usually this can be mitigated through early communication with the incoming carer and ensuring adequate arrangements are in place for the handover period for all those involved.
- Where possible we suggest the carer's arrival time should be between 11.00am and 12:00pm and departure time between 1.00pm and 2.00pm. The handover should last approximately two hours.



- Be sure to ask your carer to undertake any special tasks you may wish to be carried out on changeover day, in plenty of time. For example, any meal preparation that may assist the incoming carer.
- To ensure smooth transitions and good communication, a log-book containing emergency procedures and useful contact numbers is essential. This could also contain any significant changes relating to the client's routine, together with concise household information.
- Clients are asked to provide a clean, comfortable bedroom for the carer, Households vary in the available accommodation provided for a carer, but it would be appreciated if a good bed, mattress, undersheets, pillow, towels etc and enough bedding for changes are provided.
- A washing machine is a necessity in most cases.
- It would be appreciated if clients, especially those in rural areas, are able to provide access to Wifi, to enable carers to communicate with our office.
- It is helpful to ensure that a cash float is in place, just in case of any incidental groceries or household purchases. Please, always ask your carers for receipts.





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COMPLIMENTS AND COMPLAINTS PROCEDURE

COMPLIMENTS

Consultus Care and Nursing welcome compliments and suggestions and acknowledge their importance in celebrating and recognising the success of our service and opportunities for improvement, ensuring that the service we provide is to the client's satisfaction.

We monitor all compliments to ensure we are providing a continuous high standard of care, and these are logged as part of a quality assurance programme.

As part of our quality assurance, we will ask client's or their representatives to complete an initial 12 week satisfaction questionnaire and an annual satisfaction questionnaire.

Compliments enable us to:

- Understand that our service is being provided to the client's satisfaction

- Provide positive feedback to our carers
- Influence our organisational and service development
- Maintain our quality assurance programme

How to make a compliment:

We have several different options available to the client's and their representatives when making a compliment.

- Email or contact the Care Consultant directly
- Email care@consultuscare.com
- Email or contact the Live-In Care - Introductory Team Manager Jane Nielsen (j.nielsen@consultuscare.com)

COMPLAINTS

Hopefully your relationship with Consultus will be without problems. However, should you wish to complain about the service you are receiving from the Agency, or about a self-employed carer we have introduced, please follow the steps below:

- If appropriate, you may discuss the problem with your carer, who could try to resolve the matter
- If you feel unable to discuss the problem with your carer, please contact one of our Care Consultants, who will attempt to resolve the problem quickly to your satisfaction
- If your complaint cannot be resolved verbally, you may wish to record details in writing and send your complaint to the Care Consultant with whom you have been discussing the complaint. You may wish to ask a friend or relative to write out the complaint for you, which you will need to sign
- If your complaint cannot be resolved by the Care Consultant, please contact:
 - If you are not happy about making a complaint yourself, we will be happy to find someone from an independent organisation to act for you
 - If we receive a written complaint we will acknowledge receipt of the complaint within three working days and come back to you when we have investigated further
 - We will write to you within 28 working days with details of our findings, any action we have taken, and our proposals to resolve your complaint
 - If we have been unable to resolve your complaint to your satisfaction, you may contact other bodies for assistance (see overleaf for more information)

Mrs Jane Nielsen
Introductory Care Manager
Consultus Care & Nursing Ltd
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Kent, TN10 3AB
01732 355231
care@consultuscare.com
www.consultuscare.com

UKHCA

As a member of the United Kingdom Home Care Association (UKHCA) we sign their agreement to abide by the Code of Practice on first becoming members and re-affirm this annually at renewal of our subscription.

You may ask the UKHCA to help you resolve a complaint about one of their members, provided you have already exhausted your provider's own complaints procedure.

UKHCA
Sutton Business Centre
Restmor Way
Wallington, Surrey
SM6 7AH
020 8661 8188
www.ukhca.co.uk/complaints.aspx

UKHCA use an independent advisor to help resolve complaints about their members. In the first instance you should contact their helpline for more information or visit their website.

Local Government & Social Care Ombudsman

If you pay for care yourself please contact
www.lgo.org.uk/adult-social-care
Or telephone 0300 061 0614

If care is funded or arranged by a council you can make a complaint to the council which pays for your care.

If you are unhappy with the outcome of your complaint to the council, you can then contact the Local Government & Social Care Ombudsman.
www.lgo.org.uk/making-a-complaint
Or by telephone 0300 061 6161
Or printed copies are available from our offices.

The exception to this is for people whose rights are restricted under the Mental Health Act

www.cqc.org./contact-us/how-complain/complain-about-use-mental-health-act

Care Quality Commission*

The CQC is unable to make complaints for you or take them up on your behalf. However, the 'How to complain about a health or social care service' leaflet can be ordered from them online here
www.cqc.org.uk/contact-us/how-complain/complain-about-service-or-provider

* Please note: The Introductory service is not CQC Regulated

This document, and any investigation or recommendations made in accordance with it, does not in any way affect your legal rights.





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Fully compliant with CQC standards