

# Your guide to live-in care

# About us

The Care Agency introduces live-in carers to individuals who need a little extra help to remain independent and stay within their own home. We provide a Nationwide service and have been doing so since 1990.

Our small and dedicated office team really understands our clients' needs, allowing us to carefully match our clients with the carer that's right for them. We offer complete flexibility; we can provide care for a few days, weeks or months. We appreciate that things can change rapidly and are able to supply a carer in an emergency situation if necessary, often doing so with under 24 hours' notice.

One of the ways we differ from our competitors is our out-of-hours emergency service – no third-party is involved. It's another way we're committed to making sure that our clients get consistent levels of service and high standards of care.

## Our aim...

To enable our clients to live a full and active life, whilst remaining in the comfort of their own home.



# How we recruit our carers

Before a carer can become registered with us, we have to receive and verify the following;

- **Full Disclosure and Barring Service (DBS) – including POVA (Protection of Vulnerable Adults)**
- **Two references from previous employers**
- **Copies of all qualifications**
- **Copies of right to work documents.**

Once we have processed the above, they are invited for a face to face interview where we assess their suitability for the role of a live-in carer. We also get to know them on a personal level, including hobbies, interests and overall personality. This enables us to match them with suitable clients, which helps create more of a bond between our clients and carers.

## Why live-in care?

**Live-in care combines the best elements from domiciliary care and residential care.**

At a stage in life when one appreciates familiarity and routine, staying in your own home surrounded by your own possessions, memories and even pets can be invaluable. Moving someone into a care home can be very disruptive to a person at a sensitive time in their life.

Whilst domiciliary care enables the client to stay within their own home, often the short length of visits is not adequate for the service user.

**This bespoke one-on-one care is simply not available in a care home or through domiciliary care.**



## What next?

With the intro pack, we have included a registration form. Simply complete this form and return it to our office at the below address;

23a Church Street  
Lutterworth  
Leicestershire  
LE17 4AE

Once we have received the form and your lifetime registration fee we will contact you to confirm your booking details and organise dates for the carer to arrive.

# Hear what some of our clients say about us

We love to receive feedback from our clients and those close to them, particularly for a job well done. Here's a selection of just some of the things that our clients have said about us this year:



The Care Agency has been providing services for us for many years and we are grateful for its high standards in all respects. This has included not only the introduction of kind and competent carers (in particular the lovely Lesley who has been with us since 2006), but also the reassurance of an excellent office back-up, there for us 24/7, and whose equally lovely staff has never failed to provide the support required.

**The carers have shown nothing but kindness and consideration, even when things are difficult.**

A very important part of Sheila's life is her dog 'Billy' and the carers, and particularly Lesley, have shown nothing but kindness and consideration, even when things are difficult; sometimes Billy can be a little naughty – lovely, but naughty!

Whatever the task in Sheila's busy life, which is sometimes challenged by her Macular Degeneration and Arthritis, it is tackled with tireless enthusiasm and skill."

**Nigel Le Frenais**



This is just to say how incredibly impressed we were by all the carers who looked after my mother and to pass on our heartfelt thanks to you and everyone involved with her care.

The carers were all fantastically kind and selfless people, who despite experiencing, on occasion, a total lack of any gratitude or recognition of their efforts, were completely tireless in ensuring our mother's final few months were as pleasurable as possible.

The fact that she was able to remain in her own home right up until the last 24 hours of her life, was entirely due to them.

**There is no question that the care she received transformed her life.**

Likewise, despite her frailty and confusion, she was able to continue to go out and participate in social activities, and in between being difficult and moody, she spoke very warmly of all of them.

In the weeks before the first carer arrived, we believed that she was close to death. Thanks to the input of your staff, she gained weight and her mood and mental capacity improved.

There is no question that the care she received transformed her life and made it possible for her to avoid a rapid decline and a miserable time in a care home.

**Mrs C's daughter**



I cannot thank you enough for sending Mollyn and Denese to care for my husband. Your choice was inspired. With our daughter and god daughter here for the last few days of his life, the atmosphere in the house was loving, joyful and peaceful.

**Her care of David could not have been bettered.**

One evening, Denese, Mollyn and my daughter sang hymns. It was unbelievably moving.

Mollyn was brilliant. Her care of David could not have been bettered and she and I have become good friends. She has stayed the last few days that she was booked to give me help which is much appreciated.

**Mrs A**



Nazley had endless energy, not only was Miss R looked after extremely well, but the house was kept immaculate.

Thank you for all your good work at The Care Agency. Finding various carers and being at the end of the phone whenever necessary. It is much appreciated.

**Mrs R**

# Meet our team

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**Our small but perfectly formed office team help run all aspects of The Care Agency, from bringing on new clients, to making client/carer matches, to recruiting new talent, and balancing the books**

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**Scott Walker**  
Business Manager

I am responsible for making sure that our clients are receiving the very best service, both from our office team and our registered carers. I also concentrate on growing the amount of clients and carers that use us, apart from referrals people join from a variety of channels, and I concentrate on making sure our marketing and advertising is being seen by people who may be interested in registering with us. In my spare time I enjoy playing sport and socialising with friends. I am also studying for an accounting qualification.



**Wendy Tranter**  
Accounts

I have worked for the Care Agency for nine years, and in my current role look after the accounts for the business. I am married with two grown up girls, and a very proud Nana to my two gorgeous grandchildren. I enjoy watching sport, going out for meals with friends & family, going to the theatre, and reading & listening to music. I also love walking and looking after our daughter's chocolate Labrador – who spends nearly as much time at our house as he does hers!



**Nadine Brophy**  
Care Co-ordinator

I have been with The Care Agency for ten years. Carole Mobbs and I look after our clients; taking on new clients and updating our regular users. I am married to Martin and have a six year old daughter, Amelia. I enjoy photography and doing my family tree and I am a member of a local book club. I am currently working towards completing a Diploma in Business and Administration.



**Julie Wood**  
Recruitment Manager

I have worked in the care sector for over 30 years, taking care of the elderly in a variety of settings for many years. I joined The Care Agency in 2006. My role involves looking after our carers, dealing with everything from recruitment to issuing ID cards and updating employment checks. I live with my partner and have three grown up children and six grandchildren. I also have a lovely old dog called Enzo. I enjoy reading, baking treats for the grandchildren and socialising with family and friends.



**Carole Mobbs**  
Care Co-ordinator

I've worked for The Care Agency for over 22 years and along with Nadine support our clients. I am married to a local postman and have a 23 year old daughter and five step children, who have six children between them. In November, my daughter gave birth to adorable twin girls who are doing extremely well and settling down. We have a large family and like entertaining them all for family gatherings especially at Christmas time.



50%

Over half of our new clients join us by way of referral

25  
years

We have been providing carers to our clients for over 25 years



We currently look after 4 Ladies and 1 Lord

## Did you know?

If you have any questions, please call or email us on

**0333 121 2301** or  
**info@thecareagency.co.uk**

Alternatively, have a look at our website at  
**www.thecareagency.co.uk**

10  
years

The average length of time an employee has been working at The Care Agency



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[www.thecareagency.co.uk](http://www.thecareagency.co.uk)