Medicare People



FREE GUIDE · LIVE-IN CARE · 2026/27

Choosing Live-In Care

A family checklist: questions to ask, how it works and what to expect in the first weeks

020 3443 9844
Talk to our Guildford team

4 counties
Surrey, Kent, West and East Sussex

2026/27
rates and rules

Medicare People

ABOUT THIS GUIDE

Choosing care for someone you love is a big decision. This checklist walks you through the options, how live-in care works with Medicare People, and the questions worth asking any provider before you decide.



4 steps
from first call to care starting

£1,340
a week, from

4 counties
Surrey, Kent, West and East Sussex

IN THIS GUIDE

- Is live-in care right?
- How it works, step by step
- How we vet carers
- Questions to ask
- Getting the home ready
- The first few weeks

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Is live-in care the right choice?

24-HOUR

Live-in care

Suits people who need help through the day and some reassurance at night, want to stay at home, or live as a couple.

SHORT VISITS

Visiting care

Suits people who need a few short visits a day. We don't provide visiting care; your council can help you find it.

A care home may suit someone who needs care from several staff at once, or round-the-clock nursing.

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How it works with Medicare People

1
Free call
We talk through needs and costs

2
Matching
We suggest carers who fit

3
You choose
Meet or speak to them first

4
Care starts
Often within days

Our carers are self-employed and introduced to your family. They help with personal care, meals, medication prompts, housework and company. They are not nurses and don't carry out clinical tasks; they work alongside the GP and district nurses.

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How we vet carers

- Right to work and photo ID checks
- An enhanced DBS check
- Two references, including the most recent care role
- A face-to-face or video interview
- Checks of training and experience for your loved one's needs

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Questions to ask any provider

- Is the agency introductory or fully managed, and who directs the care?
- What exactly is included in the weekly price, and are there any one-off fees?
- How are carers' breaks and holidays covered?
- What happens if the carer isn't the right match?
- Who do we call out of hours?



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Getting the home ready

The carer needs a private bedroom, somewhere to keep their belongings, and access to the internet and kitchen. The household provides the carer's food. Think about grab rails, a key safe and clear walkways, and share routines, likes and dislikes before day one.

> Live-in care from Medicare People starts from a carer's fee of £1,090 a week, plus our £250 weekly agency fee.

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Your next steps

- [ ] Write down what a typical day and night look like
- [ ] Check funding: Attendance Allowance, council and NHS help
- [ ] Prepare the spare room
- [ ] Call us for a free, no-obligation chat



FREE, NO-OBLIGATION ADVICE

Talk to our Guildford team

medicarepeople.co/live-in-care

We arrange live-in care across Surrey, Kent, West Sussex and East Sussex.

020 3443 9844

Important information and sources

This guide is general information for families. It is not medical, legal or financial advice.

Prices shown are a guide. Your exact costs depend on your loved one's needs and will be confirmed in writing before care starts.

Sources

- Apply for a needs assessment (GOV.UK): gov.uk/apply-needs-assessment-social-services
- Attendance Allowance (GOV.UK): gov.uk/attendance-allowance
- NHS Continuing Healthcare (NHS.UK): nhs.uk/social-care-and-support/money-work-and-benefits/nhs-continuing-healthcare/
- Find and compare care services (CQC): cqc.org.uk
- Paying for care (Age UK): ageuk.org.uk/information-advice/care/paying-for-care/

Medicare People Ltd, company number 16160200. Information correct as of November 2026.

Medicare People

Medicare People currently provides introductory live-in care services. We have submitted our application to the Care Quality Commission (CQC) and intend to introduce a fully managed live-in care service following registration.

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