Medicare People



FREE GUIDE · LIVE-IN CARE · 2026/27

Your Family Portal: A Simple Guide

How to sign in to Sync and keep up with your loved one's care at home

020 3443 9844	4 counties	2026/27
Talk to our Guildford team	Surrey, Kent, West and East Sussex	rates and rules

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ABOUT THIS GUIDE

The family portal lets you see how your loved one is getting on at home, whoever is caring for them that day, from your phone, tablet or computer. This guide shows you how to sign in and what each part of the portal is for.



IN THIS GUIDE

- Signing in
- Today and wellbeing
- Medicines and the care plan
- The care team and photos
- Messages and documents
- Privacy and consent

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Signing in

There is no password to remember.

1	2	3	4
Invitation	**Your email**	**6-digit code**	**You're in**
We email you a link	Type your email address	We email you a code	Remember for 30 days

- Open the link in the invitation email from Medicare People
- Type the same email address the invitation was sent to
- Enter the 6-digit code we email you (check your junk folder if it doesn't arrive)
- Tick "Remember this device for 30 days" on your own phone or computer, but not on a shared one
- To make the text bigger, use the large text option in Your details

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What you can see

The portal has a page for each part of your loved one's care. You only see the pages your loved one has agreed to share with you.

PAGE	WHAT IT SHOWS
Today	How their day is going, and who is caring for them
Wellbeing	A summary of the carer's daily notes: mood, eating and drinking, sleep
Medicines	Their medicines and whether each dose was given
Care team	The carer with them now, and who is coming next
Care plan	The care plan you agreed together
Photos	Photos the carer has shared of their day
Appointments	Upcoming GP, hospital and other appointments
Money	Any of their money the carer has spent, with receipts
Documents to sign	Agreements and forms waiting for your signature
Messages	Messages to and from our office
Extra cover or respite	Ask us for extra help or a break
Compliments and complaints	Tell us what is going well, or what isn't

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Messages, documents and requests

- Send our office a message at any time; we reply in the portal and email you to say there's a reply
- Read and sign documents in the portal, with no printing or posting
- Ask for extra cover or respite, and we will confirm it with you
- Share a compliment or raise a complaint, and see how it is being handled

> The portal is not for emergencies. If you are worried about someone's safety right now, call 999. For anything urgent about care, call us on 020 3443 9844.

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Privacy and consent



What you can see is set by your loved one's own consent, or by a best-interests decision if they can't decide for themselves. That can change, and the portal always shows what you can see and why, under "What you can see, and why".

Every time someone opens the portal it is recorded. If your loved one withdraws their consent, the pages they no longer share are hidden straight away.

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Your next steps

- Look out for the invitation email from Medicare People
- Sign in and tick "Remember this device" on your own phone
- Read today's update and say hello to the care team in Messages
- Call us if anything isn't clear



FREE, NO-OBLIGATION ADVICE

Need help signing in?

Monday to Friday, 8am to 8pm

Our Guildford team is happy to talk you through it.

020 3443 9844

Important information

This guide explains how the Medicare People family portal works. Screens may change slightly as we improve the portal.

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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