



A Practical Guide to Live-In Care

How live-in care works, choosing a carer and settling in

Live-in care means a carer lives in your loved one's home and gives one-to-one support through the day, so they can stay in the place they know best. This guide explains how it works in practice, from choosing a carer to the first few weeks.

It is written for families in Surrey, Kent, West Sussex and East Sussex who are thinking about live-in care for a parent, partner or relative. It covers:



What live-in care is and who it suits



Getting the home ready



What a live-in carer can help with



The first few weeks



How we choose and match a carer



A checklist of next steps

What live-in care is

With live-in care, one carer moves into your loved one's home and is there to help through the day. Support fits around their routine, not a schedule of short visits.



Live-in care

One-to-one

A carer lives in the home and helps whenever it's needed through the day, with someone there overnight for reassurance.



Visiting care

Set visit times

Carers call in for short visits at set times, often by different people. The rest of the day, the person is on their own.

Live-in care often suits people who:

- want to stay at home rather than move into a care home
- need help at different times of the day, not just at set visits
- are living with dementia and do better with familiar surroundings and one consistent carer
- are a couple who want to stay together at home
- are coming home from hospital and need support while they settle back in

What a live-in carer can help with

A live-in carer helps with the everyday things that make life at home safe and comfortable.

Area	Examples
Personal care	Washing, bathing, dressing, going to the toilet
Meals	Planning, shopping, cooking and help with eating and drinking
Medication	Reminders and prompts to take medicines as prescribed
Getting about	Help moving around the home, on stairs and getting out and about
Around the home	Light housework, laundry and keeping the home tidy
Company	Conversation, hobbies, outings and keeping in touch with family
Appointments	Going along to GP, hospital and other appointments

Our live-in carers are not nurses. Clinical tasks, such as injections or wound care, are carried out by the GP practice or district nurses, and the carer works alongside them.

How we arrange live-in care

Medicare People currently provides introductory live-in care services. We find, check and introduce a self-employed carer, and you agree the arrangement and pay the carer directly. We stay on hand to arrange cover and replacements.

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



Every carer we introduce is interviewed and checked with an enhanced DBS check, references and right-to-work checks. We match carers on experience, personality and shared interests, because a good match makes a real difference to everyday life.

Getting the home ready

A carer living in the home needs a few practical things in place before they arrive:

- **A private bedroom** with a bed, storage and somewhere to relax during breaks
- **Access to a bathroom** and to the kitchen to prepare meals
- **Food** for the carer while they live in, which the household usually provides
- **Wi-Fi or a reliable phone signal**, so the carer can keep in touch with family and with us
- **A spare key or key safe**, so cover carers and visiting professionals can get in

It also helps to put together a short **house guide** for the carer:

- ☐ Daily routine: waking, meals, favourite activities and bedtime
- ☐ A list of medicines, and when they are taken
- ☐ GP, pharmacy and other health contacts
- ☐ Family contacts, and who to call first in an emergency
- ☐ Likes, dislikes and the little things that matter, from how they take their tea to their favourite radio station

The first few weeks

The first weeks are about getting to know each other. A few things help everyone settle in:

- **Be there on the first day** if you can, to introduce the carer and show them around
- **Keep routines familiar.** Change as little as possible at the start
- **Share the house guide** and talk through anything that might worry your loved one
- **Check in often**, with your loved one and with the carer
- **Tell us early** if something isn't working. Small things are easy to put right

Breaks, time off and cover

Live-in carers need proper rest to give good care. They have regular breaks each day and planned time off, when we help arrange a cover carer so support at home continues. If a carer is unwell or needs to leave, we arrange a replacement.

What it costs

With Medicare People, the carer's fee starts from £1,090 per week, plus our agency fees. We set out every cost in writing before anything is agreed. Our free guide, *Paying for Live-In Care*, explains the costs and the help available, including Attendance Allowance, council funding and NHS Continuing Healthcare.

Your next steps

- ☐ Talk with your loved one about what matters most to them at home
- ☐ Note down the help they need through the day and at night
- ☐ Check there's a spare bedroom the carer can use
- ☐ Start a simple house guide with routines, medicines and contacts
- ☐ Read our free guide, *Paying for Live-In Care*
- ☐ Call us for a free, no-obligation chat

Talk to our Guildford team

 **020 3443 9844**

medicarepeople.co/live-in-care/guides

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

Important information

This guide gives general information about live-in care. It is not medical, legal or financial advice. For advice on your own situation, speak to your GP, your local council or a charity such as Age UK (Advice Line 0800 678 1602, free, 8am to 7pm every day).

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Sources:

- [Age UK Advice Line](#)
- [Medicare People: Paying for Live-In Care guide](#)

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