



**Medicare
People** 

Our Live-In Care Service

Our brochure: who we are, how we work and how to get started

Medicare People helps families arrange live-in care, so the person they love can stay safe, comfortable and independent in their own home. This brochure explains who we are, how our service works and how to get started.

Our live-in care service is run by our team in Guildford, supporting families across Surrey, Kent, West Sussex and East Sussex. Inside you'll find:

 Who we are

 What a carer can help with

 How our live-in care works

 What it costs

 How we choose our carers

 Areas we cover

Who we are

Medicare People is a care and healthcare staffing company. Our live-in care team is based in Guildford and works with families who want an alternative to moving into a care home.

We believe the right carer, carefully matched and properly supported, can make a real difference to everyday life at home. We take time to understand each person's needs, routines and personality before we introduce anyone, so they can stay in the place they know best with one-to-one support built around them.

How our live-in care works



Medicare People currently provides introductory live-in care services. We find, check and introduce a self-employed carer who suits your loved one. You agree the arrangement with the carer and pay them directly, and 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.

How we choose our carers

Every carer we introduce goes through our checks before they meet your family:

- ☐ A face-to-face or video interview with our team
- ☐ An enhanced DBS check
- ☐ References from previous care work
- ☐ Right-to-work checks
- ☐ A review of their experience, training and specialist skills

We then match carers on more than skills. We look at personality, interests and the way your loved one likes to live, because a good match makes every day easier.

What a carer can help with

Area	Examples
Personal care	Washing, bathing, dressing, going to the toilet
Meals	Planning, shopping, cooking and help with eating
Medication	Reminders and prompts to take medicines
Getting about	Help around the home, on stairs and going out
Home	Light housework, laundry and tidying
Company	Conversation, hobbies, outings and family contact

We can support people living with dementia, couples who want to stay together, and people coming home from hospital. Our live-in carers are not nurses: clinical tasks are carried out by the GP practice or district nurses.

What it costs

The carer's fee starts from £1,090 per week, plus our agency fees. The exact cost depends on your loved one's needs, whether the carer supports one person or a couple, and the carer's experience. We set out every cost in writing before anything is agreed.

Our free guide, *Paying for Live-In Care*, explains Attendance Allowance, council funding and NHS Continuing Healthcare.

Areas we cover

We arrange live-in care across four counties from our Guildford branch:



Surrey

Including Guildford, Woking, Camberley, Farnham, Epsom, Reigate, Dorking and Weybridge



Kent

Including Maidstone, Tunbridge Wells, Sevenoaks, Canterbury, Ashford and Tonbridge



West Sussex

Including Horsham, Crawley, Chichester, Worthing and Haywards Heath



East Sussex

Including Brighton and Hove, Eastbourne, Lewes, Uckfield and Crowborough

Free guides for families

We've written a set of free guides to help families make decisions with confidence. Download them at medicarepeople.co/live-in-care/guides:

- A Practical Guide to Live-In Care
- Paying for Live-In Care
- Dementia Care at Home
- Talking About Care
- Safety in the Home
- Lasting Power of Attorney

Get in touch

- ☐ Call us for a free, no-obligation chat about your situation
- ☐ We'll talk through needs, routines and costs
- ☐ When you're ready, we'll introduce carers who suit your loved one

Talk to our Guildford team

 **020 3443 9844**

medicarepeople.co/live-in-care

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

Important information

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.

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