

SPECIALISED PROVIDERS OF 24-HOUR LIVE-IN CARE



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WHAT IS LIVE-IN CARE?

Live-in care is very much a new approach to delivering care, it enables people to remain living in their own home for as long as they choose to do so.

Specialist providers of 24-hour live-in care and with a track record of professional excellence; Arbour Companions and Care are providers of individually tailored care packages, designed in collaboration and personally suited to you.



MEET THE MANAGEMENT

Arbour Companions and Care is a family run business with over 30 years' experience working within the care sector.

Heading up the day-to-day management of the business is Christina Sell, whose role has been born from her long standing commitment and service to the health and social care industry. Recognised as a Nightingale Nurse, Christina has previously taken on the roles of Health Visitor for older people, Commissioner of Services and a National Advisor on older people services. In recent years, Christina and her husband Robert Sell have worked closely with local care homes.

Co-ordinating with all statutory services including Domiciliary care agencies and the Multi-Disciplinary Team, Arbour Companions and Care ensures a well-rounded care provision is being accessed; always having the best interests of our clients in mind.



SUPPORT

At Arbour Companions and Care, we understand that each individual has their own unique care requirement. Some are looking for minor assistance with daily chores, whilst others are in need of a more complex care provision. Differing care needs require tailored care solutions and that is our speciality.

We can assist you in a number of different ways:

1

We can provide a **paid companion** – someone who will be around to give a guiding hand and ensure your loved one is safe, helping them continue to enjoy the things that matter to them. Whether that's getting out and about in the country, visiting friends and family or just staying at home and enjoying the peace of their own surroundings, we are here for you.

2

We provide **basic live-in care**, delivered by our trained carers who can live with you or your loved one. These individuals may help you to get up and dressed in the morning, assist with medication, accompany you on shopping trips, drive you to different locations and, most importantly, keep you safe.

3

We can help with **your complete care service**. This high level, wonderful service is very special. We provide a complete package of care, coordinating all the key professionals to keep those who are heavily dependent on care living happily in their own home. By no means is this an easy task but it does provide a life-line for many families, removing the heartbreak of having to choose a care home.



SKILLS AND TRAINING

Championing independence is at the forefront of our care provision. Indeed our carers and companions are carefully selected and vetted to ensure that they are of a high standard and are able to deliver live-in care that is unrivalled by any other company.



TESTIMONIALS

We believe those whom we have worked with and who have experienced the level of care that we deliver to every individual, are the ones best equipped to speak on our behalf.

Here is a collection of testimonials from our clients, their families and friends who would like to share their experience with you.

"Thank goodness everyone managed to change my mind about coping on my own for a week"

PB Guildford

"William has had a new lease of life since Ewa came. It's great to hear him laughing again."

DM Virginia Water

"We are absolutely delighted with Karolina; she is gentle and kind I love chatting to her and really enjoy her company"

JH Cambridge

FINANCE

Our company policy is to be more affordable than our local care home counterparts. The actual cost is dependent on individual care needs such as how much support is required and for how long. Our 24-hour live-in companionship package is excellent value for money when providing full-time support at home and is, in terms of continuity of care, the best option.

We will of course make recommendations, based on our initial assessment, regarding the type of care package we feel would be best suited. However, you are free to choose the option that you feel meets your individual need.

There are **No Hidden Fees**, as we discuss all the options up front, including any additional activities. Before any plans are finalised we will agree with you the level of service that you require and provide an indicative weekly cost to ensure you're able to make an informed decision.

Please visit our website for a full breakdown of the funding opportunities available. Additionally, we would advise you to visit [CareAwareUK](#) and/or [SOLLA](#), who provide specialist advice on elderly care and funding in the UK.



FAQs



How do I arrange live-in care?

The first step will be to arrange an informal visit, whereby one of our assessors will come and learn more about you and your loved one. Free of charge, this initial visit provides an opportunity for you to ask questions and familiarise yourself with the types of care packages we have available.

What will I have to provide for the live-in carer?

All our carers understand that your home is yours and they are respectful of your personal belongings and space, always working in accordance with your requirement. However, they too should feel comfortable in their surroundings, so we ask that you provide your live-in companions/carers with their own bedroom and a small television for their personal time.

Will I keep control over my own house?

Of course, your house remains your own and you set the house rules. Our purpose is to help you with the activities that you are finding challenging. We might help with the shopping, cooking and some light cleaning if that's what you want. Your care provision is developed collaboratively and tailored specifically to you.

Will I lose my privacy?

Having someone living in your house will always take some getting used to. Our carers are trained to be the “shadow without a body”, quietly adapting to their surroundings and maintaining a respectful attitude towards your home.

What do I do if I am not happy with the service?

The first thing you do is ring either the manager or deputy to talk through your concerns. Our priority is your health and well-being and we will do all that we can to address the issue, working with you to ensure you feel confident in your provision of care.

Will the carers be honest?

We insist all our carers demonstrate excellent references along with a declaration by the police that they have no criminal convictions, nor do they have any other record that could potentially show them to be inappropriate for live-in care. We have strict controls over how carers handle money and check at least every month.





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