



Get the support you need at home
with our award-winning
live-in care and companionship





The need for care can arise at any time. If you or a loved one need support but wish to remain at home, it may be time to look into live-in care arrangements. At Promedica24, we provide bespoke, round-the-clock care and support. Whether you prefer companionship and some help around the house or have complex care needs, a live-in carer will be able to give you the support you need to remain independent in your own home.

After the first telephone call we'll be in touch within 24 hours to arrange a comprehensive personal care assessment. This is completed by one of our expert care managers who will be able to suggest which package is best for you or your loved one. From here, they'll begin to put together a care plan. The plan is completely tailored to your needs: Your carer may assist with cooking, cleaning and personal care, support with medication, or see to more complex care needs such as dementia, Parkinson's, stroke, cancer or diabetes.

It is important to us to recognise the human element of live-in care, so we aim to match carers based off shared interests. Companionship, sharing a conversation over a cup of tea, interacting with patience, time and a sense of humour throughout everyday life can genuinely improve outcomes. It can keep people at home longer, put them in a better mood, help them recover faster from illness and even stabilise or reduce signs and symptoms of dementia.

A live-in carer not only alleviates loneliness and isolation through their companionship, but also supports you to keep an active social life and continue to do the things you enjoy. With one of our fully trained carers there when you need them, you can be sure that you or your loved one will be safe, comfortable, and making the most out of life.

Promedica24 provides families with the freedom to focus on what matters most: stress-free, quality time with their loved ones.

Home. There's no place like it.

Live-in care empowers individuals seeking to age well with support, safety, freedom and independence. Our live-in care service has made it possible for over 35,000 clients to remain living safely and independently in the comfort of their own homes.

Call **0800 086 8686** for a no obligation care assessment



What do we do?

We understand that everyone is different, so when you contact us about your care needs, we will start by asking a few important questions to understand your or your loved one's care needs.

Assessing your care needs

Our care consultant or regional partner will put you in touch with one of our care managers, who will then conduct an in-depth care needs assessment to determine which level of care is right for you or your loved one.

Your live-in care worker

We take great efforts to ensure that we find the right carer for each individual service user. Drawing from a large pool of highly trained caregivers based all across the UK and beyond, we are able to find people who match with the interests, personality and needs of the person they are looking after. Once care has commenced, your regional partner and care manager will always be available to ensure you are happy with the care you receive.



Here's how our care process works:

- STEP 1** Call our team on **0800 086 8686** or visit **promedica24.co.uk**
- STEP 2** Your Promedica24 regional partner will contact you to discuss
- STEP 3** Our care manager carries out an in-depth care assessment and then creates your bespoke care plan
- STEP 4** A care worker is selected based on your care plan
- STEP 5** Care begins at a time to suit you
- STEP 6** Our care team regularly check that your needs are met at all times

Take the first step and find out how our live-in care workers can support you by calling **0800 086 8686** for a **no obligation care assessment**



Promedica24 are with you every step of the way. Simply get in touch on 0800 086 8686 and we'll do the rest.



Choice. Living independently and choosing the right care for you
Comfort. Being in and around surroundings you are familiar with
Staying close to loved ones. Being near to your friends and family
Safety and security. Knowing that someone is there if you need them

80% of doctors surveyed would recommend being cared for in your home

The National Institutes of Health

The benefits of live-in care

Our service enables you, or your loved one, to remain in the comfort of your home with your personal belongings, loved ones, pets, garden, and community around you.

Employing long-term care in your home could give you exactly the support you need and be one of the best ways to remain independent and live at home for longer. And with a flexible care package that is regularly assessed, the care you receive can adapt and change as you need it to in the future.

With live-in care, you can continue to live life as you choose in the knowledge that your care worker is there to provide exactly as little or as much support as you need.

No more rushed care visits, only dedicated one-to-one support: from day one, all of your care needs will be taken into account.

Areas of support depending on your care package include, but are not limited to:

- 24 Personal care
- 24 Medication management
- 24 Mealtime support
- 24 Housework, gardening and shopping
- 24 Visiting friends and family
- 24 Pursuing hobbies and interests
- 24 Scheduling and attending appointments
- 24 Morning and nighttime routines



Our care workers

Our care workers are at the heart of everything we do, and we hire and train our team in a way that allows them to offer a truly person-centred service. We look for people who are genuinely caring and compassionate and who we can be sure will treat you with the dignity, respect and kindness you deserve. If we're going to be caring for you or your loved one, wouldn't you want us to do everything we can to choose the right person?

Our care workers love what they do, and we work alongside them to ensure you receive highest quality of care. All our Care Managers are fully trained health professionals, so you'll be able to ask questions or raise healthcare issues easily and openly during your regular face-to-face meetings.

Care worker training and selection

The mandatory training material covers all aspects of care and safety, including those that are pertinent to living in the home 24/7 alongside the person we're caring for. Subjects include first aid, fire safety, an understanding of cultural needs and learning difficulties as well as the processes to follow in a medical emergency situation.

Following this core mandatory training, our care workers receive manual handling training held in the home in which they will be working to ensure they truly understand the specific needs of the person they'll be caring for.



Supporting you and your care worker

Both you and your care worker have access to a 24-hour helpline. You'll also receive regular visits from our care team to ensure everything is going well, and we check in with our care workers on a regular basis.

Ensuring that you are happy, safe, and exceptionally well cared for remains our top priority.



"Promedica24 have been a godsend providing excellent care and communication for my grandad after the sudden passing of my grandmother. I am very happy they were recommended to us."

Jasmine (Daughter of client)

Testimonials

"Mark at Promedica24 was so caring and took over organizing everything for us. The carers have all been lovely and Mum has been happy. Promedica24 provide a good back up support system. I would recommend them to any family to help them make what can be a very difficult decision a lot easier."

Jayne (Daughter of client)

"Since implementing live-in care for my father-in-law, he seems like a new man. He is much fitter and far better able to walk with limited assistance; he now uses a walking stick rather than a frame."

Don (Son-in-law of client)

"My mum enjoys singing having sung in a choir for most of her adult life, and the carer encourages her listen to, and sing along with music via CD player, which my mum wasn't able to operate on her own."

Alison (Daughter of client)

"Promedica24 have worked hard to match up care workers to fit well with my mum's personality and day to day activities. The care worker helps around the home with cooking and cleaning as well as medication. She is also on hand to check mum is well and will offer stimulation at home by playing games and providing company."

Elizabeth H (Daughter of client)

"Getting care and support for Mum from Promedica24 was our best decision. As soon as Promedica24's care worker arrived we could relax knowing she was in safe hands. We could enjoy quality time with her again chatting over tea and biscuits, instead of addressing a list of her worries."

The care workers were not strangers in her home as she feared but became familiar faces giving her professional care with kindness. We are grateful to Promedica24 for improving Mum's quality of life and giving ours back to us!"

The Ryall Family, Dorset 2021



Why choose Promedica24?

As the market leader in live-in care across Europe, we have been providing a safe and affordable alternative to residential care since 2004.

With our vast network of highly skilled professionals, we can provide a wide range of live-in care services, from companionship to complex care for a range of chronic conditions. These include memory impairment, cancer, dementia, Parkinson's, stroke, arthritis, diabetes and many more.

We offer only the highest quality of care, with a dedicated support programme to encourage the people we support to learn new skills, or to regain skills, with the ultimate goal of optimising their independence and comfort.

How we ensure quality live-in care

- ♥24 Our person-centred care packages are expertly tailored to suit your needs and preferences
- ♥24 Our Care Managers regularly review your package to ensure the highest quality of care
- ♥24 Our care workers receive ongoing training to ensure quality home care
- ♥24 Our care workers have access to round-the-clock support from our dedicated team
- ♥24 We encourage and invite regular feedback
- ♥24 All our care workers undergo an advanced DBS check

Benefits of live-in care

- ♥24 Remain in the home you love
- ♥24 Bespoke care packages according to your needs
- ♥24 Affordable, person-centred alternative to residential care
- ♥24 Support for couples and individuals
- ♥24 Stay close to your loved ones and pets
- ♥24 Support for advanced care needs
- ♥24 Continuity of care



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Promedica24 UK Ltd is registered and licensed by the
Care Quality Commission to provide live-in care services.

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