



# A live-in care solution for direct payment holders

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# Direct payments explained

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If you're eligible for care funding from your local authority, you can take the money you're entitled to as a direct payment. This is where you're paid your personal budget directly into your bank account – so you get the choice to decide on the care company you think is best.

1. Get a care needs assessment
2. Undergo a financial assessment
3. Ask to take funding as a direct payment

**To claim direct payments, contact your local authority.**

As a direct payment holder, you've made a powerful choice to be a key decision maker in your care journey. This enables you to have flexibility, control, and personalised support tailored to your individual care needs.

Elder is a live-in care specialist, founded on the belief that your own home is the best place to receive care. Our mission is to support you navigate through the sometimes complex care arrangement process and realise the true potential of a high-quality, flexible live-in care plan designed around you.

## What is live-in care?

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**Home comes first. The days are gone when you had to leave your own home to receive the care and support you need.**



Stay where you're happiest – your own home



Maintain independence, keep your daily routine



See your family whenever you think is best



Remain well – linked with better health outcomes

# Why Elder?

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Elder provides live-in care to ensure that you get all the help you need but keep control, choice, and independence over your own life, in your own home.

A dedicated professional moves in to help with everything from personal care to household tasks. Doing all that's required to ensure you are safe, comfortable, and happy in the place you belong.

## The UK's leading live-in care agency



Experience you can rely on – we've helped deliver over 500,000 days of care in over 500 towns and cities across the UK.



Ability to respond quickly – if your needs are urgent, we're able to put care in place in as little as 24 hours from your initial call.



Guidance at every step – you'll get to know your dedicated Senior Care Advisor as they support you through the care planning process.

## What a live-in carer does

A live-in carer is there to help you make the most of your life. Here's what they'll do:



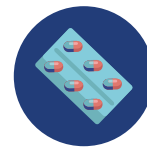
Household maintenance



Favourite meals



Help getting up and ready



Medication prompting



Personal hygiene



Essential errands



## You know what matters most

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**Nobody understands your situation better than you do. We listen to your priorities, you choose the carer you think is best. Our main role is to help you find them.**

At Elder, we will strive to serve you in five key ways:



### **Personalised matching**

Enabling you to find and choose a carer who matches your individual needs



### **Extra precautions**

Providing your carers with PPE and supporting them with rigorous testing procedures



### **Seamless arrangements**

Arranging logistics and respite carers for a stress-free experience



### **Easy organisation**

Simplifying the management and monitoring of your direct payments



### **Ongoing support**

Supporting you with a dedicated family specialist, on hand to help whenever required

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# 1

## Personalised matching

Our matching team will work with you to help find the best carer for your needs. Once we've found a selection of carer who we think are suitable, we'll send you their profiles and introductory videos. Then, you simply choose who you think is the best fit.

The carers we work with are stringently vetted, expert professionals. Our rigorous onboarding sessions are designed to make sure you're looked after by someone you can trust.

What we look for in a carer:



A full Disclosure and Barring Service check



A good level of written and spoken English



A caring, professional manner



At least one year in the care profession

We work with a broad range of professionals, who have experience caring for a range of conditions and circumstances:

- ✓ Hospital discharge
- ✓ Dementia
- ✓ Alzheimer's disease
- ✓ Parkinson's disease
- ✓ Stroke recovery
- ✓ Cancer care

- ✓ End of life support
- ✓ Learning disabilities
- ✓ Physical disabilities
- ✓ Sensory impairments
- ✓ Companionship
- ✓ Respite support

## 2

### Extra precautions

We've learnt a lot from the first peak of COVID-19. The Elder team is constantly monitoring the situation and ready to take extra measures if the situation calls for it.

Currently, our approach is centred around providing clear, timely guidance, personal protective equipment and a clear policy on testing:



**Personal Protective Equipment:** We're supplying carers with masks, gloves, and aprons on a regular basis.



**Rigorous on testing:** We're ensuring carers displaying any COVID-19 symptoms are prevented from working and get tested immediately.

## 3

### Seamless arrangements

After you've selected a carer you think is best, we'll arrange travel with the carer. And, when it's time for your carer to take some time off, we'll arrange for a respite carer to come in – meaning you don't have to worry about filling the gap. You'll always get a seamless, consistent level of care.





# 4

## Easy organisation

Our unique care management system, MyElder, makes ongoing organisation of your direct payments simple. All payment details are stored in one, handy place. If you don't have access to a computer, your dedicated account manager can assist you over the phone

### MyElder

Simply input your prepaid card or bank account details into MyElder and use your direct payments to pay for care with weekly direct debits. MyElder will also:



Ensure that spending is within your budget



Manage payroll services through automation of invoices and receipts



With your consent, we can provide your local council evidence of your spending when required

Regardless of whether your direct payments cover the entire fee of service with Elder, we can work with you to capture multiple funding sources.

### MyElder also features:



Care handover alerts



Ability to view carer profiles and videos



Ability to view your care schedule



Knowledge centre

# 5

## Ongoing support

Your dedicated account manager at Elder is someone you know and who knows your situation in detail, including how to ensure your direct payments are being managed according to your needs and choices.

Whether things haven't gone to plan or you just need someone to talk you through the next steps, they're ready, on hand to help.

Excellent



Based on 364 reviews



9 April

### Fantastic service and support

I have recent excellent experience of dealing with Elder.  
I cannot speak too hig...

Isabel





# Getting into the routine

We do our best to ensure your loved one's care is as consistent as possible. However, like all jobs, time off is needed. Here's a typical pattern of care:

## Trial week

Your first week is a completely risk-free trial. If live-in care isn't for you, you're able to cancel without notice.

## Week 4:

The primary carer takes time off. A substitute, 'respite' carer moves in. They'll take care of your loved one until the primary carer returns.

## Week 8:

The primary carer takes time off and a respite carer moves in.

MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

## Week 2-3:

If you're happy, your carer continues. They'll work up to ten hours per day.

## Week 5-7:

The primary carer returns. They'll typically be in place for another four weeks.

## Week 9:

The primary carer returns.



# Get started

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We make arranging care as stress-free as possible, so you get more time and freedom to focus on what matters most to you.



Book a free consultation



Tell us your loved one's needs



Get matched to carers



Choose your carer



Carer arrives and trial week begins

## Book your free consultation

Get in touch for a free consultation about how we can support you get set up with a live-in care package using your direct payments.



email: [partnerships@elder.org](mailto:partnerships@elder.org)



tel: 0330 127 8350



[elder.org](https://elder.org)

