



# Award-winning short-term care





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# Discover short-term care with more

Elder can arrange short-term live-in care for a few days to a few weeks. A vetted carer will move into the home, provide care, and maintain the day to day - giving everyone the support they need to live life in their own way.

## More Choice

When arranging short-term care, you get the same level of choice as our full-time care services. Combining a personal touch with ElderMatch technology, we'll identify carers with the right experience and character for your needs. You'll get to choose who your carer is after viewing their full profiles and introductory videos, and you can even chat to them too.

We know that once you've found a carer who you get on with and who understands your needs, you'll likely want to stick with them in the future. So, if they're available, we'll always aim to connect you with your preferred carer when making repeat bookings.

## More Control

If you're caring for a loved one yourself, it's important to take a break without worry. If your regular care arrangement falls through, we'll work quickly to arrange trusted cover. And, if you or a loved one is returning home from hospital we'll connect you to experienced carers who can support a safer and more comfortable recovery. We can do all this in 24 hours too if your needs are urgent.

Short-term care can be arranged for as little as three days at a time, up to 6 weeks, making it one of the most flexible options on the market.

And you'll have access to your own online MyElder account, where you can share your needs in full via your care profile, access daily care logs from your carer, and give visibility to other family members for additional peace of mind.





## More Support

Every care decision needs bespoke support. Our care advisors are on hand to explain and guide you through all the arrangements. Our internal clinical team reviews your needs in detail to make sure you receive a safe and quality service.

On your carer's first day, they'll set aside plenty of time to get to know you, your family, and how things are done. And, our family support team will be on hand to ensure you have everything you need to feel confident and informed.



## More Control

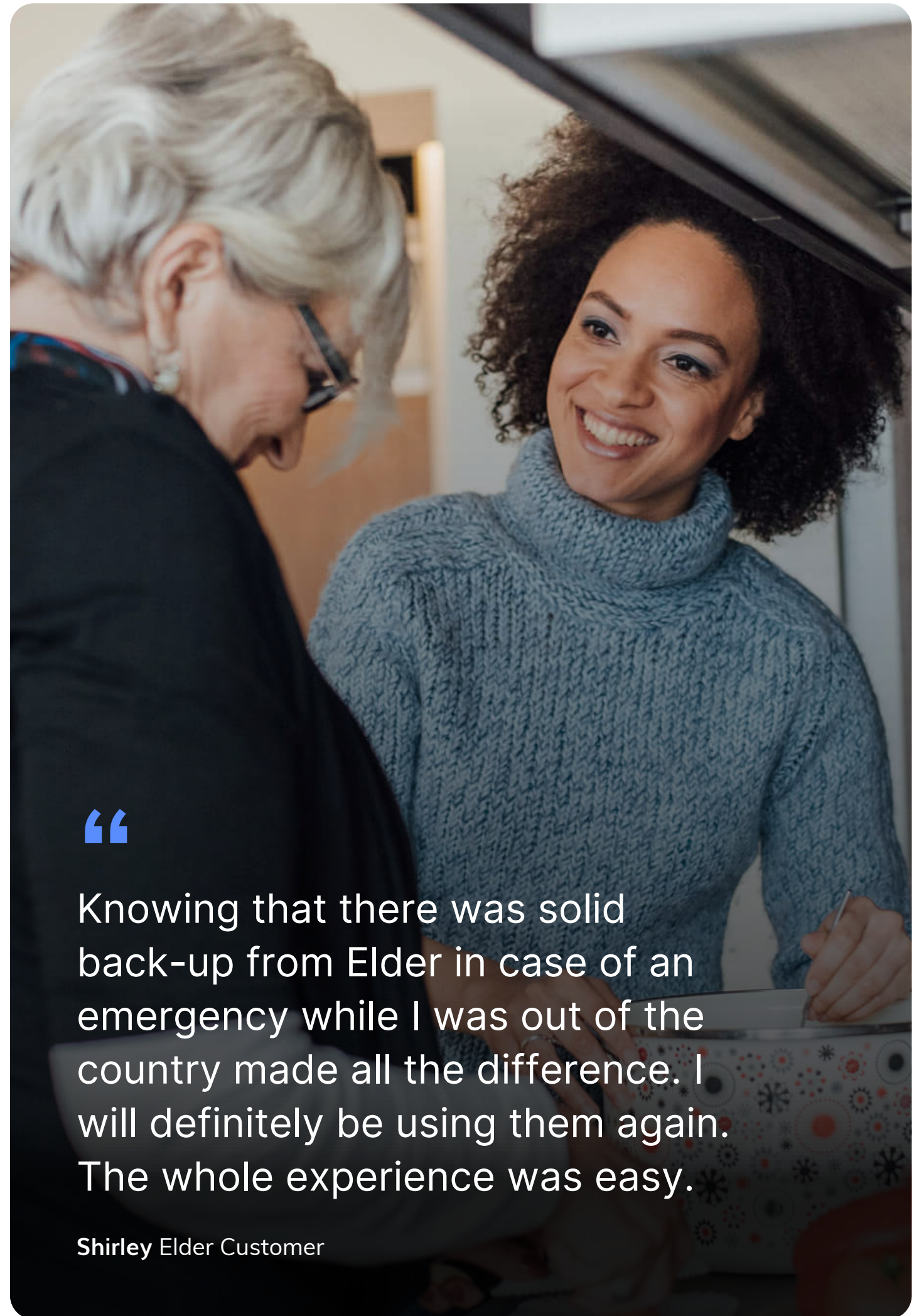
Our short-term care has a simple pricing structure, without any joining fees, or surcharges over bank holidays or weekends. And, if you're booking a few weeks of care at a time, your first week will be a trial period - meaning you can cancel at any time in the first seven days, and only pay for the care you've received.

If you're unsure about live-in care as a long-term solution, short-term care packages can be an opportunity for the whole family to get a feel for it, and for you or your loved one to adjust to having a carer in the home. In fact, around 20% of people who use our short-term care services have gone on to arrange full-time live-in care.



Knowing that there was solid back-up from Elder in case of an emergency while I was out of the country made all the difference. I will definitely be using them again. The whole experience was easy.

Shirley Elder Customer







“...we can help you find a suitable carer to step in and maintain a regular routine.”

# How can **short-term live-in care** help?

## If you're planning a break or holiday

Supporting an elderly loved one can sometimes get too much, and it's completely normal to feel this way. It's important to have time and space to look after your own wellbeing.

According to Carers UK, 63% of family carers are worried about continuing to care without a break, and 74% feel exhausted as a result of looking after someone they love.

They also found that 8 in 10 carers felt isolated by their caring responsibilities. A period of respite can give you an opportunity to spend quality time with other family and friends.

It may help improve your relationship with the person needing care too – giving you both space to talk to different people and try new experiences.

## If your primary carer needs cover

Even with the best laid plans, you may find yourself in need of temporary professional support. If your usual carer needs to take a break, falls ill or needs to tend to an emergency, we can help you find a suitable carer to step in and maintain a regular routine.

If you or a loved one is facing a challenging time, for example due to illness, it can put pressure on your partner or spouse. A live-in carer can provide additional care, while helping to maintain the home, run errands, and prepare meals - easing day to day stress.



## If you're preparing for a hospital discharge

While many older people can't wait to get back to the comfort of their own homes after a hospital stay, ensuring the right support is in place can be a worry. If you've recently left hospital, it's natural to feel less confident doing everyday tasks at home. Live-in care can support mental wellbeing too – allowing people to recover in a familiar environment, away from the bustle of a busy hospital ward. And, if you're a family member who can't be there to provide support yourself, arranging respite care can bring

peace of mind that they're safe. Unfortunately, many older people are currently being kept in hospital longer than they need to be – simply because they don't have the right care in place at home. Elder can help you find an experienced carer to move into the home and provide personalised support for as long as it's needed.

If you or a loved one is scheduled for an elective procedure, you can plan your short-term care a few months prior to admission too.

## Moving from short-term care to full-time care

If you find yourself or a loved one in need of a more permanent care solution we've made it as easy as possible to move from a short-term to an on-going care arrangement. You won't need to create a new MyElder account or start a new care profile.

If you'd like to keep your short-term carer on a full-time basis, we'll always endeavour to make this happen if they're available. If they're unable to take on a permanent placement, they may still be able to continue providing respite care when your full-time carer takes their scheduled breaks. And, we'll take care to match you with a new full-time carer with the right skills, experience and personality - and you'll always have the final say over any new carer you're matched with.

“We'll always endeavour to make this happen”



## What can a short-term live-in carer help with?

### Housekeeping

From helping with laundry to vacuuming, a carer can ensure the house is clean, safe and comfortable.

### Medication prompting

Making sure any medication is taken at the right time, at the right dose (as per the prescription instructions).

### Help getting dressed and ready

Offering a delicate reassuring hand to get into clothes and feel good.

### Running errands

Going to the shops, chemist or anywhere that's required.

### Personal hygiene

Support with going to the bathroom, washing, and oral care.

### Companionship

Being there to listen and chat to, encouraging hobbies, and helping maintain an active and fulfilling social life.

### Preparing meals

Preparing nutritious meals to individual tastes and dietary requirements, and ensuring hydration is prioritised.

### Pet care

Helping to feed and exercise household pets.



# How to arrange Elder short-term care

## How long can I book short-term care for?

Our short-term care services can be arranged from 3 days, to a few weeks.

## Moving from short-term care to full-time care

With a network of over 5,000 independent carers across Great Britain, we can help you put care in place in just 24 hours. And, because emergencies aren't 9 to 5, you can tell us all about your needs at any time, day or night, by creating your MyElder account.

## How much does it cost?

3 days from

**£625**

### Inclusive of:

- No weekend or bank holiday surcharge
- 2x nightly wake-ups
- No joining or exit fees

or from

**£1450** per week

### Inclusive of:

- No weekend or bank holiday surcharge
- 2x nightly wake-ups
- No joining or exit fees

“...we can help you put care in place in just 24 hours.”





# 5 simple steps to arrange care with Elder



Very helpful first contact. I hadn't had to do this before, the staff were helpful and informative. I was able to go on holiday fully confident in my mum's carer, Rosemary. She was great, she was professional and kind, highly recommended.

Chris Elder Customer

## 1. Give us a call or get started online

Give a care advisor and call today, or book a call at a time and day that suits you. You can also get started right now online by creating your free MyElder account.

## 2. Tell us what you need

Answer some simple questions to help us identify the right carer for your needs. We'll begin matching you with potential carers over the next 24 hours.

## 3. Complete your care profile

While you wait, fill in your care profile. Our clinical team will review this information to ensure live-in care can take place safely.

## 4. Choose your carer

Review detailed profiles for each carer you're matched with. Choose which carer you like best and chat to them, before making your final arrangements.

## 5. Get ready for the first day

Your carer will arrive between 12pm-2pm on their first day. If you're arranging full-time live-in care, the first week is a trial, so you can give it a go without commitment.

## 6. Manage care with MyElder

You and your family can control care from anywhere with MyElder. From reading carer updates and planning handover days, to keeping crucial care information updated.



# What families are saying about Elder's short-term live-in care service



"Paul has been of enormous help to find someone suitable last minute. Very professional, clear regarding fees, patient and reliable. Brian, the carer, is very friendly and helpful. Without their help our family gathering would not have happened. Thank you!"



"The initial contact with Elder was completing a process online, which was straightforward. I then had contact with very helpful staff, in order to confirm an appropriate carer for my father being discharged from hospital. Being able to have a Polish speaking carer for my father worked out very well & she was able to quickly establish a rapport with him & delivered very 'client centred' care. I will definitely use the company again for future periods of planned respite care."



"First time I've used a home care service for my 84 year old father so I wasn't sure what to expect. The procedure to arrange care was straightforward.... Roman the caregiver arrived promptly and got straight to work. Chatting with Dad and learning what was needed. Within half an hour he'd said to me that I was now 'off duty' and took over. With this I knew I could go on my respite holiday without worry."



"What a relief to find a company that goes the extra mile. Amanda cared for mum as if she was a family member. So thoughtful and kind. And knowing that there was solid back-up from Elder in case of an emergency while I was out of the country made all the difference. I will definitely be using them again. The whole experience was easy."



# Meet the Elder team

At Elder we have a team of dedicated experts who can make your care journey as straightforward and comfortable as possible. Why not meet some of them below?



## **Euan, care advisor team**

Euan is a care planning expert, and is well versed in helping families like yours navigate the care system and understand if live-in care is the right solution.



## **Alexis, clinical team**

With 12 years' experience in social care and clinical practice, Alexis heads up our team of health professionals - helping families access safe person-centred care.



## **Sophie, family support team**

Sophie supports families once care has started - offering a listening ear, answering questions, and helping them stay in control.





# Elder Short-term care FAQ's

## Will a short-term live-in carer look after my loved one's personal needs?

Absolutely. Live-in carers offer assistance with a huge range of day-to-day requirements – including hygiene and grooming.

Putting your loved one at ease during this sort of care is tricky, but live-in carers are uniquely positioned to do just that. They can devote the time and attention required to build trust, as well as get to know just how much help they need to offer.

## Do short-term live-in carers provide night-time support?

Of course. Live-in carers move into your loved one's home to offer 24-hour care – even if that means getting up occasionally in the middle of the night.

They'll help create routines around bedtime, ensuring better quality sleep for improved wellbeing. They might also get your loved one to the toilet if they need it, or put their mind at ease if they're confused.

If you need more regular or intensive night-time support, you may benefit from a dedicated night carer, to ensure your live-in carer is getting enough rest.

## How do I manage my short-term care?

With Elder you'll be set up with your own MyElder online account. This is where you can complete your care profile before care starts – detailing the care needs, health, lifestyle, and home environment of the person needing care. You can add other family members to the account to help complete the Appraisal, and to give them visibility over care once it begins.

You also use your MyElder account to –

- Review carer profiles, chat to carers and choose your favourite
- Read updates from your carer with the care logs feature
- Keep care information updated and update any changes to your care needs
- Easily update payment information and track your invoices

## If I book another period of short-term care do I need to begin a new care profile?

Not at all, your care profile is a living document - it'll exist in your MyElder account for as long as you need it. All you'll need to do when booking future care is check that the information is still correct, and update any areas where the care needs have changed.

## What happens if I don't know how long I'll need short-term care for?

Sometimes it's difficult to know how long you'll need care for, for example if the person who normally provides care falls ill, or if additional support is needed to support recovery after an illness or operation. With Elder you can book short-term care without an end date – to guarantee support is in place for as long as you need it. Simply let your care advisor know you're unsure of the end date when making your arrangements.

## Will they be English speaking?

Yes. Every carer we work with must have a good level of written and spoken English.

If you'd prefer a carer who also speaks a second language, simply let us know.

## Can I request a male or female carer?

Yes, we give you the choice if you'd prefer a male or female carer, simply let us know if you or your loved one has a preference.

## Can I book the same carer each time?

If your preferred carer is available then yes, we'll always aim to book them for each period of respite you need. It can help to book multiple periods at once if you can, to ensure your requirements can match up with your carers schedule.





# Get in touch

We're here for you seven days a week, 365 days of the year. If you need our help, or you're unsure about anything, here's how to get in touch:

☎ 0333 363 7157

✉ [support@elder.org](mailto:support@elder.org)

💻 [www.elder.org](http://www.elder.org)