

# LTC



## Live-In-Care

Introducers, Recruiters, Consultancy and Training

Est. 2007

## CONTENTS

*Care at Any Time You Need - 2*

*About Our Carers - 5*

*Levels of Support - 7*

*Requirements and Responsibilities - 9*

*Getting Started - 11*

*During The Job - 12*

*Our Terms and Policies – 19*

*Payment Method - 22*





## Care at Any Time You Need

---

For over 10 years, we have been there to provide comfort, companionship and hands-on support when your loved ones need it the most.

With our large team of thoroughly screened, carefully selected carers on our books nationwide, there's no waiting list. In fact, we've every confidence that we can rapidly provide a choice of suitably experienced and empathetic carers, with personalities and skills that will tick all the boxes.

Our carers are all compassionate, capable individuals who are handpicked and trusted to bond quickly with clients and effortlessly fit in with home life – whether it's for short respite or long-term care.

We offer various levels of 24-hour live-in support in the home, from post-operative convalescence to advanced care for Dementia, Alzheimer's and Parkinson's disease.

---

### **Familiarity and routine is key to maintaining independence**

---

#### **WHY LIVE-IN CARE?**

Your home is your cornerstone; it's where you belong, full of good memories and perhaps generations of family history. That's why live-in care, through Le Temp Care, has become a popular choice when you or your loved ones can no longer cope as well with the challenges of living at home, sometimes alone.

At an age and stage in life when one wholeheartedly embraces familiarity and routine, home is where you want to be – whatever it takes to maintain your precious independence.

A Le Temp Care carer will provide reassuring continuity, with all the comforts of home, where life can go on with a reliable normality. Our carers are ever aware that a client's home is his or her domain and that their job is to make home-life fit every changing need.

## FLEXIBILITY COMES FIRST

---

Who are LTC Live-In-Care? We are an introductory agency, acting solely on behalf of suitable, self-employed, carers whom we carefully place with our clients, across the country, according to their needs and preferences.

As all our experienced carers know, no two assignments, clients or families are quite the same. Despite our structure of services and guidelines, we all know that our carers have to be very flexible to fit-in with the circumstances, their client's needs and their current home-life.

We appreciate that sometimes accepting the need for live-in care for the first time can be an emotionally difficult time for clients and their family alike. So, our carers do all they can to go with the flow and make the start of a new era as painless as possible.

Whatever your need, we're very flexible. So, just ask.

## WHAT TO DO NEXT

---

Once you've decided on live-in care through Le Temp Care, getting things moving is straightforward.

First, we need details, so please do call us on 0800 195 6647 to talk things through. If you prefer, you can email us at [team@letemp.care](mailto:team@letemp.care)

Next, we'll phone you back to discuss your needs further. From then on, things can happen very quickly. With so many suitably seasoned, meticulously chosen carers on our books across the country, we're always confident we can find a match that's just right – professionally, practically and temperamentally.

With over 12 years of experience, we're totally au fait with every kind of live-in care-need scenario. Whatever the situation, there's an excellent chance we've been there before.

**Le Temp Care** provide all kinds of care, at all levels. Just as clients have different needs, our carers have different skills to offer – it's never one-size fits all.

Once we know your requirements, we will then patiently match client to carer, noting histories, interests and preferences. Do they like Scrabble or Bridge? Are they animal lovers? Do they like the theatre? Are they keen gardeners? It makes good sense to get the details right, especially when you're expected to live with someone 24 hours a day.

A member of our contact team will then make a call to introduce our selection. Each carer's personal profile is read out to the client and family members for serious consideration. It's all about achieving the perfect client-to-carer match.

Profiles will cover each carer's key attributes, work history, personal qualities, family background, likes and dislikes. If agreed, the prospective carer will then call the client for a chat.

---

**Do they like Scrabble or Bridge?  
Are they animal lovers?  
It makes good sense to get the  
details right, when you're  
expected to live with someone 24  
hours a day.**

---

Even after just a few minutes on the phone, they'll soon know whether that carer is the right choice. Clients then give us their verdict. Only if both are happy to go ahead, will arrangements be confirmed.

Remember, if you're not good with filling in forms online, don't worry. Someone can always talk you through the process over the phone and answer your questions to get things moving.





## About Our Carers

---

**C**arers are selected for their skills, experience and their suitability for the role of live-in care. They undergo an in-depth interview and receive awareness training before being introduced to their clients by Le Temp Care. Remember, carers are not employees of Le Temp Care, but are self-employed carers.

To ensure the safeguarding of vulnerable adults and also to protect our clients from abuse or neglect, we make careful checks during the selection process.

We undertake to confirm the identity of applicants; to take up and verify references; to carry out a face-to face interview and to obtain an Enhanced Disclosure and Barring (DBS) Disclosure, which includes an additional check against the Safeguarding of Vulnerable Adults (SOVA) list – this is the list which identifies people who are considered to be unsuitable to work with vulnerable adults.

Awareness training suggests how carers can meet the expectations of their clients, whilst delivering an efficient, flexible service, taking into account individual requirements and preferences.

**Clients have an assigned, dedicated team whose role is to ensure that the most compatible carer is selected every time.**

---

### **MATCHING CLIENTS AND CARERS**

When our clients inform us they require assistance, we handpick our carer to match their individual requirements. Clients' needs differ greatly, but usually their needs fall into two categories:

- They might want housekeeping and companionship, but will also need some assistance with personal care.
- Others will require higher levels of personal care, as well as housekeeping and companionship.

Carers are introduced according to their appropriate skills and experience.

At Le Temp Care, we do not discriminate based on race, colour, religion, gender, age, or national origin.



## ARRANGING ASSIGNMENTS

---

It's a simple enough process – we ask our carers to let us know when they are available to work. We can then match their skills and experience to the available assignments, always taking their preferences into account. Some like to avoid big cities, others like longer assignments. Every step of the way, we do our very best to meet the expectations of both clients and carers.

For each assignment, all contact will be made by telephone. This ensures that any questions can be asked and answered and both parties can be given information about the proposed assignment.

## WHAT INFORMATION ARE YOU GIVEN ABOUT EACH OTHER?

---

Once the client has requested an assignment and a suitable carer has been identified, information is given to both, so that a decision can be made and go-ahead given.

This information includes brief personal details, like name, where the carer hales from and the location of the assignment.

We also outline what is involved and why we think it's a suitable match. Contact telephone numbers will also be given.



## **LEVELS OF SUPPORT**

---

---

### **We produce different levels of support to suit each client**

---

Because we're all living longer, live-in care at home through Le Temp Care has become an increasingly viable option for the elderly. In our 12 years of operation in this care sector, our services are constantly evolving to meet the needs of our clients and their families.

So, our carers will help at short notice for periods of convalescence, holidays or longer term care. They can accompany clients to family weddings or take them away for a break. They can be a friend and companion to the able bodied, or provide special care for those with Parkinson's and Alzheimer's disease and end-of-life palliative care, often working alongside District nurses.

However we help, our carers do their best to make life as normal as possible. Our aim is to ensure that the carer provided is appropriately skilled and experienced to succeed in the assignment and will fit in effortlessly with the home-life and disposition of the client. There are, essentially, two levels of support we offer.

**Home Support & Care** is for those who need some assistance with personal and domestic care in order to continue living independently in the home. Our carers will help with washing and dressing, bathing or showering and preparing for bed, and can also assist with medication. In addition, they will take care of meal preparation, light housework, shopping, home administration, personal laundry and, importantly, provide good companionship.

**Home Support & Advanced Care** is for those who need a greater degree of personal care in order to remain in their homes. This includes stroke sufferers and clients with a terminal illness, and more advanced Parkinson's or Alzheimer's disease.

## MAKING ARRANGEMENTS

Once the 'match' has been decided, we ask the carer to contact either the client or his/her representative to agree the finer detail. The call should be made on the same day the assignment is offered, preferably after 6pm.

---

### THINGS TO DISCUSS

This phone call is the opportunity to find out all about each other and to agree the details of the assignment. We recommend that the following be discussed and agreed:

- The start and finish dates of the assignment.
- Approximate arrival and leaving times to allow for a full handover between the incoming and outgoing carer (see Changeover Day).
- Travel arrangements and travel costs (as it is difficult to rectify problems later).

For those arriving by rail, confirmation of the nearest railway station and onward transfer arrangements to the client's house should also be discussed before confirmation of the assignment.

Full details of railway services can be found by contacting National Rail Enquiries on 0345 748 4950.

Alternatively, if you have internet access, rail information can be found on [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

---

### ARRIVING BY CAR?

To help manage the cost of travel and to offer more flexibility, clients may wish to agree that the carer can travel to the assignment using their own car. If clients are agreeable, they should confirm their acceptance of the travel distance and fix a mileage rate before confirmation of the assignment. Mileage can be checked on the internet at [www.theaa.com](http://www.theaa.com).

If the carer's car is used to provide transport for the client, the carer should ensure that adequate business insurance is in place.



# *Requirements and Responsibilities*

---

Someone will be there to welcome the new carer's arrival. It may be the departing carer who will handover, or it may be the client's family representative. If there is no-one to take over from, the client will most likely welcome them and show him/her round.

---

## **TIME-OFF ARRANGEMENTS**

Carers do not expect time-off on either the arrival or departure day. They do, however, need a break during each day of the assignment and this is often easily agreed and arranged with the client/representative. It is suggested that this be for a two-hour duration and taken away from the client's premises.

However, the reality of the situation may be very different. There may well be an hour or two each day for carers to have time to themselves, but it may not always be possible to leave the client's home.

Sometimes, complicated arrangements have to be put in place – perhaps a friend or relative has already agreed a regular time to take over or a relief carer is supplied by a local care agency. Again, the key is to be as flexible as possible. Whatever arrangement is made, it is best to discuss this before the carer arrives.

## FINANCIAL MATTERS

Many carers are responsible for shopping as well as the payment of household expenses, such as window cleaners, gardeners etc, so, it's very important to establish which housekeeping arrangements are in place at the earliest opportunity.

Key to this is how money is made available and replenished for these expenses and what records are kept. To avoid any confusion at a later date, it's also important to find out who is responsible for payment. Is it the client, their representative or someone else? We recommend that the carer is paid at the end of the assignment, by cheque. However, they are entitled to re-claim their travel costs at the beginning of the assignment, as these are deemed to be 'out of pocket' expenses.

## SECOND THOUGHTS?

If either party decides they do not wish to proceed with the assignment, we need to know as soon as possible so that we can make other arrangements to suit both client and carer. So we ask you to call us immediately on 0800 542 0645.

---

## AGREED?

It is the responsibility of the carer to confirm that the assignment has been agreed. This can be done by contacting the Head Office and speaking with an Care Relationship Executive.

We need to know the agreed start and finish dates for the assignment to allow us to arrange for future help, if required.

At this stage, the carer should also pass on any specific information about the assignment that was discussed and agreed during the initial conversation.

This information ensures that we provide adequate briefing to future assigned carers.



## **GETTING STARTED**

---

Once we get the go ahead, the assignment is now formally agreed and should go ahead as arranged. Should the client decide not to go ahead they would be liable for payment to the carer of a sum equivalent to the quoted daily rate multiplied by seven, unless an alternative assignment is found for the carer.

If, however, the client provides the Agency with at least fourteen days' notice prior to the day on which the carer is booked to start the assignment, the Agency will cancel the assignment and the client will not need to pay the carer anything. We will always use our best endeavours to find an alternative assignment, however this cannot be guaranteed.

If the carer should decide not to go ahead with the assignment, Le Temp Care would use its best endeavours to find an alternative carer and there would be no payment due to the original carer.

---

### **FUTURE ARRANGEMENTS?**

Arrangements do not change after the first assignment, in fact, all bookings will be handled in exactly the same way.

---

### **CAN WE MEET?**

Occasionally, a client may request a meeting with the carer before the start of an assignment. In these instances the client will be asked to reimburse the carer's travel costs and time. It is suggested that this is discussed and agreed during your initial conversation.





## ***DURING THE CARE***

---

---

### **We encourage the client and the carer to get to know each other**

---

First, the arrival of the carer: clients pay carers for the arrival and departure days and carers are therefore asked to arrive at midday. Handover should take around 2 hours, enabling the outgoing carer to leave at 2pm.

However, if there is an unavoidable delay, the arriving carer is instructed to let the client/representative and departing carer know the new time of arrival.

When carers arrive they will introduce themselves and spend a few minutes with the client before receiving the handover from the departing carer. The handover provides an opportunity for the carer to get to know about the client and the routine of the household and to find out more about what is required of them during the assignment.

### **WHAT'S EXPECTED ON CHANGE OVER DAY?**

When a new carer arrives, it is reasonable for them to expect that their predecessor will have:

- Prepared lunch for the client and both departing (if appropriate) and arriving carer.
- Ensured that housework and laundry is up-to-date.
- Arranged for sufficient food to be in the house for at least the next 24 hours. Ideally, there should be sufficient food for both client and carer to cover weekends and Bank Holidays.
- Left the client's bedroom clean and tidy, with the bed freshly made up.
- Updated any records – In addition to the handover, we suggest there be a file or book in the house, detailing the daily routine, local facilities, client preferences, emergency contact numbers etc.

(All general duties will have been clarified with the client or representative during the initial telephone conversation, but it is also very helpful to have a record of specific information, emergency contacts etc).



## PRIVACY AND DIGNITY

Carers should ensure that personal care and support is delivered in a way that maintains and respects the privacy, dignity and lifestyle of the client at all times. This ranges from dressing/bathing, toilet and continence requirements, manual handling and medication needs, together with handling personal possessions and documents, entering the client's home, bedroom, bathroom or toilet.

Clients should be addressed by their title and surname unless they request otherwise. Carers are often privy to sensitive information, such as personal correspondence, banking information, family phone calls and other arrangements.

Naturally, Carers are not expected to discuss client's or their family's personal details with anyone, whilst at the client's home or when they have left.

Communication of these details extends to personal emails and photographs (in accordance with the Data Protection Act 1998).

Finally, any notes or reports made in the client's diary/notebook remain the property of the client and/or their Representative and should be kept in a safe place.

---

## ACCOMMODATION

Carers should be given their own bedroom and somewhere to keep their clothes and other belongings. They are aware that accommodation can vary considerably, and they are asked to check details with the client and the Head Office before confirming the assignment.

Clients sometimes provide a television and armchair in the carer's room and this is appreciated, but we accept that it is not always possible.

## MEALS

Sufficient food should be provided for three healthy meals a day, for both client and carer. Carers are sometimes vegetarians, but they are expected to cook the type of food that the client likes to eat and to serve it at the client's preferred times.

If carers have special dietary requirements, we advise them to purchase any "special" provisions before the assignment.

Clients quite often want to be involved in decisions about the preparation and serving of meals, whilst others like the carer to take over – it's best to make this position clear at the beginning of each assignment.

---

## NIGHT CALLS

Carers are there for security and emergency during the night. In order to carry out their assignments effectively, they should be able to get a good night's sleep.

If they are regularly disturbed at night, we advise them to let both the client/representative and their Care Relationship Executive know, in order that alternative arrangements for night cover can be made.

Carers can make an additional charge for night calls (See Le Temp Care Website for more information).

it is important that the client/representative is aware. This will allow them to budget accordingly and advise the office so that future carers can be matched accordingly.

---

## HOUSEWORK

One of the duties of a carer is to keep the house clean and tidy during the assignment. They should not be expected to carry out heavy housework or spring-cleaning. If there is already a cleaner in post, the carer will have been informed, but they are aware that there is still a responsibility for the day-to-day tidiness of the house, i.e. for ensuring that kitchens (work tops, ovens, fridges, floors etc), bathrooms and lavatories are kept clean, any out of date foodstuffs are removed from fridges etc and for maintaining their own accommodation. Carers should also ensure that the client's home is secure at all times.

## SHOPPING

The carer's responsibilities will include shopping, unless other arrangements are in place. There should be sufficient housekeeping money available to cover reasonable costs and we would suggest a cash float with a record book be provided by the client for the carer to maintain a detailed record. We would advise clients not to ask carer to use their credit and/or debit cards when shopping on their behalf as this places the carer in a vulnerable position.

Non-drivers may still be expected to do the shopping and this may involve the use of taxis, walking etc. These details should be discussed either during the initial telephone call or on arrival at the assignment.

## THE DAILY ROUTINE

We request details of the client's daily routine when a client registers with Le Temp Care and this information is passed to the carer and should be discussed when the initial contact with the client/representative takes place.

Some clients are early risers, whilst others go to bed late at night and these are issues of which both parties should be aware and have agreed upon before the assignment is confirmed. Carers are self-employed live-in companions and it is our understanding that the status of their work for the purposes of the National Minimum Wage Regulations 1999, is that they work "unmeasured hours".

When a client registers with Le Temp Care, we ask them or their representatives to advise us of the anticipated hours that the carer will work each day. This assessment will be the time it takes for the completion of all the tasks involved in the assignment. In asking the client to estimate the average hours, we are ensuring that they are complying with Minimum Wage legislation and are paying the carer on or above the minimum wage.

## NEED ADVICE?

If there is a problem with an assignment, a change in a client's condition, a change in the household arrangements or unresolved differences between client and carer, we are happy to discuss this with both client and carer.

We are sure you will appreciate that personalities cannot be defined on paper and occasionally there may be a personality clash between parties.

Should this be the case, please do not hesitate to contact us immediately and we will do our very best to find a suitable replacement.

## PERSONAL EMERGENCY OR ILLNESS?

Whatever happens, even in the case of personal emergency or illness, our carers are asked to remember that we all have a duty to preserve the safety of our clients.

If an emergency occurs which requires the carer to leave an assignment early, they are instructed to contact the client's representative, in the first instance, and then the Le Temp Care Head Office (during office hours) so that alternative arrangements can be made.

In as much as registration with LTC Live-In-Care is conditional upon a true statement of the carer's mental and physical health as set out in the application form when they first applied to the Agency, it is the carer's continued responsibility to ensure that they are in a good state of health when making themselves available for each and every assignment.

## UPDATING CLIENT'S INFORMATION

Our clients' circumstances will undoubtedly change over time and it is important that the client or representative let us know changes, so that we can keep our records up-to-date.

Any changes to the level of care will be agreed by all parties. This will enable us to make the correct match in the future.

---

## RETURNING TO A CLIENT

Because we always try hard to find the right match, we are especially delighted when carers are asked by clients to return for a future assignment.

Please feel free to contact the Head Office, so that we can make any future arrangements for you.

## LET'S MAKE THIS PERMANENT

Occasionally, clients/representatives may want to enter into a private agreement with a carer enabling them to exclude Le Temp Care from any future bookings.

All we ask is that you contact the Head Office as soon as agreement has been reached. We will then confirm these arrangements and a fee will be charged accordingly, as covered in our Terms and Conditions of Business.

If the private agreement is reached with the full knowledge of the Head Office, it allows both parties to remain registered with the Agency, giving the flexibility to return, should circumstances change.

Clients and carer should be aware that if this arrangement is not made with the full knowledge of the Head Office, a fee will be charged retrospectively.

## ASSIGNMENT CUT SHORT?

If a client or carer is unhappy with the way the assignment is progressing or circumstances have now changed, we would recommend that they contact the Head Office immediately.





# OUR TERMS AND POLICIES

---

## SMOKING

We strongly recommend that our carers refrain from smoking during an assignment.

## ALCOHOL

We strongly recommend that carers should refrain from consuming alcohol during an assignment as they are required to be alert and available at all times.

## TELEPHONE / INTERNET ACCESS

We advise carers to take a mobile phone to assignments to avoid using clients' phones for personal calls. Carers should keep their phones 'topped up' and in service at all times.

However, it is not appropriate to take calls or send texts whilst caring for the client, as this is likely to cause irritation.

This advice also extends to not using the client's computer equipment or Internet facilities.

Invariably, the client or representative could ask for full reimbursement from the carer and accumulated costs can be very high.

## GIFTS AND GRATUITIES

Le Temp Care carers are strongly advised not to accept gifts from clients.

## TRAINING

As an Agency which introduces self-employed carers to our clients, it is imperative that we perfectly match the carer's skills to the client's needs.

We therefore actively encourage all our carers to regularly review their training needs and are happy to advise where this can be obtained. We recommend our carers complete Moving and Handling, SOVA (to include DOLS and Mental Capacity), Dementia, Fire Prevention, First Response/BLS, Health & Safety, Food Safety and Infection Control training.

As more people are encouraged and supported to remain living in their own home, it is anticipated that posts requiring some degree of Moving & Handling will increase. Therefore it is becoming even more important that carers equip themselves adequately to ensure their own well being and the client's comfort and safety.



## **MEDICATION REQUIRED?**

Please be aware that carers can only give limited assistance with the management of medicines.

They can give support and help, acting under the direction of clients or their representatives.

A copy of our Medicines Management Guidance is given to each client and carer. If a carer has any concerns, they are advised to refer to the client's representative or to contact the Head Office for advice.

---

## **VISITORS**

We strongly advise that carers do not invite their own family and friends into the client's home.

## **USE OF A CARER'S OWN CAR**

Whilst we are happy to provide clients with a driver, we cannot guarantee that carers will be in a position to bring their own car to the assignment.

Drivers are asked to show their driving licence to the client on arrival at the assignment and clients are asked to ensure that cars provided are fully maintained and adequately insured. Carers who choose to use their own cars during an assignment must ensure that adequate business cover is in place and an agreed mileage rate has been discussed and approved before the assignment is confirmed. The mileage rate should be formulated to cover the cost of fuel, oil and some contribution to service costs – it should not be formulated to cover cost of ownership and depreciation. As noted earlier, mileage distances can be checked at the following website:  
[www.theaa.com](http://www.theaa.com).

If a carer is travelling from one assignment straight to another, the onward travel costs should be claimed from the second client.

## INSURANCE

It is the client's responsibility to ensure that they provide a safe and secure home for the carer during their assignment.

The client's normal Household Contents Insurance Policy should include Public Liability and (if relevant) Employer's Liability, which is there to cover anything that may occur as a result of an accident in the home.

The Agency also recommends that the carers take out their own Public Liability Insurance, which would indemnify a carer should there be any damage due to neglect or carelessness. This can be arranged through specialist insurance providers and costs can vary.

---

## COMPLIMENTS AND COMPLAINTS

We encourage our clients to communicate any compliments, comments and suggestions whenever they wish.

It's always nice to know that one's efforts are appreciated, so we are pleased to pass on any good reports from clients to our carers.

## EMPLOYMENT STATUS

Carers work on a self-employed basis with clients.

Self-employed carers are responsible for their own Tax and National Insurance contributions. We recommend that they register with HM Revenue and Customs, who can be contacted on 0300 200 3505 or [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

---

## PETS

We advise carers to make adequate provision for their own pets while they are away from home, as they will not be able to take them with them.





## **PAYMENT METHOD**

---

It is suggested that carers purchase a duplicate/invoice book, from which they will issue invoices directly to the client or representative. These invoices should be presented on the final day of the assignment, unless alternative arrangements have been made and agreed with the client or representative.

The dates to be paid include the number of days of the booking, travel expenses (unless reimbursement has already taken place, due to travel expenses being 'out of pocket' expenses), and charges for night calls. Payment should be made by cheque or BACS transfer.

### **PRICING GUIDE**

Our service plans are charged on a weekly basis and there is no limit to the number of weeks you can have.

A registration fee is required at the start of your application.

Le Temp Care will strive to provide you with the highest quality service at all times. We would like to thank you for choosing LTC Live-In-Care and for taking the time to read

through this booklet. We hope that you've found it interesting and informative and we look forward to speaking with you in the future!

## CONTACT LTC LIVE-IN-CARE

**Telephone:** 0800 195 6647

**Email:** [team@letemp.care](mailto:team@letemp.care)

**Web:** <https://letemp.care>



0800 195 6647



[team@letemp.com](mailto:team@letemp.com)



<https://letemp.care>