

PRIME YEARS CARE AGENCY



Your Guide to

Live-in Care



Compassionate care in the comfort of
your own home.





You've come to the right place

What is live-in care?

Live-in care is when a dedicated carer moves in with you to provide personalised support, day and night. It's a flexible, one-to-one care option that helps you remain safe, comfortable, and independent in the place you know and love.

Live-in Care: 24 Hour Care

Live-in care provides personalised support around the clock, allowing you to remain safely and comfortably in your own home.

A dedicated carer lives with you and supports your daily routines, personal care, independence, and wellbeing, while giving you and your family greater peace of mind.



Couples Live-In Care



Stay together, in the home you both love.

When one or both partners need additional support, live-in care can help couples remain together at home rather than having to consider separate care arrangements.

We tailor support around each person's individual needs, routines, and preferences, helping you continue to share everyday life, family time and the things you enjoy together.

One home. Two people. Care that works around you both.

Why Choose Live-in-Care

Stay independent, without having to leave the home you love.

Live-in care can provide the reassurance of having dedicated support at home while helping you maintain your routines, independence, and way of life.



The Benefits of Live-in Care



Stay in familiar surroundings - keep the home, neighbourhood and routines that matter to you.



One-to-one support - care built around your individual needs and preferences.



Companionship and connection - have someone there to talk to, share activities with, and enjoy everyday life.



Keep doing the things you love - from hobbies and walks to seeing friends, family, and attending appointments.



Keep your pets and routines - continue life with the people, possessions and animals that make home feel like home.



Peace of mind for families - knowing someone is there to provide consistent support and notice when things change.

**Live-in care isn't about changing your life to fit care.
It's about bringing care into the life you already have.**

How a Live-in Carer Can Help You

Support that fits around your everyday life

Your live-in carer can provide practical and personal support while helping you remain involved in the things you enjoy.

The aim is not to take over your life, but to give you the right support to keep living it.

PERSONAL CARE

Support with washing, dressing, toileting and maintaining dignity and respect.

EVERYDAY ROUTINES

Help with getting ready, bedtime routines and managing day-to-day activities.

MEALS & NUTRITION

Meal planning, preparation, shopping, and support to enjoy regular, nutritious meals.

HOUSEHOLD SUPPORT

Help with laundry, ironing, cleaning, and keeping your home comfortable.

APPOINTMENTS & OUTINGS

Support to attend appointments, go shopping, meet friends, or take part in activities.

COMPANIONSHIP & CONNECTION

Conversation, shared interests, and meaningful time together.

COMMUNITY & INDEPENDENCE

Encouragement to continue hobbies, routines and activities that make life enjoyable.

Specialist & Complex Care

WHEN YOUR CARE NEEDS BECOME MORE COMPLEX, THE RIGHT SUPPORT MATTERS

Live-in care can provide personalised support for people living with a range of conditions or changing care needs. We work with you, your family and the professionals involved in your care to understand what support is required and build this into your care plan.

Support may include:

DEMENTIA CARE

Personalised support that helps people living with dementia remain safe, comfortable, and as independent as possible.

We provide consistent routines, reassurance, and meaningful engagement in familiar surroundings.



PHYSICAL DISABILITIES

Support tailored around individual abilities, helping people manage everyday activities while maintaining dignity, choice, and independence.

We focus on what you *can* do, with the right support where it is needed.



SUPPORT FOLLOWING HOSPITAL DISCHARGE

A helping hand when returning home after hospital or illness, supporting you to regain confidence and settle back into your usual routine.

We can assist with everyday activities while you recover and adjust.



END OF LIFE CARE

Our focus is always on providing safe, respectful care while helping you remain comfortable, independent, and connected at home.



Your Carer, Carefully Matched



THE RIGHT RELATIONSHIP CAN MAKE ALL THE DIFFERENCE

With our **Match Made** approach, we take time to understand your personality, interests, routines, preferences, and the things that matter to you.

We then look for a carer whose experience and personality are a good fit — because having someone living in your home is about more than providing care. **It's about finding someone you can feel comfortable with, trust and enjoy having around.**

We also consider the practical side of the match, including your care needs, lifestyle, and household arrangements.

A good match helps live-in care feel like part of life, not an interruption to it.

YOUR HOME. YOUR ROUTINES. YOUR WAY OF LIFE.

Having a live-in carer doesn't mean giving up your privacy or independence. Your carer becomes part of your household while respecting your personal space, routines, and way of living.



Your care plan will set out how support works in your home, including daily routines, meals, personal care, household responsibilities, overnight arrangements, and time for your carer to take breaks.

We also recognise that **your home is your home**. Your preferences, boundaries and routines remain at the centre of the arrangement.

Live-in care should feel supportive, respectful, and natural — not intrusive.

Support for Families

CARE FOR YOUR LOVED ONE. REASSURANCE FOR YOU.

We understand that choosing live-in care is a big decision for the whole family.

Our team keeps in regular contact, providing updates and working with you to ensure care continues to meet your loved one's needs.

Our digital care system also allows nominated family members to securely access daily care notes and see which carer is supporting their loved one, helping families stay connected even when they cannot be there themselves.

Because good care should give families confidence, not more things to worry about.



What Makes Us Different?

Care is about more than what happens during a visit.

At Prime Years, our relationship-led approach means we take time to know the person behind the care plan — their story, routines, interests and what makes life meaningful to them.

Our 5Ts — Time • Talk • Trust • Touch • Treasure — guide the way we care.



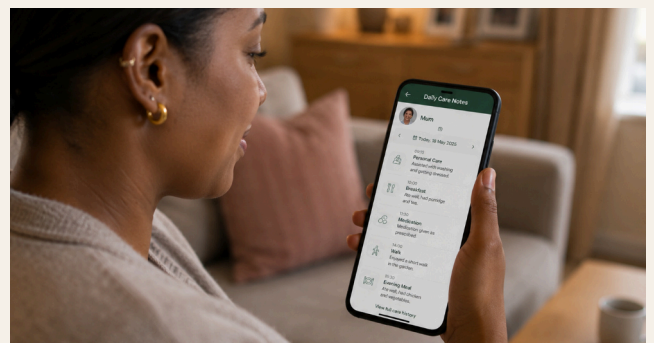
OUR CLIENT MEMORY ALBUM



A personal collection of photographs and memories that helps us understand the person beyond their care needs. It gives carers something meaningful to talk about, encourages connection and helps keep the client's memories and life story at the heart of their care.

DIGITALISED CARE

Our digital care system helps keep clients and nominated family members connected, with secure access to daily care notes and visibility of which carer is supporting their loved one.



Because to us, care isn't simply delivered; it is felt.

Safeguarding, Quality & Regulation

SAFE CARE, RESPECTFUL CARE, ACCOUNTABLE CARE.



Your safety and wellbeing come first. Prime Years Care Agency is fully regulated by the Care Quality Commission (CQC) with systems in place to monitor the quality and safety of the care we provide.



Our carers are carefully recruited, trained and supported, and are expected to follow our safeguarding, care, and reporting procedures.



We encourage clients and their families to speak up if something doesn't feel right. Every concern will be listened to, taken seriously, and acted upon appropriately.



What Does Live-in Care Cost?



CARE TAILORED TO YOUR NEEDS, WITH CLEAR AND TRANSPARENT PRICING.

The cost of live-in care depends on the level of support you need, your individual circumstances and the care arrangements required. We'll talk through your needs during your assessment and explain the costs clearly before you decide to proceed.

No two care arrangements are the same — your care should be as individual as you are.

How It Works

STARTING LIVE-IN CARE DOESN'T HAVE TO FEEL OVERWHELMING.

1

Let's talk

We'll have an initial conversation to understand your situation, what support you're looking for and what matters most to you.



2

Your care assessment

We'll arrange an assessment to understand your care needs, routines, preferences, and home environment.



3

Your Match Made carer

We'll use what we've learned to identify a suitable carer whose experience and personality are a good fit for you.



4

Your personalised care plan

Together, we'll agree how your care will work, day to day, including your routines, preferences, and the support you need.



5

Your care begins

Once everything is in place, your carer will move into your home and begin providing your agreed support.



6

We stay along side you

Your needs may change over time, so we continue to review your care and remain available to support you and your family.



Frequently Asked Questions

How quickly can live-in care be arranged?

This depends on your individual circumstances and the level of support you need. Once we understand your requirements, we'll explain the next steps and work with you to arrange care as soon as reasonably possible.

Does the carer have their own room?

Yes. A live-in carer will need a suitable private bedroom and access to bathroom facilities, along with appropriate space to rest when they are off duty.

Will I have the same carer all the time?

We aim to provide continuity and build a strong relationship between you and your carer. Where cover or a change of carer is needed, we will work to find a suitable replacement and ensure a proper handover.

Can I keep my normal routine?

Absolutely. Your care should fit around your life. We encourage you to continue with your usual routines, hobbies, appointments, family time, and community activities wherever possible.

Can I keep my pets?

Yes. Your pets are part of your home and your life. We can discuss your pets and any support they may require as part of your assessment and care planning.

What happens if my care needs change?

We will review your care with you and your family and make adjustments where appropriate, ensuring your support continues to reflect your needs.

Can couples have live-in care?

Yes. We can discuss live-in care for couples where one or both partners require support, with care planned around each person's individual needs.

How do I get started?

Simply get in touch with our team for an initial conversation. We'll listen to what you need, answer your questions, and talk you through the next steps.

Let's Talk About Live-in Care

THE RIGHT CARE CAN HELP YOU KEEP THE LIFE YOU LOVE.

Whether you're exploring live-in care for yourself or someone you love, we're here to listen, answer your questions and help you understand the options.



Call Prime Years Care Agency on
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