



The Live-in Care Guide

Beginning to Implementation

1. Welcome to Loga Care.

You have either been recommended Loga Care by Social Services, Health Professionals or have found us privately through our advertising. Thank you for considering us and please take the first step and either phone us on 01252852100 or email us on care@logacare.com. At this stage we would be delighted to talk with you about Live-in care and answer any of your questions. If you feel comfortable at this point we can take some personal details and discuss your situation. We can then send you some information in the post or we can organise a free no obligation assessment, (Step 3)

2. Following your call

We can either send you our information pack or give you our password that would enable you to download our policies, service user guide and terms of business from our website.

We suggest that all members of the family involved in the decision, along with the person who needs care, preview our information so that when we do an assessment visit you have a list of questions from everyone for us.

3. Initial Assessment and Meeting

Loga Care would be delighted to offer a free 'no obligation' needs assessment in either the prospective clients own home, the hospital, residential home or the family home where they are staying. This meeting is a great format for you to evaluate Loga Care, discuss live-in care as a suitable option and define clearly how it would work for your loved one and your family. At this stage we are able to evaluate the suitability of the client, the home and to discuss any funding questions you may have.

4. Quote

Following the initial meeting Loga Care would be delighted to provide you with a full quote and terms of business if you decide you are interested in using our service

5. Choosing Loga Care

Thank you for choosing Loga Care at this stage we would be able to construct a timeframe plan that enables us to safely and successfully provide a live-in carer for you or your loved one at home. This would be through discussion with you and consider your own needs and requirements.

Loga Care would then complete a full assessment with the client that would ensure we are able to provide our Care Worker with a comprehensive personalised care plan tailored to the client's specific needs. For example; this may be living at University, how they like to get up in the morning tea or coffee? We tailor our care to suit your needs.

Loga Care would build a profile with you of the Care Worker you wish to have living in your loved ones home.

Loga Care would contact the pharmacist for an FP10 printout of all Medication to ensure we have an accurate Medication Chart.



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Our estimated process under normal circumstances for new care packages is less than two weeks. However Loga Care prides ourselves on our ability to respond to need and in emergency situations we are able to work much quicker and often are able to offer a Care Worker who maybe permanent but who maybe short term whilst we source a Care Worker who fulfils all of your criteria.

Please note Loga Care also offer a 'Home Preparation Service' this service is provided prior to the client coming home. We are able to assist with preparing the home ready for the Client and the Care Worker. If you would like further details then please discuss this at your initial assessment.

6. Choosing a Care Worker

Loga Care will always remember that a live-in care worker lives in your home. Therefore we will ask you for a profiles on the type of Care worker you are looking for; you may prefer an older Care worker, be happier with a male or female, a driver, we will ensure that as far as is reasonable we are able to match your criteria and will always talk to you in advance about the Care Worker we have chosen.

When we are all agreed on a Care Worker then we will bring them to the client's home on the day that we begin caring.

7 - Homecare begins

Once home care begins you will have a comprehensive file detailing the care plan, care tasks, medication charts, weekly schedules, meal planning, financial transaction records that will record for you the care the live-in care worker is providing. Loga Care will monitor the care package on an ongoing basis. Contactable by the family or the Carer for any situation as there is a 24hour emergency telephone support line. The Live-in Care Manager will regularly review and update your individual Care Plan as part of the multi-disciplinary team and with the Care Worker, ensuring that Loga Care continues to meet your requirements as care needs evolve.

Once again thank you for considering Loga Care.

A handwritten signature in black ink that reads "Natalie Ranger-Sizeland". The signature is written in a cursive, flowing style.

Natalie Ranger – Sizeland
Registered Manager