



**Ranger**  
HOME CARE



**A guide to live-in care**

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## Welcome to Ranger Home Care

Ranger Home Care are a specialist live-in care company, with over 10 years experience in the live-in care field. Our job is to help steer you through the minefield of care options and to answer the plethora of questions you may have. We give you frank and honest answers and work out with you how live-in care may help you, or your loved one, to remain at home and to continue to live life your way. We are here to share the journey and offer an

alternative to upping sticks and moving to a care home.

Live-in care is a way to keep people in their home, in the best possible way. That means, being surrounded by the things you love, like possessions, pets, memories... in fact surrounded by everything including your kitchen sink. There will be some changes of course. With live-in care a new person will come

into your life, but this a good thing. They will be hand-picked by Ranger Home Care, who have an eye for suiting the best carer to the client; this means we find a carer to complement your life and if ever there is a problem, we action it straight away.

You probably have a lot of questions. Don't worry! We love to chat, so please call us on **01252 850 040**.

# Live-in care: A less stressful alternative to residential care

For many people experiencing what you are going through, there maybe a gnawing sense of dread and anxiety about the direction that life is about to take. It can seem as though there is no option but to sell up a family home, scatter possessions to the wind and take up residence in a boxy room in a residential care home.

Well guess what? Ranger Home Care have another option - live-in care. Live-in care is not only a viable alternative, but it is a cheaper alternative too. It is also the best guarantee of regaining a quality of life with less stress, because very little actually changes in your home life or your routine.

Unlike in a residential care home, you maintain your independence and freedom of choice, for example when watching TV, you maintain control of the

remote and you choose your breakfast, lunch and dinner. We are just there to

help you make it happen. We are there for only you.



# What is live-in care?

## The simple answer:-

“A carer lives with you, in your home helping you to carry on with your life with minimal disruption.”

## The longer answer: -

Live-in care is a fully supported 24 hour a day, 7 days a week, 52 weeks a year care service. Ranger Home Care are always on call **01252 850 040**.

Ranger Home Care make sure all our live-in carers are DBS checked and fully trained and employed by Ranger Home Care. Our carer will live in your home all 7 days of the week. Typically they work for 2 weeks before, having a week or two off. When your carer is on a break we will provide you with another one. That is our promise to you, that you will never be without care.

We aim to provide you with a team

of carers to enable you to build a relationship and familiarity with your carers. When you don't know the carer coming to your home, we will make sure that a member of our team comes with them to introduce you to your carer and to ensure you are comfortable with your live in carer. We won't leave to you are totally happy.

Your live-in carer is there to support you. To help you to live your life, your way. They typically work 8 hours a day, with a two-hour break. They must have 8 hours of uninterrupted sleep. If this is not possible, don't panic, we can supply a nighttime carer, to support you at night.

Every client has his or her own personalised care package. We work with you to establish your care needs and devise your own personalised care

plan. Whilst this is not prescriptive, your live-in carer will use this care plan as a tool to help to be confident they have meet your care needs. You must be honest and tell us as much detail to help us deliver your care your way. If you like poached eggs runny not hard at 9am tell us. We don't want to get it wrong.

Live-in Care is different from residential care. Unlike residential home care, you keep control you maintain your individuality and your home. Aside from your home comforts, let's run through some other essentials you can keep; like freedom to have visitors whenever you like, continue living with your partner or spouse and pets, have a social life, trips out and even make sure you still go on holiday. Just take your live in carer with you they can help you wherever you go.

## Is live-in care for you?

This is a question we are frequently asked.

The simple answer is if you are considering a care home then **“YES”** live in care is right for you.

If you wish to remain in the comfort of your own home with the assistance of someone living with you, then live in care is the right option for you.

Ranger Home Care can help in situations where: -

- Elderly clients are finding their quality of life affected due to declining ability to cope with everyday tasks. For example, household chores or personal care)
- Medical conditions that require care support.
- Palliative care - ensuring clients are staying at home for as long as they wish.
- Respite care - assistance with care to give loved ones a break.

## What are the advantages of live-in care?

- Live-in care allows our clients to continue to live their life to the fullest without any major disruption that a sudden move to a care home can bring.
- Remain in your own home, own bed and surrounded by everything you know and love.
- Family members and friends can visit, whenever you or they like.
- Someone there just to support you, your own carer.
- Tailored bespoke care to meet all your needs.
- A carer matched to you - your taste, needs, and personality.
- You retain the pattern and plan of your life. When you eat, where you go and whom you see.



## When should I consider live-in care?

The first thing to say about this is that everybody is different and at Ranger Home Care we treat every client as an individual, responding to their own particular needs.

Do you feel like it's time to consider care options?

Perhaps there has been a recent change to your health, age related conditions are beginning to wear you (or your family) down, or you need a helping hand with personal care. Often it is just a case of you simply wanting to have a bit more help with managing your everyday life - from assistance with maintaining your home to having someone there to pop out to the shops and help with chores.

We always suggest that you, or a family member, just give us a call, share your particular circumstances and let us suggest some options. A consultation is free and we love to chat **01252 850 040**

# Your care assessment

This is a vital part of the live-in care process as it allows us to understand your individual circumstances and discuss with you the level of care that you want. Don't worry, it will only take a couple of hours of your time!

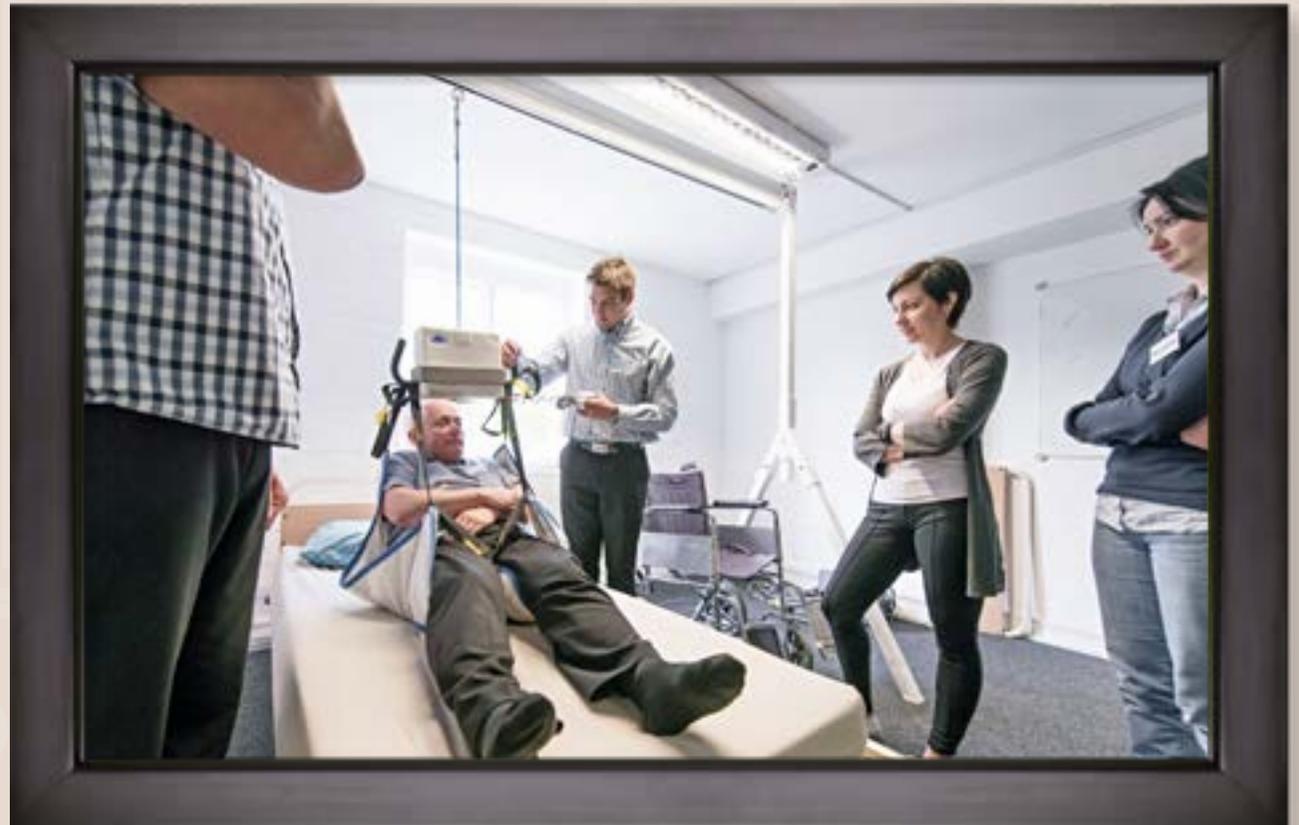
Of course, there is a significant technical element to this process and understanding your medical history and what your medical needs are - immediately and for the future.

This will include assessment of conditions and issues you are facing, which may range from problems with mobility to whether you require care through the night, as well as during the day.

However, for us at Ranger Home Care, this process is all about getting to know you as a person. This helps us to assess your situation and also to provide the best match when considering a carer to assign you. We will also ask questions

about your life and what is important to you - from religious beliefs to what your hobbies and interests may be. On top of this we are interested in finding out about how you like to run your home - from daily routines to the way you go about your housekeeping.

The assessment process allows us to become a welcome guest in your life, working with you and not dictating to you!



# The process: A guide to how simple it is to get started



## Get in touch

Before we explain the process, remember that your consultation is free and the advice we give is impartial.

You can email but it's so much easier to explain things over the phone and of course answer any questions you might have. If you like what you hear then we'll book you in for an appointment.

Our email is  
**[info@rangerhomecare.com](mailto:info@rangerhomecare.com)**  
and our contact number is  
**01252 850040**



## Assessment

Following your initial contact we will have a general idea of what your situation is, but at this point we like to meet you in person.

We will carry out an assessment to find out some of the essential details to help us to set up a care plan for you. You will get to meet us (and decide whether you like us before committing!).



## Agree start date

If you are happy with Ranger Home Care, happy with the care plan that we have drawn up for you, then we agree a start date.



## Choose a carer

Obviously this is a major concern for anyone choosing a live-in care option. For us, this is one of the most important steps in the process. We have a roster of highly qualified experienced carers. At Ranger Home Care we pride ourselves on supplying the right carer for the job. If you're going to be spending a lot of time with a person then it is important that it is someone you are happy to be spending that time with! Rarely there is an issue but if there is we will change carers immediately.



## Relax

It may take a little getting used to, but in our experience things soon settle down. Usually you will build up a rapport with your carer and your daily routine resumes as it did before (only with extra help), you will notice your life starts to get easier for you and we are certain more fun.

Your carer is there to do the things that you don't want to or unable to do. But they are more than just an extra pair of hands and many of our clients form firm and lasting friendships with their carers.



## We review

Life goes on, albeit with a new person in your life. However, once we have commenced care, Ranger Home Care will not ride off into the sunset and leave you to your own devices!

We will be in constant touch with your carer to monitor how things are going and also check with you to make sure all is well through periodic reviews. If at any point you have a concern, raise it and we will react immediately.

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# How is your care funded?

The first step is to establish if you are a private paying client or if the local authority will cover the cost of your

## The Criteria

### Savings and assets above £23,250

You are responsible for the full cost of care until your assets drop to £23,250 or below.

You can then contact the local authority for a means test.

### Savings and assets below £23,250 but above £14,250

Local authorities pay for care, but for every £250 of savings between £14,250 and £23,250, you will have to contribute £1 to the fees (tariff income).

### Savings and assets below £14,250

Local authorities pay all the care fees, although third-party top-up fees can still be paid.

Ranger Home Care work with privately paying clients, local authority and Continuing Health Care clients. Please note Continuing Health Care Clients are usually referred through Continuing Health Care Team. Ranger Home Care are always happy to answer care funding questions or assist where possible.

# About Ranger Home Care

Anyone who has been in a situation where care is required knows the importance of family. It is the glue that keeps the ship together through difficult times, the bond that helps to overcome challenges.

We stress this, because when you sign up with Ranger Home Care, you are not signing up to a faceless agency where you are just another name on the books. We are a family business and have been working in the care industry since 2004. For us this is a way of life. Two generations of the Ranger family form the nucleus of our company, and between us we bring a diversity of complementary skills to Ranger Home Care. Aside from immediate family, we are lucky to have an 'extended' family whom we have known and worked with for many years. We have over 10 years experience in the live-in care industry. Our reputation for honesty, passion

and pragmatism has contributed to our success. We're dealing with peoples lives, not products. This ethos drives Ranger Home Care. It's our belief that by

working with clients and their families, through good and bad times, obstacles can be overcome and quality of life can be improved.



# About your carer

This is somebody who is DBS checked and has completed our in house training programme. We continuously strive to make sure our carers skills excel ours and your expectations, so our training programme is on going. We also want to make sure you get along with your carer, we take time to get to know them and you to make sure we have a good fit. We have a simple ethos. If we wouldn't welcome one of our carers into our own home, we wouldn't send them to yours.

Let's talk about our carers. We hand-pick them and have extremely high standards. Our carers need to be effective communicators, be respectful and compassionate and understand that working for Ranger Home Care means adhering to the highest standards when it comes to our duty of care. There is a simple process involved which begins with us meeting the client, and the client's family. If you like us, then we agree a start date and we proceed to

step 4. Finding a compatible carer. This is somebody qualified to deal with your requirements, but also someone you are going to get along with, as you will be spending a lot of time with them.

Ranger Home Care is not an introduction agency. We value our clients and our carers. Without our carers we cannot deliver our high quality service. So we make sure all our carers are fully employed by us. That way they get holiday pay, sick pay and their pension. There are no hidden costs to you we sort out all the employment costs of your carer.

Ranger Home Care will also liaise with external parties (such as GPs, Physiotherapists and Occupational Health) to ensure we are all reading from the same page and delivering your care to meet your requirements, including making sure all necessary equipment is in place.



# What are some of the questions we get asked?

## **Will they do my shopping, laundry and clean my house?**

Yes - A live-in carer can take care of all those tasks

## **Do they drive?**

Some live in carers do, but not all. We can discuss your needs at assessment.

## **Are they DBS approved and trained?**

Yes - All our live-in carers are DBS approved and fully trained prior to coming to your home. They also continue to be trained whilst employed by us.

## **Will Ranger Home Care visit?**

Yes - Our promise to you is that we will always bring in a new carer. We don't want you to meet a stranger on your own. We also do regular spot checks, visits and multi disciplinary meetings.

## **Is the care 24 hours a day?**

No - No one can work 24 hours a day. Your live-in carer needs a two hour break each day and 8 hours of uninterrupted sleep. If you need night support talk to us we can help.

## **What if I need help at night?**

We can supply another carer to help you at night.

## **Do I have to feed them?**

Yes - We say budget an extra £35 a week for food.

## **What does a live-in carer need from me?**

Their own room, bed, wardrobe, Wi-Fi, maybe a TV, bed linen and towels anything to make their stay with you more homely and comfortable.

# What are some of the questions we get asked?

## **Can I have time alone?**

Yes - You get to set the routine. If you watch TV on your own in the evening tell your live in carer they won't be offended.

## **What if I don't like their cooking?**

Then talk to us at Ranger Home Care we can sort out any small problems, we also run a cookery programme for our carer, to ensure high standards.

## **What support will I get from Ranger Home Care?**

We are here 24 hours a day 7 days a week 52 weeks a year. Once you have signed up to us we make sure you are never without care and always fully supported.

## **Will they come to the pub with me?**

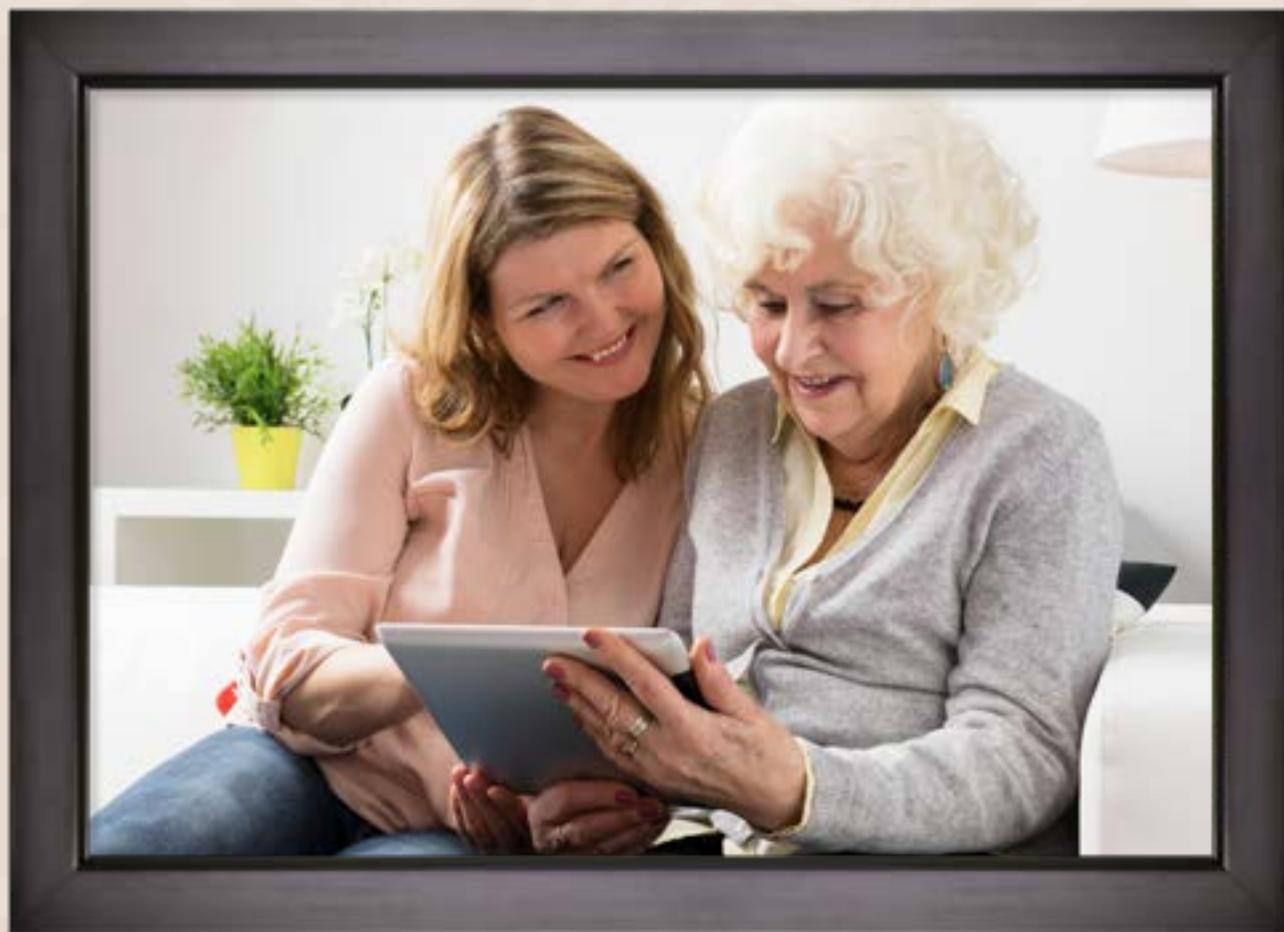
Yes - So long as your live-in carer has had suitable time off during the day. Your live in carer can come out in the evening.

## **Do I have to take them out with me?**

No - If you don't need your carer for a short while. They are happy to stay home and wait for you to return. It's important you have time alone with family and friends.

## **Can I die at home?**

Yes - A live-in carer will be there supporting you and your family on your journey. Working as part of the multi-disciplinary team making sure you remain at home for as long as you wish.



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## Need more information?

After reading this guide, we hope that you have a clearer idea of what live-in care is and how it may be relevant for you or a family member's situation. We appreciate that there's a lot of information to digest and that this is a big decision that is not to be taken lightly.

However, it is also likely that you have some more questions. Ranger Home

Care has a reputation for fantastic client interaction at each stage of the live-in care process. We appreciate that there are always questions that relate to individual circumstances and we pride ourselves on leaving none of those questions hanging!

Consequently, we will always advise anyone considering live in care to get in touch with us so that we can answer

those queries, suggest customised solutions and, perhaps most importantly, put your mind at ease.

More information is available on our website:

<http://www.rangerhomecare.com>

Please do call us for an informal chat to see if live-in care is right for you: we are delighted to chat **01252 850 040**



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**Call for free impartial advice**

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**[www.rangerhomecare.com](http://www.rangerhomecare.com)**

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