



*Teonfa Care Group*  
*Releasing Time to Care*



*“ Just because you need constant care doesn’t mean you should have to leave your home. It is the place where you feel content, happy and relaxed so being cared for within your private abode is a great way of living your life as you want to. At TEONFA we make this happen in the best possible way.”*



# About the Teonfa Care live-in carer service

**B**ecause we arrange for professional carers to come and live in your home, all of your needs are catered for. You have someone on call 24/7 but don't have the stress or inconvenience of having to give up your home and move into residential care. Your peace of mind is assured, knowing that you will remain in familiar surroundings with all of your personal items around you and even pets remaining by your side. As for your family, they will be delighted to see you happy, comfortable, clean, well-fed and not at all lonely. Because your carer will become your companion and friend, you need never feel isolated or worried.

Your live-in carer will do everything that you used to do but can no longer manage; washing clothes, cooking food and cleaning will fall within their remit. They will also make sure that if you want to, you can continue to have contact with your social group – the choice is yours. Their role is to enable you to live the life you want, so you can have as much support and assistance as you wish. Always in control, you need never feel that you are being told what to do. You will be able to have the sort of life you want, living within your own family property.

Our live-in care service will always be bespoke to suit you, provided by TEONFA who are a private family-run company. Based upon values such as empathy, care, understanding, integrity and constant communication. Our role is to take care of our clients in the best way possible. Whether you are a client looking for live-in care or the family of someone who needs support, we provide exceptional service on a short or long-term basis.



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*...the preferred live-in provider*

# Why choose Teonfa Care?

**With a reputation to be proud of, our clients choose us for the best of reasons:**

- We listen – Every person is different which is why our service is bespoke to suit your needs and totally personalized. By listening to you and your family, we can respond in an efficient, caring and empathetic way.
- We combine professionalism with common sense – we don't provide a package service; as experts in the field of care, we apply practical knowledge and mix this with detailed attention, providing the perfect solution to suit you.
- We are adaptable and flexible – whether you need us short or long term, you will receive the perfect live-in care service to meet with your needs, responding when you want us to.
- Our careers are the best – fully trained, security checked and experienced, our carers follow a path of ongoing personal development, maintaining their registration and abilities.

You will also find our customer service team friendly and courteous; sufficiently knowledgeable when it comes to live-in care, they are able to provide information, help and advice when you need it.



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*...the preferred live-in provider*



# Finding the perfect fit

**A**lthough we can provide our services on an emergency basis, most of the time we like to take the time to get to know you, your personality, likes and dislikes. This way we are better equipped to match you with the right member of staff to act as your live-in carer; we never randomly assign someone to the position without you meeting them first and giving us your assurance that you are happy to use them. Should you have any reservations or worries, we will address and discuss them. Whether we are dealing directly with the client, their family or both, we will never rush things and are happy to liaise with medical staff, social services, occupational therapists and even community care personnel. When a health and social care assessment has been carried out on your behalf, we will work in accordance with this, putting in place a matching tailored care plan. This will take care of all practical and health aspects, including such things as mobility aids or equipment as well as all possible risks. Only after this has been done will we be in a position to discuss the level of support required.

It's a big decision choosing a live-in carer so if you prefer to go with a trial period to begin with, to ensure your carer and yourself are a good fit, this is never an issue. Many clients like to include their family or close friends during the sting up process and if they wish, we can offer basic training to them too, enabling them to understand your circumstances and condition.

## Accommodating a live-in carer

You will need space in your home to accommodate a live-in carer. The basics that you are going to need are as follows:

- Private bedroom
- Access to bath or shower room and toilet
- Storage space
- Bed linen
- TV
- Internet access (if available)

Don't forget to let your home insurance company know that someone other than you is living in your home.

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*...the preferred live-in provider*



**HOUSEKEEPING MONEY** – You will never need to provide your live-in carer with money for their own personal uses, this is all taken care of within the fee that you pay **TEONFA**. When they buy food for you, they will need a budget and an idea of what you like to eat. If you would like to help them with cooking and would like to eat together, this is something that we recommend. If you follow a special diet, this will also be accounted for.

Money for housekeeping can be taken care of in several ways. One good idea is for a bank account to be opened, purely to deal with household expenses with the carer having a debit card. Money can be transferred into the account and you will have access at all times, able to see exactly what money has been spent and where. You may wish to have a petty-cash tin with a small amount of money in it, with receipts being added to the box when cash is spent.

**CARER FREE TIME** – Your carer will be living with you and available 24/7 but they will need to take breaks so that they are able to relax and rest, enabling them to work to a high standard. This will be discussed when your care plan is put together as everyone's requirements are different.

**YOUR CARER AND TRANSPORT** – If you have a vehicle and wish your carer to use it, with or without you in-situ, your insurance company will need to be advised so that the carer can be added to the list of named drivers. If you don't have transport but need to visit certain places, your carer can arrange a taxi or some other suitable vehicle and will accompany you if desired.

## Our Carers

Each one of our live-in carers is carefully chosen by us before we employ them, taking account of:

- **Training**
- \* **Qualification**
- \* **References**
- \* **Full disclosure (Criminal Record Check)**

## Useful Contact Numbers:

### **Bedfordshire Branch**

Victoria House  
14-26 Victoria Street  
Luton  
Bedfordshire  
LU1 2UA  
Tel: 01582730591

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