



Careleaf
loving live-in care

Live Happy at Home





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"WE NEEDED A CARER FOR MY MOTHER FOR A FEW WEEKS AFTER AN OPERATION AND WE WERE DELIGHTED WITH CARELEAF'S SERVICE, THEY WERE LOVELY TO DEAL WITH, HELPFUL AND CONSIDERATE AT ALL STAGES, I CAN HIGHLY RECOMMEND THEM."

PETER D, COSHAM



OLIVER CARD
co-founder and director



NICHOLAS WERBER
co-founder



1. Our Story

How we started

Careleaf started as two friends, Ollie and Nick, who loved working as live-in carers. We cared for many different clients over the years, lived in their homes, got to know them really well and helped them live life to the full. During our time as carers we felt that sadly, many care agencies were less than caring towards both their clients and carers. They were inflexible and we felt they were overpriced too. Often, they made a difficult situation for clients worse. We felt we could do a better job at helping people find great care for their loved ones, at a price they can afford.

Care with kindness

So what makes us different? Well, the real difference is that we are run by carers with a strong foundation in mindfulness and ancient wisdom traditions. These traditions have compassion and caring for others at their core and it was this desire to really care for people that led us to be carers in the first place. Care is a life choice for us, and those core ethics have become woven into who we are.

Careleaf today

Our mission when we began in 2015 was to provide the best, most experienced and most compassionate carers to our clients, to make their lives as enjoyable and full as ever. That's what we've been doing ever since and we still wake up every morning with a passion to do it even better.

2. Why Live-in Care?



Staying independent

There comes a time in all our lives when we'll need some help and support to live independently. We'd like to keep living as we have done, but there are certain things that we cannot do on our own anymore. With live-in care, we can have the best of both worlds – to stay in our own home and live the life we choose, while enjoying the support and assistance of a caring companion.



Cost effective too

Live-in care with Careleaf is less than the cost of a good care home, and you'll receive a much higher quality of one-to-one care too. You can live according to your own schedule, with familiar surroundings and much loved pets. You can enjoy your garden and families can visit, cook and stay at your home. There are many good care homes but there's really no place like home.



Part of the family

Live-in-care also offers families a chance to enjoy each other's company with the comforting knowledge that the care is covered. A live-in carer often becomes like one of the family and many clients find a second lease of life with the company of a truly compassionate and fun carer.



We'll help you get there

We know that choosing the right care can be daunting. That is why we will help support you through the whole process. We are happy to answer any questions and offer guidance through all aspects of your care. If there are any problems, we will go out of our way to help.

"I'M SO GRATEFUL TO HAVE CARELEAF SUPPORTING. IT FEELS GREAT TO KNOW DAD IS IN SAFE HANDS. I WAS SO WORRIED ABOUT HIM, AND THE LAST THING HE WANTED WAS TO GO TO A CARE HOME."

SUE P - LONDON





3. Why Choose Careleaf?

Because we were carers ourselves we know what it takes and we know how it feels to seek care for the first time. It is natural to want to know that your loved ones will be safe and secure. Rest assured that with Careleaf you are in trustworthy hands.

"I WOULD HIGHLY RECOMMEND CARELEAF, THEY ARE VERY KNOWLEDGEABLE AND NOTHING IS TOO MUCH TROUBLE. THEY GENUINELY SEEM TO CARE, AND THE CARERS HAVE BEEN FIRST CLASS."

ANNA H - CHELTENHAM / DAUGHTER OF CLIENT

SO WHY US?

1

We've been carers ourselves

We were founded by and are still run by experienced live-in carers, so we understand from personal experience what it's like and what you need. We'll be there to listen to you and offer advice when things get difficult and to provide our decades long expertise.

2

A fair price

During our time as live-in carers we felt the fees that many agencies charged were overpriced and we wondered what service they were offering to justify them. We also felt many of these agencies seemed unsupportive, so we started Careleaf to offer a better, more caring service at a fair price.

3

The right fit

We are large enough to have a healthy pool of experienced carers and small enough to know all of our clients and carers personally

4

Experienced carers who care

We only choose the best, experienced carers to register with us and we are mindful about which carers we introduce to a particular client. Our carers really appreciate the fact that we have worked in care ourselves, and this helps us to attract good people that we like to work with. Many of our carers have come through recommendations.

5

Our ethics

We have a deep interest in mindfulness, ancient wisdom traditions and living with integrity in a way that is not harming others. Caring is a life choice for us first and a business second and thus we are committed to serving others and working honestly and with a caring nature.

and offer a friendly one to one service. So you won't be navigating a switchboard or speaking to different agency staff each time you call.

4. How a Carer can Help

All of our carers assist by offering a warm and caring presence as a kind companion. In addition they can help in a number of different ways such as:

- **Helping to move around safely** - including use of hoists and equipment where needed.
- **Personal care and personal hygiene** - assisting with bathing, dressing, and help in the toilet. They are trained to help with continence care, which can mean helping with catheters, stoma bags and pad changes. They will also help keep skin clean and healthy.
- **Administering medication** - Usually by placing the medication in a container and prompting to take it.
- **Feeding** - if required

Our carers also take pride in helping to run a clean and tidy house. They can assist with tasks such as: shopping, cooking, laundry, light housework, personal administration, driving, accompanying on outings and appointments etc. They are also happy to help care for pets.

What kind of care can we offer?

We have carers who are happy to help adults of all ages with a variety of conditions that include dementia, decreased mobility, palliative care, stroke, progressive and neurological conditions. They can also help with post-operative or other convalescent or respite needs.



Carers you can trust.

All our carers have had a comprehensive vetting, and have an up to date enhanced DBS criminal record check. All have received training in the official requirements for live-in care.

“AMANDA IS PERFECT FOR LOOKING AFTER MUM, SHE’S BEEN AMAZING. I CAN’T IMAGINE WHAT WE’D DO WITHOUT HER, SHE’S WORTH HER WEIGHT IN GOLD. CARERS LIKE THAT ARE HARD TO COME BY.”

**VALERIE N -
WATERLOOVILLE**

5. How can Careleaf Help?

We offer a friendly, attentive and personal service, offering compassionate, experienced carers, all for a fair price.

Continuity

Continuity is key with live-in care. If a carer needs to leave suddenly we'll find a replacement and if you find you're not getting on with your carer then we'll find an alternative. When a carer takes a break we'll find someone to fill in too. Having carers available when needed and ensuring continuity of care is what we work tirelessly to ensure.

Expertise, advice and mediation

Carers are able to help observe and monitor a client's progress. Over time a client's mobility may decrease or there could be a progression in dementia. This may require a new approach and we are here to help advise during this process. In the case of disagreements between the client and the carer, we will assist by listening to both sides and resolving any issues.

Ongoing support

Sometimes a carer might miss home or family or just need a chat. We speak to the carers regularly to offer support and a listening ear. A happy carer means a happy client. We also keep in touch regularly with our clients to make sure everyone is happy.

Type of service

Careleaf is an introduction agency who "introduce" self-employed carers, as opposed to a managed agency who employ the carers. Our carers are all trained to be able to help in whatever way is needed, and being self-employed, our carers generally have more experience and are happy to be more autonomous. This is a model approved by the CQC and although it falls out of the scope of their regulations, it conforms to the Health & Social Care Act 2008. The cost of a managed agency is usually significantly higher. We have an article on the home page of our website that elaborates more on the differences between a managed agency and an introduction agency.



"I HAVE USED CARELEAF FOR SEVERAL YEARS. I HAVE ALWAYS FOUND THEIR LIVE-IN CARERS TO BE HONEST, CARING, LOYAL AND POLITE. THE STAFF AT CARELEAF WERE ALWAYS EXCEPTIONALLY ATTENTIVE TO THE COMPLEX CARE NEEDS OF MY FATHER, AND IN FACT MY REQUIREMENTS TO BE ABLE TO 'WORK' WITH THE CARER TOO. I HAVE NO HESITATION IN RECOMMENDING THEM."

SHARON H – SURREY

6. How it all works

Finding out what you need

If you decide you'd like to move forward, the next step is to establish a detailed picture of your care needs. This can be via an in house visit, or remotely in the case of simple care needs. Based on this we are able to give you an accurate quote for the cost of care. Our pricing is open and transparent and you can see the pricing page on our website for an estimate. We can also send you the terms and conditions, which determine the relationship between you as the client and us as the agency.

The right carer for you

After the paperwork is covered we'll select a carer who we feel is a good match for your needs. You can then chat to them directly to get to know them a bit. It's also a chance for the carer to find out more about the role and if it's a good match for them.

If at any point you don't feel a carer is a good match then we'll introduce you to someone else. You are not committed and won't pay anything until care starts. We'll also help make a contract between you and the carer.

How long will a carer stay for?

Our most common rota is to introduce one main carer who works for around 6 weeks at a time. They then take a 2-week break where we find a replacement carer to cover. The main carer then returns to work 6 more weeks. One alternative is to have two carers rotating with each other on a 2 weeks on 2 weeks off basis, for example. Our carers live in many different locations within the UK and outside the UK and are happy to travel to come to you. Whatever your preference, we'll remain flexible to your needs.

Contact us

Please do get in touch if you have any questions or would like to know more about how we can help you to live independently at home.

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"TO START WITH I WAS APPREHENSIVE ABOUT WHAT TO EXPECT BUT I COULDN'T HAVE HAD A BETTER EXPERIENCE. I'D HAD TO GO IN FOR AN OPERATION AND DIDN'T WANT MY BEDRIDDEN MOTHER GOING INTO A HOME. CARELEAF WERE EASY TO DEAL WITH, EXCEPTIONALLY HELPFUL, OUR CARER WAS GENTLE, KIND, PATIENT AND HARDWORKING. I ACTUALLY CRIED WHEN SHE LEFT. TRULY THERE WASN'T ONE ISSUE FROM USING THIS COMPANY OR THE LOVELY CARER WE HAD. I'D HAVE NO HESITATION USING CARELEAF AGAIN OR RECOMMENDING THEM TO OTHERS."

RUTH J - THE WIRRAL



This is Vera, she's 98 and living independently at home



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