



**Voyage**  
Specialist Healthcare

Continuing care Supporting lives

Live in care



**Our high quality care service can be a cost effective alternative to nursing or residential home admission**

## Our live in care service

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**The thought of ever leaving home with so many precious memories can be worrying, particularly when faced with reduced independence and the belief that nursing or residential home admission is your only viable option to remain safe and well cared for.**

With our live-in care service, a Nurse or Healthcare Assistant can move in to your home to provide an individualised care service, supporting you to remain independent in the comfort of your own home, whilst surrounded by your family, friends and treasured possessions.

Our live-in care service reassures your family and friends that you are benefiting from the expert care of highly skilled healthcare professionals, in the place where you are most comfortable.

Unlike a care home where many individuals have to be considered, live-in care is a personal one-to-one service that is tailored to the needs of each individual.

A flexible care service is provided which accommodates your specific needs and allows you to live the life you choose.

When coordinating your service, we attempt to develop the optimal balance between your non-clinical and clinical needs.

We match your interests and personalities with our staff and ensure that our employees are fully briefed on your expectations and personal preferences.

Our clients are also provided with the opportunity to interview our staff to ensure a suitable match with their requirements.

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Visit us online at [www.voyageshc.co.uk](http://www.voyageshc.co.uk) or call our friendly team on 01132 180 119

# Types of care

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## Complex care

We can support your complex care requirements, including head and spinal injury rehabilitation, home ventilation, renal care and administering complex medication.

## Palliative care

If you are suffering from a life-threatening illness, we can support you through all possible stages of your condition including diagnosis, treatment, cure and bereavement.

## Personal care

Should you require help with bathing, dressing, getting in and out of bed, continence, household tasks, meal times or medication assistance, your Carers will support you.

## Social companionship

Your Carers can provide you with company, sitting, reading and chatting with you. They can help you with your daily routine including household activities and day trips out.

Our live-in care service is based on you and your Carer being able to have a good night's sleep. Should you need support throughout the night, your Carer can be called upon up to three times. For those whose needs during the night are more complex, we offer a 24 hour care service.

# Flexible service

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Our live-in care service is flexible and is available on a short or long-term basis, often at very short notice. If you only require short term live-in care, for example if your regular live-in Carer is taking some respite, we can step in to their role whilst they are away.

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If you require care following a hospital stay, we can liaise with the hospital and any other involved healthcare professionals to organise your care to commence the moment you are discharged from hospital.

## Benefits of our live in care service

There are many ways in which our live-in care service can benefit you:

- Enables you to remain living in your own home
- Allows you to continue living your chosen lifestyle
- Comparable cost to many care homes
- One-to-one care, providing you with greater flexibility and personalisation
- Continuity of care from a small number of Carers, selected to match your requirements
- Available on a short or long-term basis, often at very short notice.

## Quality Assurance

We follow a stringent recruitment procedure to ensure that all of our workers are compliant with the Care Quality Commission (CQC).

We undertake rigorous compliance reviews to ensure that all of our homecare Nurses, Healthcare Assistants and Support Workers have the relevant qualifications and experience necessary for the service that they will provide.

This includes Enhanced Criminal Records Bureau (CRB) checks, health declaration, working history, detailed reference checks, and annual reviews with relevant registration bodies to ensure fitness to practice. We provide regular supervision including recorded one-to-one meetings every twelve weeks, spot checks, observations and annual appraisals. This ensures that our care staff continuously advance their skills whilst continuing to deliver an excellent standard of care.

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## Frequently asked questions

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### What do I need to provide for my Live-in Carer?

Whilst your Carer will ensure they minimise any disruption to your normal arrangements at home, they will require their own room with a bed, linen and somewhere to keep their clothes. You are also required to provide the resources for their meals.

### What happens if my Live-in Carer is absent?

To ensure continuity of care, we introduce all of our clients to additional healthcare professionals who have been fully briefed on all duties required to support you. This process ensures that, in the unlikely event that your regular Carer is absent, there will always be another Carer that you have previously met and feel comfortable with who can provide your bespoke care service.

### What if I require the support of my Live-in Carer during the night?

Your Carer can be called upon up to three times during the night. Should you feel you need more assistance during the night, your care service will be adapted to accommodate this. In such cases, it may be necessary for you to receive a 24 hour care service where you will have two different Carers, one providing support during the day and another caring for you through the night. Your care package will be regularly reviewed to ensure you continue to receive the level of support that you need.

### Can my Live-in Carer help me with my pets?

Whilst your Carer will do everything they can to support you, we cannot guarantee support with your pets. If you do require help with looking after your pets, we will do our utmost to match you with a Carer who feels comfortable doing so.

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### If I need transport, will my Live-in Carer be able to drive a vehicle for me?

Many of our Carers have their own vehicle and therefore will be able to provide you with transport. If you would prefer to be driven in your own car, your Carer will be able to do so, providing you have the necessary level of insurance.

### How much does it cost?

Many individuals fear that they will not be able to afford live-in care, however our care services can be a cost-effective alternative to nursing or residential home admission. All costs are based on your individual care requirements. To receive a bespoke quote based on your individual needs, please contact our Care at Home Team.

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# What do you need to do next?

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**For further information on the services that we can provide for you, please contact us by telephone, email or by visiting our website.**

Please call our friendly and supportive referral team on 01132 180 119 who will be delighted to discuss your specific needs. Our referral team are committed to delivering the following service standards:

- Confirm our ability to support the service and provide an indicative cost within one hour
- Complete a comprehensive client assessment within two working days
- Provide a fully costed service proposal and quotation within two working days

## Leeds

Cubic Business Centre, 533 Stanningley Road  
Leeds, LS13 4EN  
☎ 01132 180 119

## Hartlepool

The Innovation Centre, Venture Court  
Hartlepool, TS25 5TG  
☎ 01429 239 616

Alternatively, visit us online at [www.voyageshc.com](http://www.voyageshc.com)

☎ 01429 239 600

✉ [info@voyageshc.co.uk](mailto:info@voyageshc.co.uk)

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