

# What we offer At First Guardians

## Our Home Care Packages



## What is an introductory service?

### Overview

A fully managed live-in care agency employs, trains, and supervises the carers directly. They take complete responsibility for the management of the live-in care service, rather than this being controlled by the customer.

They are regulated and continually assessed by the Care-Quality-Commission (CQC) who inspect the services that are being offered. The Live-in are employed directly by the agencies therefore they are responsible for paying the carers for sick pay, holiday pay, and to make national insurance and pension contributions.



First Guardians is defined by the Care Quality Commission as an introduction agency further to the Social Care Act 2008. First Guardian introduces matched carers to you or your loved ones from a large network and it is you who chooses who you would like to hire instead of a carer just being assigned to you. Our professional Nurses will design a care package that is tailored to your needs and requirements. We will give you 3-5 profiles of carers near your area which match your needs, you will then get to choose which carers suits you best. You will be provided with a free face to face introduction with our carers, where we will follow up and find out which carer you would like to start. Your care will be managed by an executive account manager, but the control will ultimately be in your hands.

You employ the carer directly and control aspects of your care. Primarily our job will be to support you to find the right care and help with day to day running of the care where you will have full control of your care. The carers are self-employed which means they are frequently more aware of the need to offer a better service to you because if you do not like them then you won't choose to have them look after you in the future. You have more direct control, and the care is by nature more person centred with the additional help of a dedicated account manager who will help support you along the way of your care with First Guardians.



## Benefits of Introductory

- Get tailor designed care plan and budget with us.
- Gain more control of how your funds are spent.
- Choose support workers you want when you want them.
- Affordable prices at rates you are comfortable paying.
- Go directly to workers rather than using a middleman.

At First Guardians, we are completely transparent in our pricing, and don't hide behind any hidden costs, fees, or surcharges. Unlike traditional providers, we empower our clients to be involved in having control of their home care package, choose the workers they want, when it suits them, and at a rate they are comfortable in paying.

Whether you can self-manage alone, or who may need the extra help managing your plan, contact First Guardians for the absolute best value home care service in the United Kingdom.