

## **What to expect when starting Live-in Care**



Choosing **live in care** is a big decision; often made with both hope and hesitation. At **Radfield Home Care**, we understand that while the idea of live in care may feel right, the reality can still feel daunting. Many families wonder: What actually happens once the Care Professional arrives? Will we know who is coming? How will care be managed day-to-day?

This guide walks you through **what to expect when starting live in care**; from the very first day of service to the routines and relationships that form over time. Our goal is to ease any anxieties, answer common questions, and help you feel confident and supported; right from the beginning.

## The matching process: personalised care and support from day one

Before live in care begins, we take the time to understand not just care needs, but the **personality, lifestyle, and preferences** of the person receiving care. Matching a live in Care Professional isn't just about qualifications or experience; it's about *personalised care and support*; finding someone with the right attitude, compassion, and respect for your way of life.

After completing a detailed care consultation, we carefully select a Care Professional (or two, for a rotational schedule) who we believe will work well with the individual and their family. We look at:

- Personality match and shared interests.
- Level and type of experience.
- Any specific needs (e.g. mobility, dementia care, cultural preferences).
- Practical considerations like driving or pet support.

Where possible, Radfield arranges an introductory meeting between the client and proposed Care Professional before care begins. This helps families ask questions, get to know the Care Professional, and feel more at ease. Even if time doesn't allow for a meeting, full information is always provided before arrival, along with a planned rotation schedule to ensure consistency and familiarity.

Our focus is not only on care delivery but also on building relationships for *individualised care planning* that leads to long-term comfort and trust.

## **Setup day: Starting a personalised care plan**

Day one with a live in Care Professional is often a day of gentle adjustment - for both the person receiving care and the Care Professional themselves. Our goal is to make the transition as smooth, reassuring, and well-supported as possible. On the first day, the Radfield team will:

- Introduce the Care Professional to the person receiving care and their family.
- Support the Care Professional to settle in (they'll bring their own essentials for their stay).
- Review the care setup at home - covering access, routines, medications, dietary preferences, and any special considerations.
- Ensure the Care Professional fully understands the care plan, expectations, and preferred daily routines.
- Walk through the home environment together to ensure everyone feels comfortable and prepared.
- Provide training on the Radfield care planning app, which the Care Professional will use to tick off care tasks and submit daily summaries - these notes are visible to our care management team and to family members for transparency and peace of mind

This is also a valuable time for informal conversation. Talking about favourite meals, TV shows, hobbies, or even how someone likes their tea helps the Care Professional settle in - and builds early rapport. If the Care Professional will be supporting with community outings, we'll also explore what the client enjoys doing outside the home - whether it's visits to the local garden centre, a favourite café, or a peaceful dog walk.

We understand that welcoming someone into your home is a big step. That's why our team remains available throughout the day, and beyond, to answer questions, provide reassurance, or respond to any concerns that may arise. Our aim is to create a calm, confident start to your live in care journey.

## The care rotation and handover process

To provide high-quality, continuous support without burnout, **live in care** typically operates on a rotation system, often alternating every 2-4 weeks. This is discussed at consultation stage and we match the preferences for rotation weeks to you and the Care Professional, too. Radfield organises and manages this **on your behalf** - you don't need to worry about scheduling, logistics, or tracking down replacements.

We ensure that each handover between Care Professionals is thorough, respectful and professional. During a handover:

- The outgoing Care Professional shares updates on health, preferences and changes in mood or behaviour.
- Any adjustments to the **personalised care routines** are communicated clearly.
- Daily summary notes are written and uploaded into the care records, which are visible to the new Care Professional and the Radfield office team.

This smooth **care handover process** ensures that even when Care Professionals rotate, the support remains consistent. It also helps maintain trust and confidence for the person receiving care.

## Communication, oversight and individualised care planning

We know that **family communication with carers** is crucial - especially if you're supporting a loved one from a distance.

That's why every live in care arrangement with Radfield includes:

- Daily task checklists and written care summaries, logged digitally.
- Access for families to view updates, if desired.
- Oversight from our office team, including **Care Managers and Supervisors**, who regularly monitor notes and check in with both client and Care Professional.
- Regular reviews, where we'll ask how things are going, what could be improved, and how well the client and Care Professional are getting on.
- Spot checks and competencies to ensure quality and compliance

If care needs evolve, we'll **review and update the care plan** and make sure the Care Professional is fully briefed. Our open and responsive approach ensures care never stands still - it adapts with you.

And importantly, **you're not just building a relationship with your Care Professional**, but with us as a whole. Our office team are your consistent point of contact, and many families find that they build long-lasting relationships with us as we support them through the journey.

## Settling In: Building supportive living routines

The **first week of live in care** is often about getting used to a new rhythm. There may be a few adjustments - learning each other's habits, preferences and personalities - but our Care Professionals are trained to adapt with compassion and flexibility.

Typical early routines include:

- Support with morning and evening [personal care](#).
- Mealtimes based on your usual schedule and favourite foods.
- [Medication management](#) and reminders.
- [Light housekeeping, laundry, and errands](#).
- Gentle encouragement to maintain routines and activities.
- [Companionship](#), conversation, or quiet support - whatever is preferred

We work with both client and Care Professional to ensure that the **settling in with the live in care** process is as smooth and respectful as possible. We know that the goal is not to take over - but to support independence and maintain the lifestyle that matters to the individual.

As relationships form and trust grows, many clients find that their Care Professional becomes not only a source of support, but of genuine companionship. This is where **live in care really shines** - in its ability to restore balance, preserve dignity, and bring warmth and presence into everyday life.

## Ongoing support and reassurance

Our role doesn't end once live in care begins. At Radfield, we continue to be by your side - checking in regularly, responding to your questions, and adapting the care as life and needs change.

We know that live in care is a very personal experience, and while we put great care into matching the right Care Professional, we also recognise that sometimes, it just isn't the right fit. Personalities don't always align - and that's okay.

We want families and clients to feel comfortable being open with us. If something doesn't feel quite right, or if there's anything you'd like to see done differently, we welcome that feedback. You should never feel guilty or worried about raising concerns. Being honest with us helps us provide better care - and we're here to listen, without judgement.

If a change of Care Professional is needed, we'll manage that process sensitively and swiftly. Our priority is making sure that everyone involved feels comfortable, respected, and supported.

### What you can always expect:

- Familiarity with your rota and Care Professionals.
- A care plan that evolves as your needs do.
- Friendly, responsive contact from our office team.
- High standards of training, supervision and oversight.
- Compassionate, **exceptional care by exceptional people®**.



Live in care is more than a service - it's a partnership. From day one and every day after, we're here to ensure that you, your loved one, and your Care Professional feel safe, heard, and truly cared for.

## Let's take the next step together

We hope this guide has helped you understand **what to expect when live in care starts** - from the first day to the months and years ahead.

If you're considering live in care or have questions about how it could work for your family, we'd love to talk. We offer free, no-obligation **care consultations**, and we'll walk you through every step with warmth, honesty and practical guidance.

At **Radfield Home Care**, we're here to provide the care people want as well as need - keeping your loved one connected to the things that matter most, at home. [For further advice and a free care consultation, please contact your local Radfield office.](#)