



**Trustworthy
Cost Effective
High Quality**

Smile, you have
found us



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Introducing live-in care



There are many reasons why you might consider a live-in carer with Veritas Care Ltd rather than moving to an assisted living facility. We have outlined **four** main reasons why having a live-in carer might be the right decision for you or your loved one.

1. Spending quality time with your loved ones

Staying in your own home means you can spend more time with your loved ones - and enjoy the peace of mind that comes from being in a familiar and comfortable environment. Your live-in carer will help you with everyday tasks where and when it suits you. You can choose your meals, see your friends when you would like and have help as you need it; with shopping, gardening, washing and much more. Rather than moving to a care home where carers have at least five clients to look after at once, you will have your private carer with a bespoke service to suit you.

2. Value for money

Undoubtedly, Veritas Care's fees are the most competitive in the market. Our final weekly costs range from £623 to £777. Live-in care can cost less than care homes. Veritas Care also recommends using our services for couples. One couple at home can share a live-in carer, rather than paying two care home fees. In this case the weekly cost is £854.

3. You don't have to sell your property

We aim to help you and your family and to improve your standard of life at an affordable price. You don't have to sell your property to move into an expensive care home or spend your life savings.

We will provide private one-to-one care, with the personal touch of a dedicated carer, for **60%** of a standard care home. Just say 'No' to agencies or care homes taking advantage of your situation. **Smile, you have found us!** Our team will do everything we can to make you **happy!**

4. The most important reason – Home is the best place to live

Live-in care is a way for you to simply stay in your safe, comfortable and familiar environment - your **home**. We all want to be in our own safe homes; surrounded by our neighbourhoods, in our gardens, with our pets and even with our own furniture, memorabilia and photos. We want to lead our normal usual lives; going to the same shops we have always known, staying in our own bedrooms with the possessions we have had for a lifetime! None of us want to be isolated or to be one of the many people having to relocate to care homes.

"There is nothing like staying at home for real comfort" Jane Austen



Why Choose Veritas Care?

In Roman mythology, Veritas, meaning truth, was the goddess of truth, a daughter of Saturn and the mother of Virtues, thus our motto is: 'Truth and Trust'.

At Veritas Care we believe in care that looks to 'the old days' when family members took care of their loved ones in the friendliest environment, the patient's **own home**. We would like to share our unique approach with you. All of our carers are good natured, with hearts to help vulnerable people.

7 + years

A family owned business which has grown through word of mouth and personal recommendations

17 K

Satisfied Customers

Prices 40% lower than other agencies in the UK

The Best Quality for 40% of the Market Price

1K

We employ over 1,400 live-in carers. We recruit and train carefully. All of our carers have relevant experience as live-ins

WE CAN INTRODUCE A CARER ANYWHERE IN THE UK!

... we have found Veritas very professional at all levels and responsive to our needs. The carers which we have placed, have been exceptional and work to a very high standard. We look forward to developing our relationship with Veritas..."

Pauline, Recruitment and Training Manager

CARE AT HOME WITH A PERSONAL TOUCH.

We specialise in low-cost live-in care. We are introducing a new approach to the UK, developed through our experience in Germany, Austria, Switzerland, Ireland and UK where we have served more than 17,000 customers over the past 7 years. Quality is a **must** in Germany, so our services are subject to the highest standards. Our prices are generally 40% lower than average care rates in UK. Most of our carers come from Poland and Eastern Europe - they are paid at rates that offer them a living wage and keep care affordable for you.



Our company specialises in providing high quality, low-cost care solutions from central Europe for the German, Austrian, Swiss and UK markets. Our recruitment network is built from wide range of approved business partners across Central Europe. We deliver low-cost, quality live-in care services which are very attractive to UK customers. Our extensive database contains over 20,000 candidates. Each year, we place over 3,000 caregivers with our patients. We have served over 17,000 customers and employ over 1,400 caregivers at any given time.

It is important to us that you receive the best service at the best price available



Self Employment Model Details



Our self-employment service is based on a German model, called the Unmanaged Model, and it costs around 40% less than the standard, 'agency managed' model widely promoted in the United Kingdom. The standard UK rate varies between £1,000 and £1,200 a week. Our prices start from £623 a week – please see our pricing page for more information. We handle all employment duties for you and your carer, so you can relax and live your life. £623-777 is your final weekly price!

Principles of the Unmanaged Model:

- Carer duties are not subject to agency supervision, direction or control. The relationship between the client and carer will be set in contract for services.
- The carer will be employed on self-employed basis. Veritas Care will manage all registration and administration services.
- The carer is free to work with their choice of client and for more than one client.
- The carer is trained by us to the highest standard at Academy of Care, run by our sister company. All of our carers are fully competent to carry out their tasks.
- If you are not happy with the carer provided

by us, we will provide a replacement, free of charge.

- All carers work on rotational basis. If you require long-term care, only two carers will be involved in your care, providing continuity and consistency in care.
- Your contract with your carer is continuous with a 2 week term of notice by either party.
- All carers have DBS certificates and certificates of no-criminal convictions from local courts.
- Your requirements will be assessed by a qualified and experienced team.
- Our coordinators will provide full support during your engagement with your carer.

"...Ola has been caring for Mum as a live-in carer ... She is very caring and understanding when it comes to Mum's needs. All meals are freshly prepared and Ola ensures that Mum has her daily intake of fluids and medication. She also exercises and entertains Mum by making paper shapes with her..."
Janet, Private Client



"One person caring for another represents life's greatest value"

Jim Rohn

When is live-in care useful?

Live-in care means that you can stay in your own home, rather than moving to a residential home.

You can stay with your family, pets, garden, and close to friends and neighbours. You can do what you want, when you want to.

Long term live-in care is an economical alternative to residential care, with the comfort of being in your own home.

It's a 24/7, one-to-one service, shaped by each individual client's situation and needs, supporting their independence and enabling daily freedom of choice.

A major benefit of our service is the constant care and companionship you receive at home from a carer who is dedicated to your needs.

Many clients need someone who will stay in the house almost all day so that they can live at home independently and safely.

Most of our clients have live-in carers for years, staying as independent as possible, for as long as possible.

Continuity of care creates familiarity and helps develop comfortable routines; it builds a relationship between customer and carer which is based on mutual trust. Our

experience has taught us that continuity of care is extremely important.

We aim to have our carers stay in the home for several weeks at a time; they then take a break before returning. During the rest period cover is provided.

We guarantee cover for our clients so they will never be left alone. If you have any problems or concerns, you can change a carer at any time, simply by contacting our office. We will talk through the reasons for your decision; understand your concerns and endeavour to introduce another care worker that will suit you better.

At Veritas Care, we keep very close contact with both our clients and our carers, so if at any time you feel as though things are not working out, we will happily find a suitable replacement.

Many people need someone who will stay with them almost all the time so they can live at home independently and safely.

Remaining at home avoids most of the upsetting issues and potential lifestyle restrictions raised by a move into a residential or nursing home, giving peace of mind not only to the client, but also to family and friends.

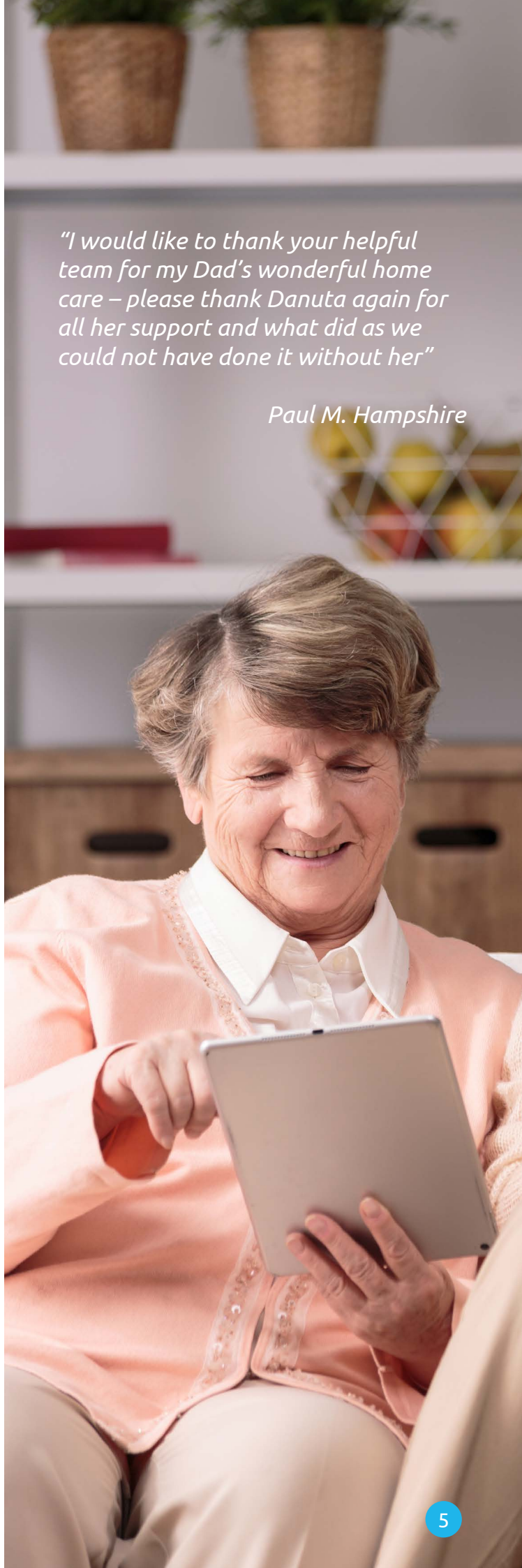
Veritas Care supports people to live the best possible lives they can.

HOW DOES IT WORK?

We've developed our service to make the process from initial enquiry to the arrival of your carer as smooth as possible.

1. Information gathering
 - Call us or complete our contact or care assessment form and we will call you back when it suits you.
 - We have an initial telephone interview with our client or their representative. We know from experience that the best first step is to have a conversation about your specific situation.
 - We ask you to complete our online Care Assessment form to gather as much information as possible about a prospective client and their needs. This is a no-obligation, free-of-charge process during which our experienced team will offer advice and source information to assess risks, provide you with a quotation and, most importantly, to find the best carer match for you. We are also available to assist you to complete the form over the phone and to discuss any queries you may have.
2. Individual costs - Once we have an idea of your requirements we'll provide a final costing to you.
3. The full recruitment process includes:
 - Receiving candidate's CV through Veritas' nationwide recruitment campaign.
 - An initial interview with the candidate to assess experience, education, level of English and carry out a suitability check.
 - Collection and verification of all necessary documentation and information required for DBS.
 - Contacting previous employers – verbal references, employment background check.
 - Obtaining local DBS certificate - a no-criminal conviction certificate provided by local courts.
 - Second interview, face-to-face or via Skype.
 - Obtaining written references from previous employers covering specified minimum period.
 - Final interview and client's approval of the candidate.
4. Placement of carer.

As soon as you confirm you wish to proceed, we put you in touch with a suitable carer. When you have spoken to the carer and the placement has been agreed, we will make travel arrangements and let you know the date and time of their arrival.



"I would like to thank your helpful team for my Dad's wonderful home care – please thank Danuta again for all her support and what did as we could not have done it without her"

Paul M. Hampshire

Our Caregivers

We always maintain very good relationships with our carers. We care about them because we know that if our carers are happy and confident in their abilities, they will do a good job. Our carers stay with us, on average, for 3 years. This length of service is quite unique in the care sector. We provide training at our Academy of Care with an annual update. Our specialist carer support team is always available for help and advice.

We are able to introduce a carer anywhere in the UK!

Choosing right candidate

You can choose your own carer! You will be requested to complete our enquiry form with details that will allow us to match the best candidate for your needs. We will send the carer's detailed profile for your review and then, if you are happy with all the criteria, we will organise an interview in person or via Skype. If you not sure about this particular carer; we will offer other profiles until there is a successful match. In any case, you can be assured that you will be provided with all the information you need prior to meeting the carer for the first time, so that you have a clear idea of their personality and skills.

Candidate screening

It is extremely important that every carer is carefully selected and has gone through an enhanced, comprehensive screening process. Our screening process is very extensive and strict and includes:

- Verifying experience in live-in care and ensuring a passion for delivering good quality care - this means obtaining and checking recent professional and personal references.
- Identification check.
- Applying for enhanced DBS check and obtaining a police check from the carer's country of residence, if applicable.
- An interview to assess levels of written and spoken English and the carer's personality and hobbies.
- Obtaining evidence of recent training



from professional bodies.

- Assessing interpersonal skills.
- Psychometric tests help to identify a candidate's skills, knowledge and personality. These used during the preliminary screening stage. We are looking for the following character traits: a sense of humour, good listening skills, a caring nature, etc. We implement psychometric testing to select only candidates with the highest standards of these skills.



COMMITMENT TO RELIABILITY – OUR SPECIALIST EXPERTISE AND EXPERIENCE MEAN WE WILL NOT LET YOU DOWN

All of our carers are certified, trained and experienced, so you can relax during this difficult time. Most of our clients are from Germany and our services are subject to German quality requirements. We don't employ carers, but introduce them to you to work under a self-employed contract which is subject to the rules set out in the 2014 Finance Act.



Training - the highest UK and European standards in our Academy of Care

Our Carers are Fully Qualified.

Throughout the interview and training process, we get to know our carer's strengths and weaknesses, which helps us to maintain a reliable team of carers. Our team have **long-term experience as live-in carers gained in Germany, Austria, Switzerland, Ireland and the UK.**

All of our carers are trained to the highest standard at the Academy of Care, run by our sister company, and are fully competent to carry out their tasks. Furthermore, all carers undertake ongoing professional development, so that we can provide the

best possible live-in care for our clients:

- Care Certificate covering the 15 standards of care, as recommended by the CQC
- Medication Awareness.
- Dementia Awareness.
- Moving and Handling.
- Basic Life Support.

All of our carers have the most up to date, enhanced criminal record check through the DBS (Disclosure & Banning Service) in the UK and a no-criminal convictions certificate from the carer's country of residence if applicable.

Changing a carer

Who you have as your carer is always entirely your choice. If you would like to change at any time, please contact our office. We will talk through the reasons for your decision; understand your concerns and endeavour to introduce another carer who will suit you better.

At Veritas Care, we maintain close contact with both our clients and our carers, so if at any time you feel as though things are not working out, we will happily find a suitable replacement.



All carers have a valid Enhanced DBS check

Princing and costs

- A one-off introduction fee of £200 applies.
- Typically care services are paid on a weekly basis. We can also amend your payment plan to suit your needs at your request. Weekly payments are paid by bank transfer or direct debit. You never pay upfront for care services. We issue invoices once per week.
- A one-off payment of £80 is required towards the travel allowance paid to the carer at the end of the contract. This fee does not apply when contract between the client and carer is ended early by the carer.
- Carers work on a self-employed basis and there is no statutory requirement to pay Employers NI.

FULL WEEK OF 24h Private LIVE-IN CARE WILL COST:

Prices shown below are final and inclusive of all fees and taxes. No hidden fees.

Here's what our clients say:

"Dear Veritas,

I cannot thank you enough for your service. Our Mother, Alicia, was struggling on her own, and as we live quite a distance from her, it was a constant worry that she may suddenly be taken ill, or have an accident, with no one around to help. We knew we had 2 options: either to try to move her to a care home – which she would hate – or else try to find a live-in carer.

We went through the usual care agencies, and in due course found a 24 hour carer: however, we could not afford the staggeringly large prices the company charged us. We then heard about Veritas from a friend, and thought we'd give you a chance.

The carer you have found for our mother is lovely – she has become a true friend and part of the family, and we can rest easy knowing that our mother is in safe hands. Beata is a very well educated woman, with a keen wit, and is very good at judging Alicia's moods and tending to her needs. The costs are approximately half of what we were paying, which means that we can afford to keep our Mother at home, where she can spend the evening of her life with some dignity."

Julian – Southampton



LIVE-IN-24+ Low Dependency	LIVE-IN-24+ Mid Dependency	LIVE-IN-24+ High Dependency	LIVE-IN-24+ Couple Care
£ 623 / week	£ 700 / week	£ 777 / week	£ 854 / week
Companionship Domestic Duties inc. Cooking Shopping Assistance with Medicine	Daily Care Assitance Domestic Duties inc. Cooking Limited Mobility Assistance Incontinence Support Shopping Assistance with Medicine	Daily Care Assitance Domestic Duties inc. Cooking Limited Mobility Double Incontinence Support Dementia / Alzheimer Parkinson / Stroke Spinal Cord Injuries Cerebral Palsy Shopping Assistance with Medicine	Daily Care Assitance Domestic Duties inc. Cooking Limited Mobility Assistance Double Incontinence Support Dementia / Alzheimer Parkinson / Stroke Spinal Cord Injuries Cerebral Palsy Shooiping Assistance with Medicine



LONG-TERM CARE

The table below clearly shows that Veritas Care live-in offers the best and most affordable option for elder care

Care Essentials	Veritas Care Live-in	Other Live-in Agencies	Care Home	Domiciliary Care
Weekly costs	From £623 per week	From £950 per week	From £800 per week	From £20 per per hour
In addition to the main fee, is there a higher rate for nights, Bank Holidays, etc.?	No, everything is included in the above price, except for Christmas Day, Boxing Day, New Year's Day, Good Friday, Easter Monday	Yes you may be expected to pay a disturbed night allowance or similar fees	Yes you may be expected to pay a disturbed night allowance or similar fees	Yes
Are you able to state your preferences about who the carer should be and are you involved in the process of selecting that carer?	Yes, you always interview your carer and make the final decision	Will vary by agency	No	You will not usually have a choice about who your carer is
Can your relative continue to enjoy living in their own home?	Yes	Yes	No	Yes
Is this a nationwide service?	Yes	Will vary by agency	Local Homes	Will vary by agency

Finding the right Veritas Care Service

"Without a sense of caring, there can be no sense of community."

Finding the right Veritas Care service

We offer four live-in services of variety of needs and circumstances. These care services suit each client's personal situation and needs.

Veritas Companion Care (Low Dependency)

Veritas Companion Care is ideal if support is required with everyday tasks. Main features include:

- Daily Care Assistance.
- Cooking (Meal preparation).
- Shopping.
- Laundry.
- Light housework.
- Light garden maintenance.
- Pet care.
- Assistance with medicine.
- Accompaniment to appointments.
- Support with personal administration.

Veritas Personal Care (Medium Dependency)

- Full assistance with all aspects of personal care.
- Domestic Duties incl. cooking, shopping, laundry, light garden maintenance, pet care.
- Assistance during the night (once per night).
- Catheter and incontinence care.
- Assistance with medicine.
- Limited mobility assistance.

Veritas Specialist Care (High Dependency)

- Full assistance with all aspects of personal care.
- Domestic Duties incl. cooking, shopping, laundry, light garden maintenance, pet care.
- Frequent assistance during the night.
- Catheter and double incontinence support.
- Assistance with medicine.
- Assistance with all elements of transfer and mobility.
- Dementia/Alzheimer's/Parkinson's/Stroke.
- Multiple sclerosis.
- Spinal Cord injuries.
- Cerebral Palsy.
- Palliative Care.
- Stoma and catheter care.
- Neurone disease.

Veritas Couple Care

- Full assistance with all aspects of personal care.
- Domestic Duties incl. cooking, shopping, laundry care, light garden maintenance, pet care.
- Frequent assistance during the night.
- Catheter and double incontinence support.
- Assistance with medicine.
- Assistance with all elements of transfer and mobility.
- Dementia/Alzheimer's/Parkinson's/Stroke.
- Multiple sclerosis.
- Spinal Cord injuries.
- Cerebral Palsy.
- Palliative Care.
- Stoma and catheter care.
- Neurone disease.

FREQUENTLY ASKED QUESTIONS

HOW DO YOU DIFFER FROM OTHER CARE AGENCIES?

In Roman mythology, Veritas, meaning truth, was the goddess of truth, a daughter of Saturn and the mother of Virtues, thus our motto is: 'Truth and Trust'.

We specialise in low-cost live-in care. We are introducing a new approach to the UK, developed through our experience in Germany, Austria, Switzerland, Ireland and UK where we have served over 17,000 customers within the past 7 years. Quality is a **must** in Germany, so our services are subject to the highest standards. Our prices are generally 40% lower than average care rates in UK. Most of our carers come from Poland and Eastern Europe - they are paid at rates that offer them a living wage and also keep care affordable for you.

WHAT IS LIVE-IN CARE FROM VERITAS?

At Veritas Care, we believe in care that looks to 'the old days' - when family members took care of their loved ones in the friendliest environment - the patient's own home. We would like to share our unique approach with you. All of our carers are good natured with hearts to help vulnerable people. We deliver care at home with the personal touch.

ARE CARERS INSURED?

There is no statutory requirement for a self-employed carer to have Public Liability or Professional Indemnity insurance. We recommend all carers are insured but ultimately, this at the client's discretion. Veritas Care will ensure all carers have a valid insurance policy in place if this is requested by a client.

HOW DO I PAY MY CARER? DO I HAVE TO PAY UPFRONT?

Typically care services are paid on weekly basis, but if you request to change your payment plan we can amend it to your needs. Weekly payments are paid by bank transfer or direct debit. You never pay upfront for care services.

IS THERE A MINIMUM CONTRACT LENGTH?

We are flexible about how long your carer stays with you. The length of stay is usually based on the individual requirements of our clients. This will be agreed between you and your carer. We recommend minimum stay of 6 weeks and you can



arrange for a long term stay, up to 12 months, if required. In rare cases, if the client does not feel the match is right, we can make arrangements to replace your carer. When placing a carer, we always take into account our clients' preferences in relation to our carer's character, religion and cultural beliefs.

IS MY CARER ASSIGNED TO ME OR CAN I CHOOSE MY OWN CARER?

You can choose your own carer! You will be requested to complete our enquiry form with details that allow us to match the best candidate for your needs. We will send the carer's detailed profile for your review and then, if you are happy with all the criteria, we will organise an interview in person or via Skype. If you are not sure about this particular carer, we will offer other profiles until there is a successful match. In all cases, you can be assured that you will be provided with all the information you need prior to meeting the carer for the first time, so that you have a clear idea of their personality and skills.

IF I AM NOT COMFORTABLE WITH THE LIVE-IN CARER, CAN I REQUEST A REPLACEMENT?

Of course! Your carer is always entirely your choice. If you would like to change at any time you can contact our office. We will talk through the reasons for your decision; understand your concerns and endeavour to introduce another carer who will suit you better. At Veritas Care we maintain close contact with our clients and our

carers, so if at any time you feel as though things are not working out, we will happily find a suitable replacement.

DO THE CARERS HAVE ALL RELEVANT QUALIFICATION AND CERTIFICATIONS?

Throughout our interview and training process, we get to know our candidates' strengths and weaknesses which helps us to maintain a reliable team of carers. Our candidates have long-term experience as live-in carers gained in Germany, Austria, Switzerland, Ireland and the UK. All of our carers are trained to the highest standards at the Academy of Care, run by our sister company, and are fully competent to carry out their tasks. Furthermore, all carers undertake ongoing professional development, so that we can provide the best possible live-in care for our clients. We always take into account our clients' preferences in relation to our carers' character, interests and cultural beliefs.

Our carer training includes:

- 15 standards of Care Certificate - as recommended by CQC.
- Medication Administration.
- Dementia Awareness.
- Moving and Handling.
- Basic Life Support.

DO THE CARERS HAVE A VALID DBS CHECK?

All of our carers have the most up-to-date enhanced criminal record check through the DBS (Disclosure & Barring Service) in the UK and no criminal conviction certificates from their country of residence, where applicable.

ARE YOU CQC REGULATED?

We operate as a private job placement agency and therefore, fall outside the scope of the Health and Social Care Act 2008. This means we are not regulated by the Care Quality Commission (CQC). We have provided live-in care to over 17,000 customers in Germany Austria, Switzerland, Ireland and UK, and this unique experience in the field is our best qualification.

WHAT RECRUITMENT CHECKS DO YOU PROVIDE?

A lot! Our screening process is very extensive and strict. We obtain and verify recent professional and personal references, carry out identification checks, apply for an enhanced criminal record check through the DBS (Disclosure & Barring Service) in the UK and obtain a police check from the carer's country of residence where applicable. We conduct interviews to assess written & spoken

English, personality and hobbies. We collect evidence of recent training by professional bodies and we consider candidate's work experience. We also undertake personality analyses and psychometric tests. Our commitment to reliability and our specialist expertise and experience means we will not let you down.

WHERE DO YOUR CARERS COME FROM?

Our carers come primarily from Poland and Central Europe. All of our carers have good spoken and written English, and great communication skills as well as extensive experience in live-in care. Our carers gained their experience mainly in Germany, where full-time live-in care is the most popular kind of care.

DO WE HAVE TO PAY EXTRA FOR THE CARER'S TRAVEL?

A one-off payment of £80 is required towards travel and is payable to the carer at the end of the contract. The fee does not apply when the contract between the client and carer is ended early by the carer.

ARE THE CARERS INTRODUCED BY VERITAS CARE EMPLOYED OR SELF-EMPLOYED?

Carers introduced by Veritas Care are self-employed. This has some great benefits all-round: the carers are engaged to work for a duration of time that suits both of you and the carer is responsible for their own tax and National Insurance contributions.

WHAT AREAS DO YOU COVER?

We can introduce a carer anywhere in the UK.

WHEN DOES MY CARER ARRIVE?

We need around 5 working days to organise the carer's arrival to your home. The exact date and time will be agreed between you and your carer.

CAN I CANCEL A CONTRACT?

You can cancel a contract at any time. The initial two weeks of the contract are treated as a probationary period when either party can cancel at any time. After this period, the standard two weeks' notice applies.

DO I NEED TO PAY EMPLOYERS NATIONAL INSURANCE?

No, our carers work on a self-employed basis and there is no statutory requirement to pay Employers NI.

CONTACT US

☎ 0800 731 8671

LONDON South East East of England ☎ 0208 133 4580	BIRMINGHAM East Midlands West Midlands ☎ 0151 528 3322	BRISTOL South West ☎ 0151 528 3322	LIVERPOOL North West, North East, Yorkshire and Humble ☎ 0151 528 3322	EDINBURGH SCOTLAND ☎ 0131 463 0003
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RG24 8UP

Company Reg No: 9928614

We trust that we have made a strong case for you to consider Veritas Care.
Please contact us and we will be happy to answer any questions that you may have.



COMMITMENT TO RELIABILITY – OUR SPECIALIST EXPERTISE AND EXPERIENCE MEAN WE WILL NOT LET YOU DOWN