

How does TLC's Carer Introduction Service work?

Personal Assistants: we personally interview prospective Personal Assistants, and choose them for their personal qualities, skills, experience, and references from previous employers. We ensure our P.A.'s are insured, have a valid DBS check, and mandatory training is in place.

People needing Care: we meet you, to establish what care you need, in order to match you to a suitable Personal Assistant. We can help you with pre-employment checks, and setting up a contract with your P.A. If your care needs change, we can match you to additional PA's.

How does TLC charge for making care matches?

TLC will charge a commission on top of the P.A.'s rate, payable by the person seeking care. This pays for interviewing and advising potential P.A.'s, meeting up with families and making the care matches, supporting our PA's with training and mentoring, and providing an online platform to help with rostering care, billing and payroll.

Any surplus income over our costs will be used to develop the services we deliver for people living with a palliative condition in East Devon.

TLC is a Community Interest Company, operating within Care Quality Commission guidelines for Carer Introduction Services. Governance is assured through its board of Directors and advisory panel.

About TLC Palliative Care at Home CIC:

TLC's Vision and Values: "We believe that more people in the palliative stage of their illness should be able to choose to be cared for and die at home, knowing that they and their families will be supported by skilled and compassionate carers"



Michelle Pryor is a very experienced palliative care nurse. She has set up TLC Palliative Care at Home CIC because she knows how difficult it can be for people to find the right care during a palliative illness. She will support Personal Assistants to provide skilled and compassionate person-centred care, for people who wish to be cared for at home.

Contact Us: We would love to hear from you, whether you are someone looking for care, you would like to work with us as a personal assistant, or you are an interested health care professional. We currently cover East Devon.



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**Palliative Care
At Home CIC**



TLC Carer Introduction Service:

A social enterprise, matching people with a life-limiting condition who need care, with exceptional, skilled and compassionate carers.

tlc-palliative.org.uk

Do you need a carer, for yourself or a loved one?

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TLC will match you with carers who will listen to your wishes and preferences, respect your dignity and privacy, and support your family carers.

They can help you with your personal care and practical tasks, and will provide empathetic companionship.

How does TLC's service work?

Ring us on 07518 907790 to discuss your care needs or arrange a visit from us. We can then match you to suitable carers and give you information about them. You then arrange to meet, and if you are happy with that person, arrange your care directly with them.

TLC's optional online platform enables you to review carer profiles, and you can roster your own care. Our payroll function makes paying for your care simple too, as one payment covers your carer's fee and TLC's commission.



TLC will help you to find, choose and employ the right carer for you

Are you a carer who loves looking after people with a life-limiting condition?

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By joining TLC's Carer Introduction Service as a Personal Assistant, you will be able to find rewarding clients, matched to when and where you would like to work.

You set your own pay rates and remain your own boss: you will not be employed by TLC, but remain self-employed or be employed by the client.

Using TLC's online platform, you can manage your profile, meet people seeking care, respond to requests for support, manage your rota, and use our client billing and payroll functions.

TLC will provide networking, support and mentorship, and help with training needs.

How can you join TLC as a Personal Assistant?

Contact us and we will meet up to talk through your experience, where you cover, your availability and rates of pay. We can help you to with training, insurance and DBS checks, if you need these.

Once everything is in place and you wish to join TLC we can then start matching you to people seeking care.

TLC will find you rewarding work, and value and respect you for the care you give

Are you a Health Care Professional signposting someone with palliative needs to find good care?

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Through our Carer Introduction Service, TLC's Personal Assistants provide holistic, personalised care, tailored to the person's individual needs and preferences.

Our P.A.'s provide cost-effective care for people at the stage they often have to self-fund their care.

We are a social enterprise, so all of our income will be used to benefit our clients and personal assistants, and to develop our services for palliative patients.

How do you refer someone for support from TLC's Personal assistants?

Give them this leaflet: our contact details are on the back. We will do the rest!

TLC will help families to find carers with the specialist experience and qualities that palliative patients need

