



Tender Loving Care  

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In your own home

## Information Pack



## **tlc4u2 Limited is a referral agency that specialises in referring live-in/live-out caregivers.**

Having a live-in caregiver can greatly enhance your lifestyle and independence and prevent the trauma of having to move into a rest home or retirement village.

tlc4u2 is structured differently to the majority of other home support agencies. We refer caregivers who work on a self-employed basis and charge a daily rate rather than an hourly rate. This makes 24 hour support considerably more affordable. Caregivers invoice the clients directly at the end of each contract.

### **All caregivers are carefully selected:**

Criminal Record Clearances  
Thorough Reference Checks

Extensive Interview Process  
Skills/Personality Profiling

All caregivers are introduced to tlc4u2's aims, philosophies, policies and protocols before being placed with your loved one.



### **Live in Customised Care Services**

Long Term  
Respite/Post operation care  
Palliative  
Recuperation/Rehabilitation


tlc4u2 can also refer caregivers for those clients needing a few hours or a couple of days a week.

### **Live out Lifestyle Enhancement Services**

Supervision  
Excursions & Recreational Activities  
Domestic Services  
Cooking/Catering Services  
Personal Cares  
Night Cover



tlc4u2 can also refer caregivers for those clients needing a few hours or a couple of days a week.



## Guide to Levels of Care

These are used as a guideline only to establish the appropriate level of care and cost of care. All packages provide companionship, safety & security, shopping, cooking, laundry, driving to appointments or excursions and assistance with all activities of daily living.

**Home Support & Care** - For those who need some assistance with activities of daily living.

Mobility – using aids and/or requiring assistance to mobilise

Continence – continent or with minor continence issues

Personal Cares – requires some assistance/set-up

Cognitive Function – mild to moderate impairment

Medication – assistance/supervision/dispensing

**Home Support & Advanced Care** - For those who need some assistance with activities of daily living.

Mobility – Limited or no mobility

Continence – from minor to major continence issues

Personal Cares – requires full assistance in all aspects

Cognitive Function – full range (no impairment – fully impaired)

Medication – requires medication to be administered

**Home Support & Palliative Care** - For those who need palliative care.

Mobility – limited or no mobility

Continence – from minor to major continence issues

Personal Cares – full assistance, bed bathing, oral and eye cares, regular pressure area care

Cognitive Function – full range (no impairment – fully impaired)

Medication – full responsibility for administering medications, liaising with Hospice to administer regular pain medications

**Individualised Care Package** - For those requiring services that need to be tailored to their individual needs.

More than one person requiring care

Those requiring specialist services that are not catered for in other packages

**Prices start from \$168.75 per day for live in care (caregiver lives in the home with the client for whatever length of time is required)**

**Hourly care are at a fixed cost of \$34 + GST per hour**

**Overnight care starts from \$168.75 per night**





tlc4u2 makes it  
easy for you to  
have continuous  
care in your home.

You can now choose for  
tlc4u2 to be your ACC home  
care provider for long or short  
term care, serious injury or  
disabilities.

## Steps to access our service

### Step One:

Call tlc4u2 to express your interest in our services. An appointment can be made to discuss what your requirements are. When you decide which service you would like to utilise we move onto step two.

### Step Two:

Our Assessor will come to your location to discuss your needs and preferences. This information is compiled into a profile that will be passed onto the caregiver who is selected to provide your care. This information helps the caregiver to understand exactly what is required of them and what your expectations are.

### Step Three:

Your tlc4u2 co-ordinator will take your profile and carefully match your needs to a suitable caregiver.

### Step Four:

The selected caregiver will be given your contact details or the details of your representative and they will contact you by telephone to discuss the details of their contract with you. You will both also be sent these details by post.

### Step Five:

The caregiver will arrive at your home on the agreed start date and begin their duties with you. When their contract ends they have the option to renew it or take a break. Should the caregiver decide to have a break tlc4u2 will provide you with another carefully matched caregiver to replace them. We generally strive to have the same two caregivers working on a rotational basis. This can range from one week to several weeks at a time. This model of care enables tlc4u2 to provide you with continuity of care: tlc are also able to adapt services to meet the changing needs of the individual.

## Contact details

**P** 0800 852 482

**E** [info@tlc4u2.co.nz](mailto:info@tlc4u2.co.nz)

**W** [www.tlc4u2.co.nz](http://www.tlc4u2.co.nz)

You can now choose for  
Tlc4u2 to be your ACC  
home care provider for long  
or short term care, serious  
injury or disabilities.

