



Tender Loving Care

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
- Extensive Interview Process
- Thorough Reference Checks
- Skills/Personality Profiling

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



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

Live in Customized Care Services

- Long Term
- Respite
- Palliative
- Recuperation/Rehabilitation

Live out Lifestyle Enhancement Services

- Wellness Assessment Checks
- Empowerment Programmes
- Excursions & Recreational Activities
- Pamper Packs
- Domestic Services
- Cooking/Catering Services
- Personal Cares
- Night Cover



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 - e.g. High falls risk, recuperation from acute health issue. For those who need minimal assistance with activities of daily living.

- Mobility – independent
- Continence – continent/mild incontinence
- Personal Cares (bathing, toileting, dressing etc) – independent
- Cognitive Function – fully cognitive/mildly impaired – e.g. Alzheimer's early
- Medication – minimal assistance/supervision

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 full 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





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

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.