



Live-in Care

Providing the highest quality care in your own home





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What It Means To Be Outstanding

Everyone at SweetTree knows that our work is for people, by people. From supporting those living with personal frailty, dementia, or more complex needs, we are committed to making a meaningful difference in every life we touch.

At SweetTree, achieving 'Outstanding' is not merely a target to meet before the next inspection, but rather a constant benchmark we work towards achieving each day. The desire to be outstanding influences everything we do and shapes our daily mindset, across all aspects of our work.

We firmly believe that this approach has been instrumental in our achieving two consecutive 'Outstanding' ratings in our latest CQC inspections, a standard that less than 1% of providers nationally can claim. It is also the reason why we were given LaingBuisson's prestigious 'Excellence in Homecare' Award in 2024.



What is Live-in Care?



Live-in care is more than just assistance; it's about bringing comfort, dignity, and companionship into the heart of your home.

A dedicated caregiver living with you or your loved one allows for around-the-clock support tailored to meet your individual needs. Whether it's help with your morning routine, preparing meals, taking medications and keeping you company, or more specialist support for complex conditions, live-in care allows you to configure the care you receive around what works for you while you live life to the full in your own home.

The Benefits of Live-in Care

- 1. Comfort of Home:** There's no place like home. Live-in care allows individuals to remain in the environment they know and love, surrounded by their personal memories and routines.
- 2. Personalised, Flexible Support:** Unlike care facilities, live-in care is one-on-one and tailored specifically to you. Caregivers adapt to personal preferences, habits, and schedules to provide truly individualised care.
- 3. Peace of Mind for Loved Ones:** Having a trusted caregiver available, as well as access to 24/7 remote support, brings comfort and reassurance to family members, offering them the freedom to focus on quality time with their loved one.
- 4. Independence and Dignity:** Live-in care helps individuals maintain their independence and control over their lives while receiving the support they need, ensuring a life lived with dignity and respect.
- 5. Companionship:** Caregivers do more than provide assistance; they build genuine, heartfelt connections, enriching the lives of those they care for with friendship and joy.

With live-in care from SweetTree, you don't just get quality support – you get comfort, safety, reliability, and independence. Whether it's sharing meals, reminiscing over favourite memories, or simply being there in moments of need, live-in care provides a beautiful balance of care and companionship, allowing life to be lived to the fullest, at home.



Live-in Care FAQs

How does live-in care compare to other care options?

It differs significantly from traditional care options like nursing homes or hourly home visits by offering personalised, around-the-clock support within the comfort of an individual's home. Unlike care facilities, where attention is shared among multiple residents, live-in care provides one-on-one assistance, ensuring support for personal routines, preferences, and needs. It also eliminates the need for relocation, preserving the familiarity and emotional connection to home.

Compared to hourly care, live-in care offers continuous presence, providing immediate assistance and greater peace of mind, especially for those living with dementia, complex medical needs or mobility challenges.



What does the process of arranging live-in care look like?

One of our care managers will carry out an individual face-to-face assessment to understand your specific needs and circumstances, including a risk and environmental assessment. We will then draft a personalised care plan with you and assign you a dedicated team formed of a care manager, coordinator, quality surveyor and support worker team.



What should I consider when choosing a care provider?

You can consult official inspections, such as the CQC's -regulatory authority for care providers. For SweetTree, the CQC rating has remained 'Outstanding' for the last two inspections, an achievement that only 1% of providers can claim. We are, however, most proud that the majority of our referrals come from existing clients, family members, and care professionals. To us, this is the best indicator of care quality there is.

What if my or my loved one's needs change along the way?

We understand that circumstances and needs can change. Our care plans are flexible, and our dedicated teams can support most complex needs to ensure you can continue to live independently.



Do you provide specialist support for dementia?

Yes, we do. We have a specialist Dementia team who can provide the right live-in care for you or your loved one living with dementia.



Do you employ and insure your carers?

All of our carers are directly employed, trained and insured by us to ensure peace of mind and high-quality standards.



How often do you carry out quality checks?

We are always there for you, as a partner in your care journey. While, as a minimum, we review our support and our care plans every three months, your dedicated care manager is there to help answer questions and address concerns at any time.

How do you match support workers to clients?

We take great pride in our bespoke matchmaking process. Informed by your profile and preferences, our dedicated coordinator will help you identify some suitable carers, who you will be able to meet before making such an important decision.

Who do I contact in case of an emergency?

We aim to prevent emergency situations through close support and communication. However, in the event of something unexpected happening, a member of the SweetTree team is available on the phone 24 hours a day, 365 days a year.





Who We Are

In 2002, founder Barry Sweetbaum (MBE) set out on a mission to change the definition of what 'high quality' home care looked like.


For Barry, this was all about mirroring the amazing care that Margie provided to his mother over 30 years ago, when she was ill with cancer. Beyond providing standard care, Margie made sure to create a new life plan with her, so each day felt meaningful and made a difference for her and her family.

Using his decades of experience in care, he has created an organisation that helps individuals who receive care and those who provide it to reach their full potential. Since then, SweetTree has supported over 20,000 people remain at home with independence and dignity.


Our mission statement

We aim to support our clients, team members, and the broader community in reaching their highest possible quality of life. This is achieved through delivering outstanding care and support, fostering wellbeing, and promoting the growth and development of both individuals and SweetTree as a service provider.

SweetTree Charter

 Provide the highest quality care and support possible

 Treat people with respect


 Encourage independence and self-fulfilment


 Enhance individuality


 Enhance self esteem

 Preserve dignity

 Support self-expression

 Recognise the right to take risks

 Promote freedom of choice

 Continually evolve and improve what we do



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Communication with all members of the team was excellent and I was also given a lot of support by the staff. I strongly recommend SweetTree to anyone looking for excellent care because excellent care is exactly what was provided in every aspect of what SweetTree do.

**Homecare.co.uk review,
niece of client**



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“

SweetTree has provided excellent, caring support to my client and old friend over the past twelve months and for several years before. My old friend is bedridden and suffering from dementia. (...) I have no hesitation in highly recommending SweetTree.

**Homecare.co.uk review,
Power of Attorney**



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In 2024, SweetTree was honoured with an award and a high commendation at the Great British Care Awards, bringing their total GBCA wins to an impressive 9 in the past two years

How We Can Support

Our dedicated live-in care team will work with you to design an individual care package centred around your needs and wishes to allow you, or your loved one, to live life at home to the full with the right 24/7 support.

If your circumstances change, we will flexibly adapt the care you receive to meet your needs. We can meet specialist dementia and complex care needs including PEG feeding, palliative/end of life, stoma and catheter care.

Regardless of the level of support needed, a member of the SweetTree team is available 24 hours a day, 365 days a year.

-  Companionship and socialising
-  Support with nutrition and meal planning
-  Shopping, including collecting pensions and medications
-  Washing, bathing, dressing and undressing
-  Supporting and promoting continence care
-  Help with all medication needs
-  Assisting with washing, ironing and bedding
-  Support with day-to-day admin such as GP appointments



Your Journey with Us

We understand that the process of arranging care can be daunting, so we are committed to helping you in every way we can. Our team will be by your side at every step of the journey to ensure all your doubts and concerns are addressed.



Contact the SweetTree Team

You can contact the team to discuss client support options, signposting, pre-referral advice or just an informal chat. We also offer a 24-hour-a-day, 365-days-a-year emergency service.



Initial Needs Assessment

A manager will arrange a time that works for you to complete the initial needs assessment, which includes a full risk assessment to ensure the safety and wellbeing of all.



Tailored Support Plan

On completion, a support plan will be created to incorporate the needs and preferences noted. This plan ensures the right team member/s are recruited for each client.



Flexible Client-Centred Care

As personal needs and circumstances change, we will work with you to adapt the support provided to reflect your changing needs.

Our Fees*

At SweetTree, the fees we charge vary slightly depending on need. Our starting rates for **live-in care** are detailed below, with enhanced fees charged where more complex care is. All fees are inclusive of VAT and administration costs.

	Individuals	Couples
Standard from	£208.80/day	£250.56/day
Enhanced from	£219.60/day	£263.52/day
Complex from	£230.64/day	£276.77/day





*Starting fees as of February 2025.






Fall Prevention Monitoring System

SweetTree Connect uses the latest in smart home technology to help prevent falls and monitor wellbeing. It not only alerts cares and family members in case of an emergency when someone is alone, such as the middle of the night, but it can also provide longer term insights into an individual's changing, needs and sleep patterns.

Why We Focus on Falls

-  1/3 of people 65+ (50% aged over 80) will fall at least once a year
-  82% of falls occur when someone is alone
-  50% of people will not be able to get up by themselves after at least one fall
-  20%-30% will be on the floor over 1 hour





Key Components

-  SweetTree Connect sensors for presence, heat, light, flood and environmental health, including noxious gases
-  SweetTree Connect Button
-  SweetTree Connect Light

System Outcomes

When given the choice, individuals preferred more passive fall prevention systems, and most highlighted the importance of understanding the system's functionality.*

Non wearable monitoring devices such as SweetTree Connect provide accurate data in a non-intrusive way. As part of the SweetTree Connect installation, a dashboard provides access to the data collected, which can be used to analyse many factors, including the following:

-  UTI risk factor detection
-  Fall prevention
-  Sleep Hygiene Analysis
-  Repositioning frequency

The implementation of the system achieved a reduction in carer anxiety across 100% of cases studied. Two-thirds of users also experienced significant improvement in their sleeping habits after addressing issues revealed by the system's insights.

*Fall Detection Devices and Their Use With Older Adults A Systematic Review - Chaudhuri, Shomir BS1; Thompson, Hilaire PhD, RN, CNRN, FAAN2; Demiris, George PhD, Journal of Geriatric Physical Therapy 37(4): p 178-196, October/December 2014.

Client Experiences

At the heart of our mission and values lies the wellbeing of our clients and their loved ones. We are deeply grateful for the positive feedback we receive, reflecting the care and dedication we strive to provide. This commitment has earned us a 10/10 rating on Homecare.co.uk and an 'Excellence in Homecare' LaingBuisson award in 2024.

Here are just a few examples of the feedback we have received which highlight the experiences of those the SweetTree Team has looked after:

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Our carer has been a light in our lives, and the light of my father towards the end of his journey. My father was frequently agitated and frustrated with his dementia, and depressed and anxious about his cancer. She was able to connect with him in a way that no others could. My mother and I would hear them talking and laughing, and that brought so much joy and comfort to us as a family.

Support worker award nomination, daughter of client

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From the moment we saw our new carer on a video link we knew she was someone who could take charge of any situation, who was friendly, intelligent, capable, and reliable. I knew my mother would be in safe hands and I breathed an internal sigh of relief. The care is great.

I really recommend Sweet Tree because they have consistently reliable, caring, and intelligent carers who genuinely want to look after people, and because the agency themselves are very responsive, conduct regular reviews, and are always considerate of my mum.

Homecare.co.uk review, daughter of client



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Mary's kindness, tact, intellectual interest and openness have totally converted my initially reluctant father to the idea of a live in carer. For many months they did the Times crossword together every afternoon to my father's great joy. When my grandchildren visit, she has arranged scavenger hunts for them round my father's flat to keep them entertained.

Private feedback, daughter of client

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The office staff were unfailingly supportive, patient and efficient and always managed to meet the need. Originally the provision was some hours each day and then progressed to full time. The initial fact-finding by the company was extremely thorough, and their follow-up reviews and staff training requirements were impressive. The carers visiting for a short time, and now more permanent live-in and daily relief carer, have been very easy to work with, and they take pride in my friend's progress. Her needs regarding nutrition, exercise, medication, social care with dignity and conversation are all met with kindness and good humour. SweetTree Home Care Services was an excellent choice.

Homecare.co.uk review, Power of Attorney of client



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More Than Just Another Home Care Provider



A unique environment to cultivate independence in the community.



A state-of-the-art fall prevention system that provides peace of mind to family members and carers.



Consultancy service offering expert insights targeted at family carers, out-of-area clients, deputees and people with power of attorney.





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