

Why are care solutions so *important*?

An Employer's Guide to My Family Care's Care Search

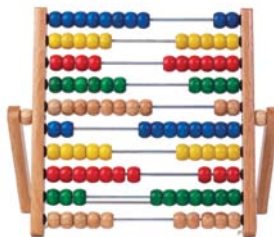
Childcare Search

Adult & Eldercare Search

My
Family
Care™



+



Making work+family work

For working parents and carers, having a reliable, trustworthy care solution that works for them and those they care for is invaluable. It's the backbone of their work and family lives.

The peace of mind of knowing that their child or relative is in safe hands during working hours means employees can work happily and productively without distraction or worry.

Helping your employees find care solutions that really fit their lives could provide a key element of your family friendly working practices.



"The service provided was excellent and helped me through a difficult time when my mother was not well and had recently had a fall. It saved me a lot of time and I was impressed with the consultants knowledge and help that she gave me."

Shell employee

How can we help?

For those on maternity or paternity leave or with young children finding the right childcare can make the difference between returning to work or feeling as if they have no choice but to stay at home. Different age groups of children each bring their own set of challenges on the care front.

Combining work and family can be difficult at the best of times, but for people who realise they need to find a care solution for an aging parent or parent-in-law, life can be especially tough. Negotiating the emotional, legal and financial minefields of finding a care solution can be really disruptive to both work and family life.

Our specialised Care Search consultants help employees put the right care solution in place with the minimum of stress and disruption.

- We provide access to both Childcare and Adult & Eldercare specialists based throughout the UK. Our consultants understand all the issues, challenges and potential pitfalls of care provision.
 - They bring their knowledge of the local care market, experience and understanding to help employees put the right care solution in place for both work and family.
 - Our Care Search service is a one-to-one service unlike any other in the UK.
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"I was very busy at work and all the things my childcare search consultant was doing were very time consuming. It would have been very difficult to be this thorough in a search."

Healthcare Company employee

Why do companies offer Care Search to their employees?

• **Becoming an 'employer of choice'**

From both clients and client's employee feedback, we know it's a highly valued benefit. It provides a practical solution and peace of mind for working parents and carers who feel less stressed and more valued by their employer.

• **Retaining talented individuals**

If the maternity or paternity journey isn't handled effectively then employers face losing valuable resource, often a wealth of knowledge and the additional cost of recruitment. It's not just about new parents either. As children grow up their care needs change and these changes can have a huge impact on how working parents manage to combine work and family. The sometimes sudden shouldering of care responsibilities for an elderly parent can have similar effect.

• **Creating engaged and productive employees**

When employees know that trusted care that fits around their work and family is in place, they're more likely to be focused and stress-free at work.

• **Supporting relocating employees**

For individuals and their families, relocating can be a daunting prospect. Providing Care Search can ease the transition for them.

When asked about their concerns about returning to work, childcare emerged as the number one concern for maternity returners, with 60% of women citing it.

NCT survey 2008 – Experiences of women returning to work after maternity leave in the UK



How does Care Search work?

These are the key stages of a typical care search:

- Once the employer has identified that an individual has a Care Search need, the employee then calls My Family Care and a consultant appropriate to their care needs and location is assigned.
- The employee and consultant will then discuss his/her family's circumstances, budgets and preferences. Our consultant will then listen, advise and help the employee to work out the most suitable solution.
- Our consultant researches the available care solutions and creates an individually tailored care plan.
- The next stage is all about 'making it happen' This can include managing adverts for nannies, care home surveys and visits, interviewing carers, checking references and many other tasks.
- For Childcare Search, our consultant will be able to advise on other related issues such as:
 - Signing up to childcare vouchers
 - Putting a nanny payroll scheme in place
 - Claiming benefits
 - Parenting advice and support
- For Adult & Eldercare Search, our consultant will be able to advise on related issues such as:
 - Making home adaptations
 - Costs of a care home and how it can be funded
 - Council Tax Benefits and Housing Support
 - Disability Benefits (both Attendance Allowances and Disability Living Allowance)
 - Pension Credits
 - Applying for and receiving grants from the Social Fund
- We can also provide ongoing support to the employee once the Care Search is complete, ensuring that the care solution is working.
- Employees can also use our Help Centre, a resource where parents and carers can access information covering all aspects of childcare and eldercare including tips for interviewing nannies, how to choose a school and guides to eldercare benefits.

The My Family Care packages are something that our employees value greatly and we always receive excellent feedback from staff who've used the services.

HR MANAGER, P&G



The service provided and the attention from the consultant could not be faulted. It made the job so much easier and less stressful than it would have ever been if I was "going it alone"
P&G EMPLOYEE

94%

of working parents say when choosing between employers they'll compare the level of parent support provided.
My Family Care Working Parents Survey 2009

How will it suit my company's needs and budgets?

My Family Care's Childcare Search and Adult & Eldercare Search are adaptable solutions. Different levels of support are available depending on the needs of the company, its employees and of course, available budget.

We can also provide Care Search for individual cases or on a cost per head basis providing a cost effective solution to new parent retention across an organisation.

Childcare Search can also be very effectively combined with coaching. Our New Parent Return to Work Plan offers both the practical solution to childcare and support for the individual through transition coaching to maximise talent retention.

Employee Feedback in 2010

99% rated the service Good or Excellent

100% would use the service again

98% agreed or strongly agreed that the service gave them confidence in childcare

98% agreed or strongly agreed that the service relieved stress and offered peace of mind

97% agreed or strongly agreed that the service was a valuable employee benefit

Connecting with our other services

Backup Care

We provide the UK's only comprehensive and award winning backup child, adult and eldercare solution. Our Backup Care helps employees find the best child, adult and eldercare available when usual care arrangements break down or last minute ones are needed.

Find out how My Family Care's Care Search could make a difference to your company

Call 0845 676 7680
Click myfamilycare.co.uk

