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INVESTMENT YEAR: 2008

REALISATION YEAR: 2010

SECTOR: Healthcare & education

Live-in care provider

Active Assistance provides a live-in care service for adults and children with spinal cord injuries and neurological conditions. Many of their clients are tetraplegics, requiring a consistently high-quality level of care from the carers or personal assistants.

As a family-founded business, Managing Director, Andrew Allan, wanted to release some value for his family, which our 2008 investment achieved. Our partnership saw the role out of a nationwide expansion, leading to a 30% annual growth. Further to this, Active Assistance reduced recruitment spend to 1/6 of pre-investment figures with the reduction of staff attrition by 2/3 over a 12-18 month period.

The business had grown to a point where I wasn't really getting much independent input or advice. And it can become quite lonely, quite isolated, because you make decisions based on the information you have to hand but you don't really have any third-party, any professional input.

Andrew Allan
Managing Director, Active Assistance

Active Assistance is a great example of Livingbridge supporting a family-founded business through a strong period of growth. Maintaining the culture of quality imbued in the business by the Allan family has been critical to creating the robust platform the business can now build on in.

Matthew Caffrey
Active Assistance

Our partnership with Livingbridge has been extremely important in helping us secure the continued growth and development of the business.

Andrew Allan
Managing Director, Active Assistance

The right tools for growth

Talent



We supported a talent retention scheme with a robust development, rewards and benefits strategy for personal assistants. The number of personal assistants engaged in the Health and Social Care NVQ was also accelerated.

Find top talent →

Tech enablement



We helped launch an electronic record keeping system to streamline Active Assistance's processes, making them more secure, clear, and effective for staff and clients alike.

Enable technology →

Mergers & acquisitions



We assisted with the merger of First Call Care Services, to create a national provider of live-in and live-out care.

Deliver M&A →

Active Assistance timeline

1992 Business founded by William Allan

2002 Andrew Allan joins as Managing Director

2008 Livingbridge invests

2009 Winner of a UK National Training Award

2010 Merger with First Call Care Services

2010 Livingbridge realises investment

