

# **Preparing for a day of Adult In- Home Care**



When preparing for the arrival of an in-home caregiver, following a few simple guidelines can lay the foundation for a positive experience for the caregiver and your family. Being prepared and setting clear expectations can help ensure the greatest satisfaction with the care of your loved ones and minimise miscommunication.

### **Prior to the caregiver's arrival**

After care is scheduled, the caregiver or an agency staff member will make an introductory call to your family. If you have not received it by the evening before care begins, please contact the Bright Horizons Back-Up Care Programme at 0800 247 1101. The purpose of this introductory call is to learn more about the caregiver's background, discuss special care instructions, provide directions to the location where care will be provided, and confirm arrival time. It may also be necessary for the completion of a care needs assessment before care can be provided.

Before the caregiver arrives, please download the daily activity log from our Website. The daily activity log includes a list of items to be completed prior to receiving care and should be reviewed with the caregiver upon arrival. In the event your relative is not living with you, discuss with him/her appropriate information that they should be prepared to discuss with the caregiver which should include the following:

- How to contact you and who else should be contacted in the event of an emergency
- What types of non-emergency situations would warrant a call to you.
- Illnesses/injuries and signs of an emergency medical situation
- Medications, and how and when they should be taken (medications must be self-dispensed by the care recipient)
- Need for dentures, canes, eyeglasses, walkers, etc.
- Any mobility assistance required i.e. wheelchair, walking aids.
- Food and drink options your family member prefers for meals and snacks as well as any food allergies or restrictions
- If possible, prepare pre-made meals and snacks for the provider to offer your family member
- Daily routines such as rest times, meal times, and favourite activities

### **After the caregiver's arrival**

- When the caregiver arrives at your (or your adult relative's) home please take some time (or instruct your adult relative if not living with you) to introduce yourself and your relative and discuss your relative's care needs for the day with the provider.
- Provide a home tour: Point out all exits and indicate any rooms that are off limits
- Phone: Specify if you would like the caregiver to answer your phone and outline expectations for use
- Thermostat: Indicate if the caregiver is allowed to adjust or use
- Television remote control and other household appliances (such as washer/dryer as related only to care for your dependant)

- Demonstrate use and indicate when use is appropriate

**Where to find:**

- A change of clothing (if possible select these items and lay them out in case they are needed)
- Cooking utensils and serving items
- Cleaning supplies needed for care for the family member — for example, spills, cleaning up after meals, etc.
- Medication and/or medical supplies as well as how they should be used (to allow the caregiver to support the self administration by your family member)
- First aid kit

**When you return**

Take a few minutes after you return home to review the day with the caregiver.

Examples of questions you may want to ask include:

- What did you do today?
- Were there any problems or concerns we should discuss?
- Is there anything I could have done to make your day go smoother?

**Evaluation**

Following delivery of back-up services, you will receive a brief survey from the Back-up Care Programme to complete by email. Your comments and suggestions will enable us to continually revise and improve the quality of the services available to you.

Thank you in advance for your cooperation!

**For more information, please call the Bright Horizons Back-Up Care Programme on 0800 247 1101.**