

SINCE 1987
Serving Our 2nd Generation Of Families

SHC
SENIORS HOME CARE



Kit Whittington
R.N. B.S.N., Founder

*Providing Professional, Compassionate
Private Duty Care Since 1987.*

Mid County 314-962-2666
Clayton • Ladue 314-863-2667
West County 636-225-2600
South County 314-894-2666



www.seniorshomecare.com

Choosing An In-Home Care Provider

What You Need To Know

Living in the comfort of their own home is a rapidly increasing choice among the elderly as physical capabilities inevitably diminish. The need for help outside the family becomes a real necessity. When living at home with minimal help becomes too difficult or dangerous, it may be time to consider an in-home care provider. Professional caregivers enable the elderly to maintain their dignity, receiving safe and reliable care in the comfort of their home, while avoiding uncomfortable situations such as nursing homes. Another important benefit is the respite and peace-of-mind that family members gain from knowing their loved one's are properly cared for. Additionally, as hospital stays become shorter, an increasing number of patients need highly competent caregiver services when they return home.

Important Considerations When Selecting an In-Home Care Provider

- What are the specific services offered by the organization and do they meet your needs? If you need transportation, do they provide it?
Seniors Home Care provides companionship, transportation, meal planning and preparation, personal care, medication reminders, light housekeeping to name just a few. Please see materials included in this packet detailing the services Seniors Home Care provides.
- Do they employ their caregivers or are they independent contractors? If the latter, you may have certain risks, i.e., lack of workman's comp. insurance, no supervision and payroll tax concerns, etc.
SHC caregivers are all carefully screened, bonded and insured employees of Seniors Home Care.
- Do they conduct a thorough background check including appropriate criminal record checks and a driving record report?
All Seniors Home Care caregivers undergo drug testing, a thorough background search and complete a training program administered by professional instructors including basic nursing skills and physical therapy applications.
- Is each employee bonded and does the company have sufficient general and professional liability insurance? Will they show you a copy of their Certificate of Liability Insurance?
SHC caregivers are all carefully screened, bonded and insured employees of Seniors Home Care.
- What is the emphasis placed on compatibility, i.e., matching the appropriate caregiver with the needs and personality of the client and their family?
Seniors Home Care will painstakingly assure the right match with one of our dedicated staff and oversee the on-going care for quality assurance.

(OVER)

- What about communication ... is it easy to reach a manager or the owner?
Seniors Home Care is locally owned and operated and making it easy to talk to a decision maker.
- Do they willingly involve appropriate family members in developing a Care Plan?
Seniors Home Care meets with each client and family members and conducts a detailed assessment. This comprehensive evaluation is the basis for the overall expectation of the client's needs and provides the blueprint for addressing health objectives.
- Do they have turnover in staff making it difficult for the service to meet your expectations?
Seniors Home Care has caregivers that have been with us since 1999!
- How responsive are they?
Seniors Home Care is available 24 hours a day, 7 days a week.
- Are the caregivers known for their attentive, friendly, caring and professional demeanor?
Seniors Home Care hand picks only those experienced individuals who display the spirit required and attitude necessary to effectively help our clients.
- Do they have a service agreement and does it clearly spell out all of the terms and conditions?
Seniors Home Care will carefully review its agreement with you in person during the initial client assessment and answer any questions you may have.
- Do they have their caregivers maintain an on-going log that summarizes the details of each care session - and is this available for review by the client and/or family members?
Seniors Home Care provides an in-home client information binder that includes a log book where caregivers log all daily activities.
- Does the company have relevant business affiliations and certifications like the Better Business Bureau or other memberships that show a commitment to professionalism?
Seniors Home Care is a member of the Better Business Bureau with an A+ rating and is a recent winner of the Better Business Bureau Torch Award. We are also a member of the National Private Duty Association.
- What is the educational background of ownership? Do they have any credentials directly applicable to managing care for elderly adults?
Seniors Home Care's founder and owner, Kit Whittington is a registered nurse specializing in gerontology.
- How long has the company been in business?
Seniors Home Care was founded in 1987.

***Best wishes for a happy future,
and please call Seniors Home Care if you have any questions we can help with.***

Sincerely,
Kit Whittington, R.N., B.S.N.