



Nurse Next Door®
home care services

Care Information Guide



Welcome to Nurse Next Door's Care Information Guide.

Everything You Need to Know About Home Care.

Since 2001, Nurse Next Door has been a premium home care brand committed to **Making Lives Better**® — for our clients, their families, and everyone we meet.

We know that it can be overwhelming to look for care for you or your loved one. To make the decision-making process easier, we've created this Care Guide. It provides guidance on talking to your family about home care, what we offer at Nurse Next Door, and what you can expect if you choose to move forward with us.

Please let us know if you have any questions at all. We'll do **whatever it takes to bring you peace of mind.**

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Checklist: Does My Loved One Need Help?

If you've noticed sudden or progressive changes in your loved one's home or lifestyle, it may be a sign they could use some help around the house. Like most people, you may have many responsibilities, and don't have the time or energy to be there as much as you'd like.

Bringing in a professional, loving Caregiver can provide you or your loved one with the support they need. Not 100% sure they need home care? This checklist can help guide your decision.



Home Concerns

- Empty fridge
- Groceries regularly spoiling
- Change in home's cleanliness
- Untouched/forgotten medications



Physical Concerns

- Trouble moving around the home
- Easily winded
- Shaky or unsteady movement
- Lost interest in physical activities
- Poor hygiene



Emotional Concerns

- Reclusive/not leaving the home
- Less adventurous
- Communicating less
- Loss of confidence
- Forgetfulness

How to Talk to Your Loved Ones About Home Care.

We believe seniors can age safely and happily at home.

Deciding what's best for you or your loved one is not an easy decision. If you are looking for care, it may require a conversation with your loved one, another relative, a family doctor, or other health providers. While it may feel like a big decision, introducing a Caregiver into your loved one's life is often an easy, seamless transition.



Some questions you may want to discuss with other decision-makers (e.g., sibling, spouse, doctor):

- What type of support does our loved one need?
- Is there an ongoing illness or medical condition that may worsen with time?
- Will someone in the family be sharing the caregiving responsibilities?
- How do we plan to cover costs?
- Do we need temporary or ongoing care?
- Who will be our Caregiver's main point of contact in the family?

Some questions you may want to discuss with your loved one who requires care:

- What do you feel you could use help with?
- What qualities (e.g., personality, interests, demeanor) are you looking for in a Caregiver?
- What do you want to be doing every day?
- Do you have any questions or concerns around receiving care?



If your loved one is hesitant to accept help at home, you'll find some helpful tips at the end of this document to guide you through that conversation.

Our Complimentary Nurse Next Door Caring Consult

A free, no-obligation assessment with our Care Designer.

Here's what happens at a Caring Consult:



Our Care Designer will come to visit you at home or on a virtual call to get to know you better. The Caring Consult typically takes 60-90 minutes.



They'll do a comprehensive assessment of any physical, emotional and situational needs.



They'll also ask about passions, hobbies and interests so they can find a Perfect Match with the Caregiver.



Based on their assessment, they'll create a holistic, customised Care Plan to provide the very best care.



Safety is of primary importance to us. Before starting care, they will also conduct a safety assessment of the home.

Caring Consults are available in:



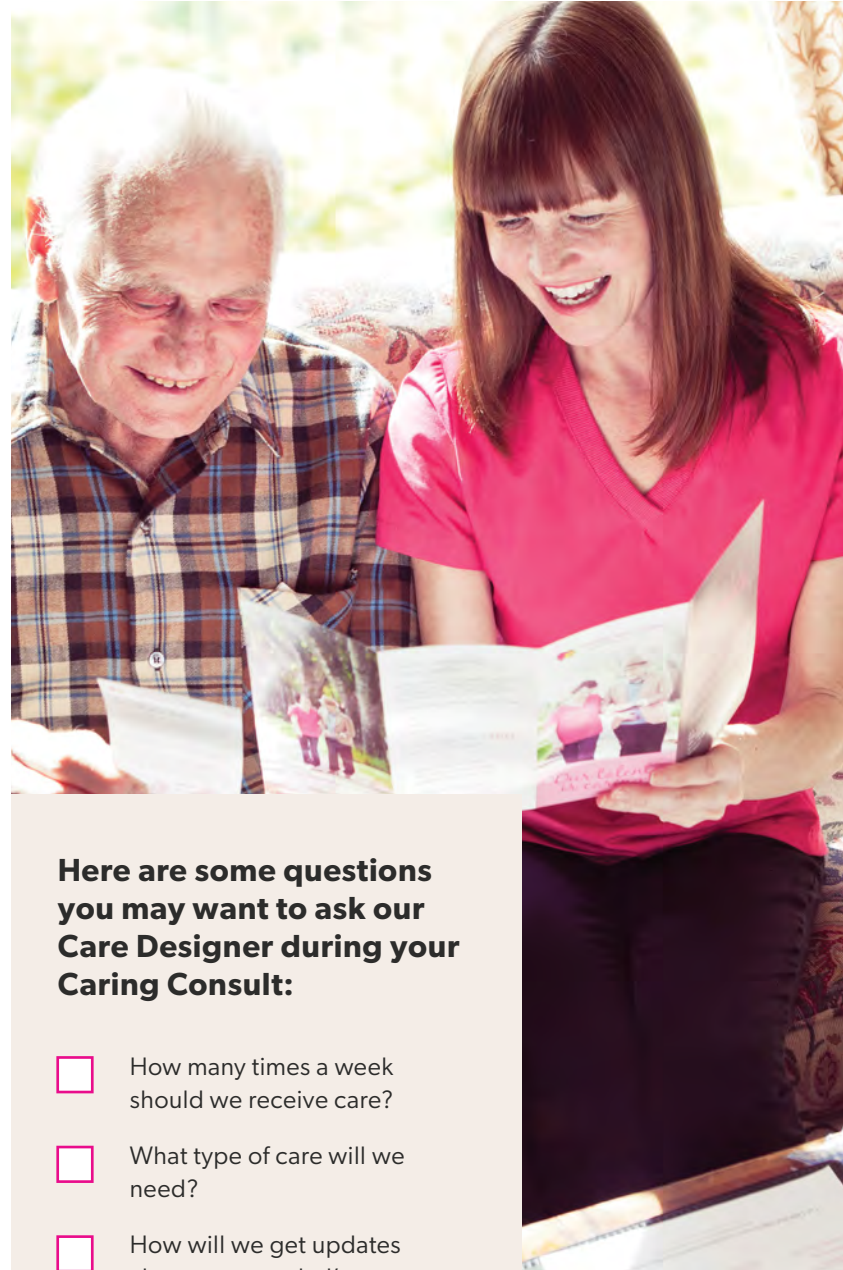
Virtual call*



In-person visit

* At participating locations

There's no obligation to move forward with Nurse Next Door's services after your Caring Consult. It's just an opportunity to get to know each other better, introduce us to your loved one, and talk about next steps. And it's free!



Here are some questions you may want to ask our Care Designer during your Caring Consult:

- How many times a week should we receive care?
- What type of care will we need?
- How will we get updates about mum or dad's care?

Nurse Next Door — Dedicated to Making Lives Better.

Going the extra mile.

Our team goes the extra mile to make life better for you or your loved one. Whether you need a helping hand a few hours a week or a full-time Caregiver, we're here to help.

But we go above and beyond Caregiving services. **We live by our brand promise — whatever it takes to bring you peace of mind.** We can set up care with as little as 24 hours' notice, so don't hesitate to ask. Depending on your location, we can also provide nursing services. We customise every Care Plan to the specific needs and wants of our clients, and we regularly communicate progress and updates with family.



We are happy to provide a complimentary caring consult:

Call 0330-122-0005

This is a free consultation in which we assess your loved one's physical, emotional and situational needs, to ensure we provide the very best care.



Open 365 days a year

Sleep easy knowing you can reach us around the clock. If you have an urgent question or concern, you can always speak to one of our live, experienced Care Specialists from 6am to 10pm



Dedicated Care Management

We provide you with dedicated access to a Care Designer, who attends all first visits, conducts reassessment visits, continually manages the Care Plan, and provides ongoing communication and progress reports to families.



Peace of Mind

We do whatever it takes to make sure your loved one is safe and happy. We respect and listen to our clients and make sure that we're always meeting their needs.



The Perfect Caregiver Match

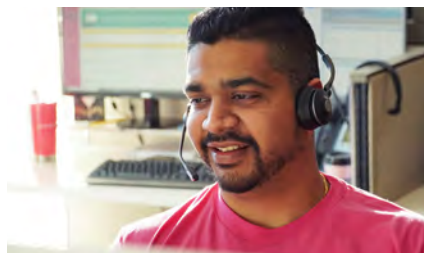
We pair clients and Caregivers based on their personalities, interests, special requests, and even language preferences. Think of it like bringing in a new friend.

If you're with a location that provides nursing services, they'll even coordinate the Care Plan in conjunction with other health providers, and help you navigate the complexities of the healthcare system.



A Unique Happier Ageing® Philosophy

Nurse Next Door Caregivers find out what clients love to do, and find creative ways to make it happen.



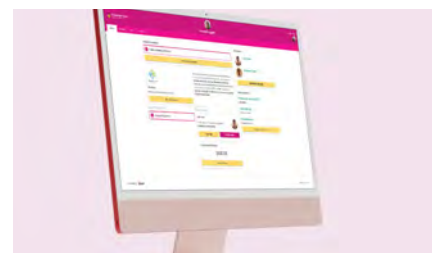
Attendance Monitoring

We monitor all visits to make sure Caregivers have arrived on time and your loved one is safe.



No Request Too Big or Too Small

We don't like to say "no", and we want you to feel comfortable asking us for anything at all. Wondering if we can change the schedule, stay an extra hour, or just bring Dad a watering can for his plants? We'll find a way to make it work. Just ask and you can discuss with your Care Team.



Family Portal

A secure, online website that provides families access to client care including client schedules. Family Portal allows clients and their loved ones to stay connected and engaged in their care anywhere, at any time.



Happier Ageing®: Beyond Basic Home Care

*It's about caring, not just
health care®*

At Nurse Next Door, we believe that seniors want more than just having their basic needs met. They want to feel happy, have a sense of purpose and make their own choices about what they want to do.

That's where Happier Ageing® comes in. Nurse Next Door Caregivers find out what clients have always dreamed of doing — or a passion they had when they were younger — and find creative ways to make it happen. This could mean learning how to cook

a new dish, visiting the local aquarium, or having a Hawaiian-themed celebration on the patio. **We go above and beyond to bring happiness into our clients' lives.** To find out more, have a look at our [Happier Ageing® videos](#).

Nurse Next Door's Home Care Services

We believe seniors can age safely and happily at home.

We're here to provide quality care for your loved one while helping them get back to doing the things they love! Nurse Next Door offers a variety of home care services to support seniors' independence, so they can continue to age happily and healthily in the comfort of their own home.



Companionship

We carefully choose a Caregiver who can join in social activities and become a trusted friend.

- Social support
- Emotional support
- Mobility assistance
- Engage in hobbies



Meal Preparation

A Nurse Next Door Caregiver can prepare a specialised diet or shop for groceries.

- Grocery assistance
- Healthy meal prep
- Meet nutritional needs
- Prep culinary favorites



Homemaking

Light housekeeping is a breeze for our Caregivers!

- Housekeeping
- Laundry
- Shopping
- Organising



Personal Care

We can help Mum or Dad maintain an independent lifestyle with dignity.

- Dressing and grooming
- Bathing
- Medication reminders
- Exercise equipment



365 Days a year Care

If your loved one needs care throughout the day and night, we can be there 24/7. This includes any of the services on this page. We can schedule round-the-clock care daily, weekly, or monthly. All you have to do is ask.



Nursing Services

For our locations that offer nursing services, some of our services include, but are not limited to:

- Stroke recovery
- Administer medication
- Complex care
- Vital sign monitoring



Coordination with Health Providers

If we are providing nursing services, we'll coordinate your loved one's Care Plan with their health care providers, including family doctors, physiotherapists and pharmacists.



Respite Care

We provide temporary relief during a difficult time.

- Overnight respite
- Post-operative respite
- Bedside day respite
- End-of-life respite
- Hospital respite

Frequently Asked Questions

1. How much do your services cost?

Cost varies by location and needs, so you can get a better idea of what to expect when you meet with a Care Designer during your Care Consult. Your Care Designer will be able to go through your bespoke Care Plan and discuss all related costs.

2. Are Health and Safety protocols in place?

We follow local health authority guidelines with regards to screening, testing and self-isolation procedures and personal protective equipment requirements.

3. Are your Caregivers vaccinated in regards to COVID 19?

Should you wish to have a Caregiver who is fully vaccinated, we are happy to accommodate.

4. What technology do you use?

We use a digital care management system to schedule your visits and allocate them to our Caregivers. This enables them to log in and out of the visits in real time so we know they have arrived and have completed your visit. Families can also have access to the visit notes via an App and all your medication records are also recorded digitally.

5. Are your services only for seniors?

No. While seniors constitute the majority of our clients, we also provide services to all adults — including those with developmental or medical challenges.

6. How does the cost of having in-home care compare to the cost of living in an assisted living care facility?

Depending on your needs, the costs associated with in-home care services can be comparable or less than the costs of an assisted living facility. Choosing Nurse Next Door allows you to remain in your home and maintain your level of independence within a comfortable and familiar environment. We design your care and services to both meet your current needs and plan for future needs.

7. How are Caregivers matched with clients?

Once our Care Designer completes your Caring Consult, they will determine the type of care you need. Based on their assessment, they will select a Caregiver who not only has the suitable skills and experience, but is a good match in terms of personality, interests and needs.

8. Will I have the same Care Team all the time?

At Nurse Next Door, we strive for consistency of care and provide regularly assigned Caregivers. If your Caregiver isn't available, we will ensure a suitable replacement is found and will notify you in advance.

9. What if I need to cancel service?

We understand that you may need to change your schedule or cancel service, and with adequate notice, we work to make those accommodations. However, if cancellations occur outside of our cancellation policy you may incur service fees. Your Care Designer will review your client services agreement during the Caring Consult.

Frequently Asked Questions

Continued.

10. What if I need to speak to someone at Nurse Next Door after business hours?

Our Care Specialists are available 6am to 10pm, 7 days a week, 365 days a year. You can call us and one of our Care Specialists will be happy to assist you.

11. How is the Care Plan created? Can it be changed?

Ideally, you and/or your family will participate fully in the planning of your care. Sometimes information is obtained from your family doctor, hospital staff, or other health professionals. Our Care Designer will create your Care Plan during the Caring Consult by identifying specific goals that are responsive, flexible and in line with your care needs.

Yes. You will have a copy of the Care Plan in your home. Your Caregiver will follow the plan and update the notes with any progress and changes. Your Care Designer will conduct regular visits to your home to ensure that you're fully satisfied and the care is meeting your needs. They will also ensure you and your family are well-informed of any changes or a need for reassessment.

12. Is there a minimum commitment with service?

After our Care Designer completes your Caring Consult, they will suggest the type and frequency of services based on your needs. If you agree to the Care Plan, you will be asked to sign a client services agreement prior to the initiation of services. Our Care Designer will review the entire agreement with you and your family.

13. Finding the right kind of home care can be difficult. While hiring a private caregiver might seem like a good idea, make sure you know you can count on them, and that you're clear on what you're paying for. Here are some of the questions you should consider prior to hiring any Caregiver:

What kind of background and screening checks do you conduct for your Caregivers?

At Nurse Next Door, every Caregiver is carefully screened and goes through both a criminal background check and vulnerable sector check, as well as reference checks. We confirm and verify our Caregivers' educational credentials and ensure, on an annual basis, that every nurse is registered and in good standing with their respective College of Nurses.

What if the Caregiver injures themselves while in your home?

Despite everyone's best efforts, accidents can happen in any workplace. Every Nurse Next Door location has Workers' Compensation and Public Liability Insurance.

Who will handle the payroll for the Caregiver and ensure that mandatory government deductions are made?

Every Nurse Next Door location ensures their Caregivers are paid on time, and that mandatory payroll deductions are made in accordance with government regulations.

10 Tips for Encouraging Your Loved One to Accept Help

Getting your loved one to say yes to care.

TIP NO.
1

Seek the advice of a trusted professional.

A doctor can be your best ally in getting your parents to accept help.

TIP NO.
2

Hire a Caregiver to manage household chores and not actual hands on care.

Place emphasis on just getting help around the house like vacuuming, laundry, grocery shopping or meal preparation.

TIP NO.
3

If there are two people involved, place your attention on the person who needs less help.

By allying yourself with the more independent individual, you may ultimately be able to get them both to accept the help they require.

TIP NO.
4

Focus on you as the Caregiver needing the help, not them needing assistance.

Example: "I'm having trouble sleeping because I'm worried about you. Please help me come up with a solution that we can both live with."

TIP NO.
5

Tour a few nursing homes as an alternative.

Let them choose whether they want to move out or stay at home. If they want to stay at home for as long as possible (or forever!), then hiring a Caregiver is the first step.

TIP NO.
6

Give them an out.

"Let's try this for two months. If you still don't like having someone help you with the chores, then we can consider other options."

TIP NO.
7

Discuss money.

Let them know that spending money on their happiness and keeping them in their own home is worth far more to you than a few extra pounds of inheritance money.

TIP NO.
8

Show them the stats.

Almost all injury-related hospitalisations are the result of a simple fall. One out of every three seniors will fall this year. By having a little bit of help, you can help prevent these accidents.

TIP NO.
9

Ask them about their fears of accepting external help.

Studies show that the #1 fear of ageing is losing independence. Place emphasis that Nurse Next Door believes in autonomy for all its clients—clients will not lose their freedom to make life decisions for themselves.

TIP NO.
10

If all else fails, introduce the Caregiver as a friend or companion.

A friend is trustworthy and can provide companionship.

**To book your free caring
consult, please call us at:**

Call 0330-122-0005

Once you book a free no-obligation Caring Consult, our Care Designer will meet you at your requested location to work with you on a customised Care Plan and to answer all your questions.

