



Comfort
Keepers.



Comfort
Keepers®

WE ARE COMFORT KEEPERS™

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Carefully Evaluate Your Options



While there are multiple care options available, few offer the trusted experience and close companionship offered by Comfort Keepers. We suggest you carefully consider each option, and examine the experience, qualifications and quality of care provided.

Home Care provides an excellent option for individuals that wish to remain in the comfort of their own homes. It allows people a measure of independence, dignity, and comfort that can only come from a life in familiar surroundings. Throughout Ireland Comfort Keepers has been helping older people live independent lives at home. Home Care services are provided on a permanent or as-needed basis, ranging from companionship and homemaking services to personal care such as bathing, incontinence care and mobility assistance. Comfort Keepers is a HSE Preferred Provider that has earned its reputation as a top provider of Home Care for older people that wish to stay in the comfort and safety of their own home.



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COMFORT KEEPERS™

At Comfort Keepers, we understand that selecting the right resource for care and companionship at home can be a difficult decision. This helpful guide provides a checklist of questions you should ask when interviewing a potential care provider. Please contact us with any questions you may have during this selection process. Our caring and professional staff can assist you in choosing the best plan to meet your specific needs.

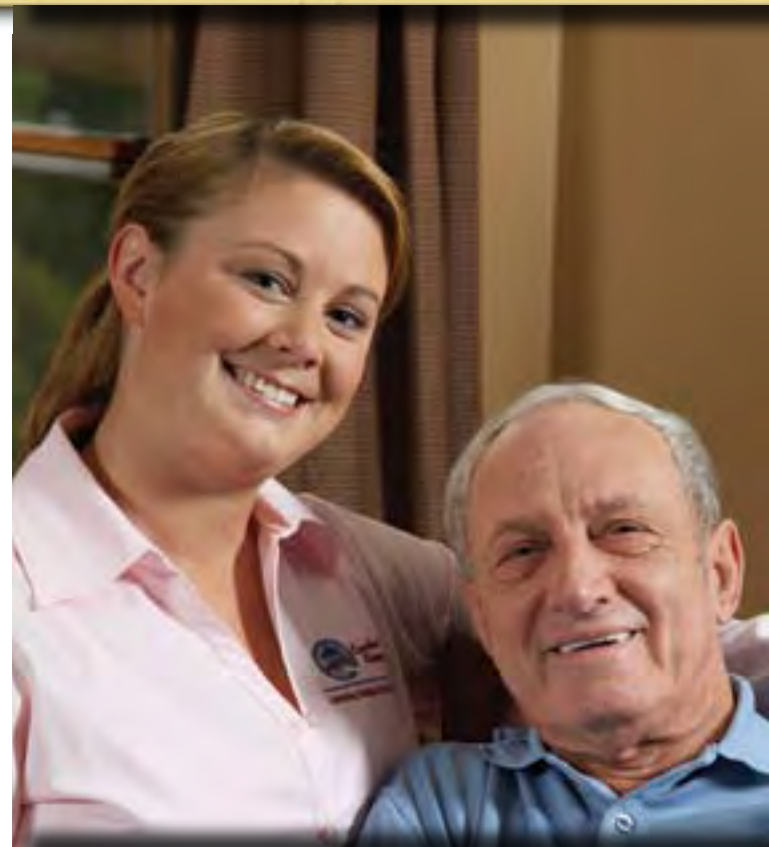
OUR SERVICES INCLUDE:

Conversation & Companionship

- Meal preparation
- Light housekeeping
- Running errands and grocery shopping
- Respite and relief for families
- Incidental transportation
- Assistance with laundry
- Recreational activities
- Organisation and opening of post
- E-Certificate computer training
- Periodic reviews with family
- Emergency monitoring systems
- Medication reminders and assistance
- 24-hour or live-in care

Personal Care Services

- Bathing assistance
- Mobility assistance
- Transferring and positioning
- Toileting and incontinence care
- Feeding
- Assistance with dressing



20 Questions to Ask When Choosing a Home Care Provider

Your Resource Guide for
Evaluating Care Options

Our Only Care Is Your Care

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Selecting the Right Home Care

Everyone selects home care for different reasons. The key is to recognise *when* to introduce care and how to select the *right* care provider. The following is a list of questions that can help you make the decision on whether or not you should consider home care.

- Has there been a recent emotional or medical crisis?
- Are they bathing less often, or not wanting to wash at all?
- Are pills left over or running out too soon?
- Do they need help walking?
- Are they verbally or physically abusive?
- Are they becoming more forgetful?
- Have there been recent falls?
- Is your loved one having problems sleeping?
- Has there been recent weight loss?
- Has he/she lost interest in eating?
- Is his/her hearing or vision affecting the ability to function?
- If they smoke, are there burn marks?
- Is your loved one able to do errands alone?
- Is clothing being changed daily?
- Is your loved one content to just sit in a chair?
- Is there less participation in conversations?
- Are there scorch marks on the pot holders or towels?
- Are there signs of burnt pans on the stove?
- Is routine house cleaning not being done?
- Have social activities stopped or diminished?

If you checked even one of these questions, perhaps it is time to consider home care. But before you select who your care provider will be, make sure you ask the *right questions*.

Questions to Ask Potential Home Care Providers:

	COMFORT KEEPERS	Other Provider	Other Provider	Other Provider
1. How many years has your company been in business serving the local community?				
2. Do you carry €6.5m or more of public liability insurance coverage including motor contingency?				
3. Are your carers background checked including use of employer reference checks and Garda clearance?				
4. Are your carers employed by your company (not contractors) and do you pay their PRSI? Do you directly employ your carers or are they Agency staff?				
5. Are your carers covered by at least €13m of employer liability insurance?				
6. Do you have a systematic method for tracking carers' arrival and departure times at the client's home?				
7. Do you provide 24-hour telephone service for handling emergencies during weekends and holidays?				
8. Do you provide back-up coverage in case a carer cannot make it to work?				
9. Do you require a minimum number of hours per shift? If so, what is the minimum?				
10. Does your care include personal assistance, ie. bathing, incontinence care and mobility assistance, if needed, or is it limited to housekeeping tasks?				
11. Does your company maintain a local business office where I can stop by and meet you and the office staff?				
12. Describe your administrative support staff. Do you have RGN's or Social Workers on your staff, or readily accessible, for consultation?				
13. Do you provide written statements (invoices) identifying in detail all services and associated costs?				
14. How do you monitor and review your carers?				
15. Do you make periodic supervisory visits to a client's home?				
16. Are you willing to provide documentation that states the rights and responsibilities of the client, and explains the company's privacy policy and code of ethics?				
17. Can you assist with emergency monitoring systems, fall protection devices, and/or automated medication dispensers if needed?				
18. Will you provide a free home assessment prior to starting services?				
19. Are you a Preferred Provider of Home Care to the HSE?				
20. How quickly can you initiate services for me or my loved one?				