



A Guide to Choosing an In-Home Care Company

There really is no place like home.

For loved ones who need extra support day-to-day, helping them stay in their own home adds peace and enjoyment to their life – and to the time you spend together.

This guide will help you find the right care provider and learn about us.

WE CARE 24 HOURS A DAY, 7 DAYS A WEEK

CALL (888) 962-4836

Three Essential Questions



As a professional in-home care company, Family Matters can make it possible for elderly or disabled loved ones to stay in their home - or your home - by providing them with quality and compassionate assistance with their activities of daily living.



In-home care provides a variety of benefits for your loved one and your family. Research shows it can expedite healing, and improve and extend quality of life. It can also be more financially viable than other care options, while preserving your loved one's sense of independence.



Choosing an in-home care provider is a big decision, as you will want to make sure that the person and/or team you hire is a good fit for your family.

Be sure to ask these three essential questions:

1. What will the communication between the caregivers and me be like?

Family Matters

Every family is assigned a Care Manager who is always available. The Care Manager can help with special requests, scheduling, or any questions. You also have constant, direct access to your family's caregiver.

2. How do I know that I can trust them?

Family Matters

Each Personal Care Attendant has been thoroughly screened and background checked. Additionally, we hire every caregiver who works for us, ensuring that our caregivers at Family Matters are professionals who we personally would hire to care for our own families.

3. Is there accountability and follow up? Will I get the care and commitment I was promised when I signed up?

Family Matters

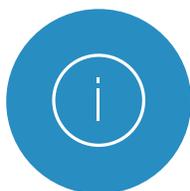
We make a simple promise: we will be there for your family. If you are not satisfied, we will work with you until you are.

Overview



“ Family Matters made finding the perfect care attendant a delightful experience. Now they are a part of our family. ”

It may be one of the biggest decisions you and your family make regarding the health and livelihood of your loved ones. The right provider for you and your family should serve as a constant partner, beginning the minute you decide to work together. **When choosing a company, please consider:**



The Company

Make sure you are choosing a company that has years of relevant experience in addressing the needs with which your family is most concerned. Be sure it has a strong history and a solid reputation.



The Caregivers

Who will be caring for your loved one, and how will they be chosen for you and your family? Make sure you have a good understanding of the process, and feel at ease with the caregivers' professionalism.



The Services

Be clear on what is included in the rate you will be paying, and make sure the services are a match for you and your family's specific needs. Address pets, errands, diet, medicine, routine, and hygiene.

The checklists on the following pages are questions to consider while making your decision. We have filled in our answers to the interview-style questions, and we hope to help you find the right care provider for your family.

Checklist: The Company

How long has the company been in existence?

Family Matters

We started in 2002 by Carol Pardue, a C.N.A. with over 40 years experience in home health and hospice.

Is the company part of a larger organization, or is it family owned and operated?

Family Matters

We are a family business run by Carol and her three sons who have dedicated their lives to home health care.

How flexible is the company in terms of providing a care package that is a perfect fit?

Family Matters

We are very flexible. In-home care does not have to be full-time. You let us know your budget and needs and we will design a care package that meets those needs.

When you met a care representative, did you feel like they were someone you could trust?

Family Matters

We have built our business on trust and proud to be a part of your family. When you meet us and read the reviews, you will notice the connections we make with our families.

Does the company work with long-term care insurance?

Family Matters

Yes, Family Matters' experienced office staff will work with you to communicate and coordinate with most long-term care insurance companies.

Are the caregivers insured and bonded?

Family Matters

Yes, Family Matters carries comprehensive insurance and bonding coverage.

Checklist: The Caregivers

How are the caregivers screened and trained?

Family Matters

All of our caregivers must be registered with the State of California as a Home Care Aide. Training includes emergency procedures plus any health and safety precautions.

How are caregivers matched and assigned?

Family Matters

We look at factors such as services required, personality, location, and length of care.

What happens if there is a desire to change caregivers?

Family Matters

It's no problem. If you request to change caregivers, then we honor the request and find another caregiver that we believe best matches your needs/requirements.

What happens if the assigned caregiver is sick or has an emergency?

Family Matters

If the caregiver is sick or has an emergency, Family Matters will let you know immediately and then send a replacement caregiver that matches your needs.

How are the caregivers tracked to see if shifts have been completed?

Family Matters

We have a very organized process and know when each caregiver is with their client and the results of their assignments. You are also given access to our records to make sure they match your records.

Do we get the same care provider or does the company send different providers?

Family Matters

Your family has the same caregiver each time. The caregivers create a special bond with the families. We will only send out new attendants if there is an emergency or you request a change.

Checklist: The Services

What types of services does the company provide?

Family Matters

"Activities of Daily Living", such as bathing, dressing, toileting, transferring, and meals. If requested, caregivers can accompany the client on errands and activities, and assist in physical and occupational therapy and medication reminders.

Can caregivers provide transportation?

Family Matters

Yes. Our qualified caregivers are available to run errands, attend activities, and/or appointments as part of our personal care services.

What happens if we need to alter our schedule or service?

Family Matters

We ask for a 24-hour notice but with over 100 care attendants on staff, we can usually accommodate your needs without additional fees.

What is included in the rate of services?

Family Matters

Everything. The rate you are quoted includes care-giving and all services, including care management, consultations, assessments, and business services such as liaison with your long-term care insurance.

What is the price range for services?

Family Matters

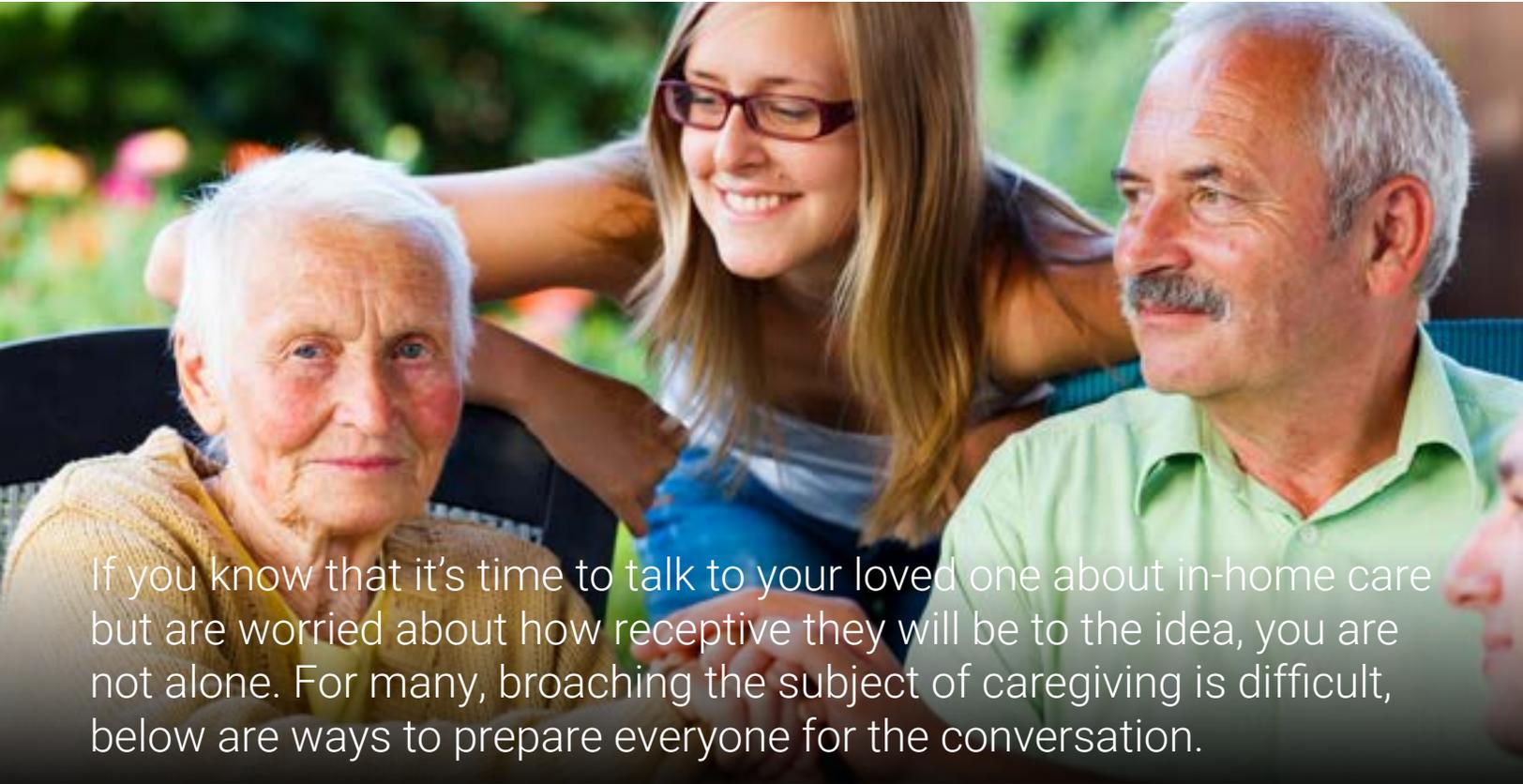
We offer 24-hour live-in care on a per day basis, and other "shift care" of varying lengths on an hourly basis. Hourly rates depend on a variety of factors, including the shift length and the level of care required.

Will there be direct communication with the person who is supporting your loved one?

Family Matters

Yes, we encourage direct communication between you and the caregiver. In addition, your care manager is always available to you and offer enhanced solutions.

How to Engage Your Loved One



If you know that it's time to talk to your loved one about in-home care but are worried about how receptive they will be to the idea, you are not alone. For many, broaching the subject of caregiving is difficult, below are ways to prepare everyone for the conversation.

1

Be Proactive

First, if possible, please don't wait until there is a crisis to begin talking about a new care routine. Try to bring it up early and make this a positive experience. If you had an "almost" scare - such as a fall down the stairs that was avoided, or a mishap in the kitchen that you caught just in time - then that can be a reason to start this discussion.

2

Joint-Decision

When you bring up the topic, try to present it in a way that lets your loved one know that decisions have not been made without them. Be sensitive to the fact that although you have been considering hiring someone to help them with their daily activities for a long time, this may be the first moment they have ever considered it. Reassure them that you will still be there for them just as much as you are now.

3

Honest & Patient

Give concrete examples of ways a caregiver could make their quality of life better on a daily basis. Once you give them some time to consider how nice it would be to have company throughout the day as well as help running errands and taking care of everyday chores, they will likely be appreciative of the research you've done to find a good caregiver and grateful for your love and support.



We make a simple promise:

We will be there for your family 24/7.



Call us today for a free consultation, and see for yourself how we go above and beyond for every family we care for.

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20+ FIVE-STAR REVIEWS ON YELP!



25+ FIVE-STAR REVIEWS ON CARING.COM



A+

A+ RATING ON BBB



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