



Inside This Issue

How to choose a Home Health Care provider..... 4

GIFT: It is free and when LOVE IS NOT ENOUGH, most CAREGIVERS could use it..... 2

How to reduce the COST & STRESS of caring for an elderly relative. 3

Link \$ Connect: Real answers and solutions to all your CAREgiving questions. 2

Do you have a Long Term Care Plan? .. 3

The official newsletter of Nightingale Home Support & Care, Inc.

LAKE COUNTY COMPANY HAS RAISED THE BAR ON ELDER CARE.

Yourtown, CA- Dec 2006.

Home Caregiver Accreditation of America, LLC (HCAOA) recently **designated Nightingale Home Support & Care, Inc (NHSC) as an accredited provider of medical and non medical in-home care services.**

NHSC is one of a few agencies in the region to receive such an accreditation. This level of accreditation indicates that the NHSC and its employees meet certain licensure, bonding, professional liability insurance, worker's compensation, training, education and service delivery requirements.

NHSC, now in its seventh year in business, helps seniors and others requiring assistance with activities of daily living,



NIGHTINGALE
Home Support & Care, Inc.

companion care, housekeeping, medication management, medication reminders, bathing, personal care, grooming, restorative exercise, skin care, catheter care, meal preparation, errands, transportation and other concierge services.

NHSC has three basic goals:

- 1) To help an older person live life their own way-in their home, safely, comfortably and happily for as long as possible.
- 2) To help an older person enhance and or maintain their independence.
- 3) To help the adult children and guardians keep sane while trying to balance their multiple roles and responsibilities.

NIGHTINGALE HOME SUPPORT AWARDED ACCREDITATION.

"We are pleased to receive this accreditation. It provides our clients, seniors and their families with an important indicator that we are providing a quality service" said Stella Nsong, RN Executive Director for NHSC.



Susan Fraser, President HCAOA remarked, "when an agency such as Nightingale follows our standard, it indicates that they are conscientious and care about their business practices, their employees and their clients. The least expensive agencies

may not always be a bargain because some of those agencies do not properly screen, train, insure and protect their employees and consequently their clients are exposed to work related liabilities. Sometimes a senior may have to resort to his/her home owners insurance if an uninsured caregiver has an injury in that senior's home."

NIGHTINGALE'S HIGH STANDARDS

NHSC complies with the HCAOA guidelines in selecting it's employees and providing care to its clients. NHSC has an eight step hiring process which includes:

- ❖ A thorough Ohio Bureau of Criminal Investigation back ground check
- ❖ A home health care ethics and code of conduct test
- ❖ An occupational health physical
- ❖ TB testing
- ❖ Six panel drug screening
- ❖ Prior employment and reference verification
- ❖ Home Health Aide test designed by the National League of Nursing
- ❖ A comprehensive orientation.

continued on pg. 2 >

LIFE ENHANCEMENT TRAINING SETS NIGHTINGALE'S SERVICES APART.

Because it takes a special person with specific skills and training to perform some of the important duties required by our clients, we developed the Life Enhancement Caregiver Training Series. This is special training given to already certified and experienced nursing assistants. It equips them with advanced skills and knowledge in the care of specific conditions such as Alzheimer's disease, post operative care, kidney failure, heart failure, lung disease and even hospice care.

The last Life Enhancement Caregiver series covered mental health, Dementia and Alzheimer's care. These caregivers are specifically trained on how to communicate effectively with a cognitively impaired person and how to help families with the daily challenges of caring for a loved one with memory loss and depression.

NHSC's services are available twenty four hours a day, from once a month house keeping service for a widower in Olmsted Falls to 9am to 5pm care for a grandmother in Beachwood. Nightingale does it all - even 24 hour care.

At NHSC, there are no minimum number of hours of care and your hourly cost is based on the level of care you request and the payment plan of your choice.

Nightingale tailors its services to each client's individual needs.

NHSC provides services in Lake, Geauga, Cuyahoga and parts of Ashtabula and Summit counties in Ohio. For further information, or to set up your free personal care planning meeting, call anytime, any day to 440-205-2222 or toll free 1-866-We-Do-HHC. (1-886-933-6442). You may also visit NHSC on the internet at www.nightingalehomesupport.com



One of Nightingale's Life Enhancement caregivers receiving her certificate from Cheryl Lambert, CLPN (Nightingale's Staff Development Manager)

WHEN LOVE IS NOT ENOUGH, Join us for GIFT.

Getting **I**nvolved **F**amilies **T**ogether (GIFT) is a support group for those challenged with the care of an aging relative. It is a comfortable, supporting and reassuring meeting which is held once or twice a month (depending on the need of the community) at different locations in the Lake and Geauga counties. **GIFT is sponsored by Nightingale Home Support & Care.** It is free and it is open to the community. Each session lasts about 1 1/2 to 2 hours. Although the dress code is casual and the support group is informal, very important caregiving challenges and ideas will be discussed and shared. Here are the kinds of things we talk about:

- ❖ Which tools you will need for your CAREGIVER tool box.
- ❖ How to keep sane at home when caring for someone who is not able to care for him or herself.
- ❖ What to do when the memory starts to go.
- ❖ Where to turn to when you do not know what else to do.

To receive your free invitation to the next GIFT session, please call 440-205-2222 or send an email to GIFT@nightingalehomesupport.com.

LINK & CONNECT:

Real answers and solutions to all your caregiving questions.

Question:

For the past two years, the doctor has repeatedly said that my aunt should go to an adult day care program to help to slow down her memory loss. I might have been in denial and I am reluctant because I am not sure that she will like it because she is not a joiner. I am the only one she trusts and I do not want her to be unhappy by making her go to adult day care. Her memory is getting worse and she has fallen a few times with two hospital stays this year. Any suggestions?

Answer:

Adult day care programs are a viable care option for those who want to avoid or delay the need for a nursing home especially when the individual suffers from functional decline, dementia or other related illnesses. **The concept of taking**

an adult person to day care may seem foreign and emotionally devastating but for most families, it has proven to be one of the best things they have done for their aging relative. Your aunt may not be a social person and may refuse to go at all (because she "does not want to be with those old people") or she may not want to return after the first visit. This is all normal and in most cases will pass once she makes a friend at the adult day center.

There is a lot you can do to improve the situation. Here are a few ideas to help the transition to adult day care and to improve the health of your aunt.

Persuasion and logic will not work because the dementia has affected her normal ability to make good decisions. The practical solution is for you to lead by example in the following sequence: Calm, Reassure, Distract and Redirect.

Calmly tell your aunt that the doctor has ordered recreational therapy and that she has been signed up. Tell her that this

program is to help her get better.

Reassure her that you love her and that you will go come over to the day center to visit or even have lunch when your schedule permits so that she feels like the day center is an "okay" place for her to go to.

If the ride to the center becomes challenging, distract her with the kind of music she likes and bring up subjects that trigger good memories for her.

If she clings to you when you get to the center, redirect by introducing her to the staff and ask the staff to find a very friendly person who attends the same day center to create a buddy support system for her. Once she makes a friend at the day center, she will look forward to going everyday like most people in her situation.

It may take quite a few times to get her to accept the program but once she does, it would be a good care option for her. For more information about adult day care services call 440-205-2222 or log on to www.sgenerationcenter.com.

HOW TO REDUCE THE COST AND STRESS OF CARING FOR AN ELDERLY RELATIVE.

An old homecare nurse had this to say...**"Caregiving is a test.... it is truly a test. Had it been an actual responsibility, family members and friends would help, send cards and thank you notes."**

This was her own twisted way of bringing humor and hope into caring. For the rest of us caregivers, our lives are punctuated with **STRESS** and having someone else to do the hands on caregiving is very **COSTLY**. Today's advanced medical technology has made it possible for people to live longer and to recover much more quickly. Hospitals and rehab facilities discharge patients (who were once considered acutely ill and complex) much sooner to be cared for at home. Medicare, Medicaid and other health insurances do not pay for all the needed and important services like laundry, meal preparation, house cleaning and transportation to medical appointments.

THE PROBLEM: It is stressful and costly to care for an aging relative especially when you still need to work and you have no one else to handle your other responsibilities.

THE SOLUTION: Choose Walk-In Senior Care. It is a service of the 'S' Generation Center. The 'S' Generation center is a medical adult recreational day center.



It is an absolutely/positively instant, flexible, cost effective and stress relieving senior care option. It is guaranteed to reduce your stress and to help the nest egg last longer.

HERE IS HOW IT WORKS: Lets say your mother lives with you. She is recovering from a recent hospital stay and she needs some help when going to the bathroom, making her meals and doing her exercises. You have to work so you go out and hire a home health care agency or a private nurse to care for your mother. By the end of your work day, your mother's care will cost you about \$175 to \$200. If you choose Walk-In Senior Care, the same 8am to 6pm shift would cost you \$55.

Yes, it is a "Come when and as you please" for as little or as much as you need (up to 12 hours of your working day) six days a week.

Talk about stress relieving? You don't have to worry about different people in your home, someone not showing up when they should, or even breaking the budget. It is like comparing \$4.58 an hour (for medical supervision, nursing care, socialization, two meals, one snack, personal care, medication management, restorative exercise and even skilled therapy) at the 'S' Generation Center to \$19.00/hr for someone in your home.

WALK-IN SENIOR CARE IS THE COST EFFECTIVE OPTION WHEN YOU NEED MORE HELP WITHOUT SPENDING MORE MONEY.

'S' Generation Center is also a PASSPORT approved provider of adult day care services. Most families pay privately but there are grants for those who qualify. For more information, call 440-205-2222 or log on to the internet at www.sgenerationcenter.com.

DO YOU HAVE A LONG TERM CARE PLAN?

There are many possibilities in life that are difficult and uncomfortable to plan for. Most individuals make plans for their futures such as education, careers, having a family, retirement, or leaving a financial legacy for others to enjoy.

For many of us, however, planning for the less pleasant possibilities is something that is usually difficult to address. For example, it is difficult for many individuals and family units to find the time (that is, assigning a high enough priority) to plan for the increasing possibility that long term illness or disability may disrupt our otherwise well planned life styles.

As the marvels of modern medical care extend the longevity of life, the probability of a person becoming ill and dependent upon others increases. Often this dependency requires resources beyond what family members and friends can reasonably provide.

What does this mean for all of us that are in our 40s, 50s and older? Have you included in your personal life plan a provision for how the cost of long term care will be financed in your personal situation?

In general, here are three sources of support for financing the cost of long term care: personal and family assets, long term care insurance (LTCI), and Medicaid. Many people believe that Medicare will pay for long term care...and it does...but only for a maximum of 100 days...and then only in cases of very highly defined medical conditions. For example, Medicare does not pay for long term nursing facility care, long term home care, adult day care, assisted living care, etc.

We at Nightingale Home Support Services and 'S' Generation Center are deeply involved in providing long term care services to individuals and their families. As professionals in this area, we understand the wide variety of possible personal needs and have experience and insight into the plans that individuals should be considering for their long term futures.

We also have developed relationships with other trusted professionals who can assist you in planning for your possible need for long term care and the financial impact of this care. Such professionals

include but are not limited to financial planners, eldercare attorneys and insurance advisors.

Please let us know if we can assist you with thinking through what alternatives and possible courses of action you have for planning this important element of your life plan.

HAVE A QUESTION ABOUT CAREGIVING?

Send your question to:

**The Lamplighter,
C/O Nightingale Home
Support & Care
8370 Munson Rd
Mentor, Ohio 44060 or
email to [TheLamplighter@
nightingalehomesupport.com](mailto:TheLamplighter@nightingalehomesupport.com)**

Please include your full name, address and phone number. Questions may be edited for length and clarity. FOR IMMEDIATE assistance, call 440-205-2222.

Guide to Choosing a Home Health Care Provider

What to look for when hiring nursing care at home

In order to make an informed decision, you must know what kinds of questions to ask. Although cost is an important factor, there are many other important issues to consider. Use this guide to help you make the best decision and choice for your Home health Care Provider.

**Nightingale
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& Care Inc.
440-205-2222**

**Another
Agency Another
Agency**

	Nightingale Home Support & Care Inc. 440-205-2222	Another Agency	Another Agency
TELL US YOUR STORY AND WE WILL CREATE A CARE PROGRAM JUST FOR YOU	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services are available immediately; we will start care in 4 hours or less.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No minimum number of hours per visit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Payment and hourly rates are based only on the level of care you choose and the payment plan of your choice.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Free evaluation and cost analysis of other care options	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Written statements explaining services, cost, payment schedules, insurance benefits and grants available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Caregivers are screened, insured/bonded and are selected for their maturity, skill and experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transportation, support groups, family education and access to other caregiving resources	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Registered Nurse on call 24 hours a day, 7 days a week	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Strict documentation and maintenance of patient rights and confidentiality	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Lamplighter

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