



**Turtledove
Home Care**

Family is at the center of our care

Our Mission

At Turtledove Home Care, we are dedicated to providing professional, compassionate and dignified in-home care to chronically ill, elderly or disabled clients.

Like the gentle turtledove, who commits to its family for life, we are committed to working with families to enhance the quality of life and meet the unique needs of their loved ones.

What to Expect When Receiving Services at Home

Turtledove Home Care provides care to clients in their home. This care may make it possible for individuals to remain in or return to their homes by providing assistance in completing tasks they are unable to manage independently.

Client Needs Assessment

Our services begin with a no obligation needs assessment by our Client Care Professional to determine what services we can offer to create or maintain a safe and dignified environment for you or your family member. This assessment may occur in your home, in the facility where you are currently staying or by phone. We pride ourselves in being problem solvers, troubleshooting challenging scenarios. Many times the outcome of our assessment does not include our home care services, but another solution is deemed best.

Ways we may be able to help:

Assistance with Personal Hygiene – bathing, dressing, toileting, incontinence care.

Provide a Safe Environment – Our caregivers provide peace of mind to family members with consistent supervision and assistance in mobility. Caregivers are trained and experienced in providing support in all levels of mobility; for clients who are independent or those using a cane, walker, gait belts, transfers, or patient lifts (two users required). This care provides an environment of reduced risk of fall.

Safety in supervision is critical with all clients, but especially those who are forgetful or have dementia. Our caregivers are thoroughly trained and have experience with clients with dementia.

Meal Preparation – Good nutrition is a critical part of maintaining wellness. Our aides can prepare and provide nutritious and tasteful meals based on the client's personal preferences and dietary restrictions. Caregivers can also prepare meals to be eaten when they are not there.

Medication Reminders – Our caregivers can give reminders to clients to take their medication if the medication is pre-poured by the client or family. This can assure compliance with prescribed medications and potentially prevent re-hospitalization.

Light Housekeeping – Assisting a client with daily household tasks to keep the home tidy and organized can make all the difference in his or her overall wellness. Our caregivers: make and keep neat the rooms used by the client including light dusting, sweeping or running the vacuum; washing dishes after meals; tidying bathrooms after use by client; making the bed and changing the sheets regularly; doing the client's laundry and ironing. It is recommended that a cleaning service be hired for heavier cleaning such as deep cleaning of kitchen and bathrooms, washing the floors, window washing, etc.

Transportation – Most of our caregivers can provide transportation using either the client's vehicle or their own. They help the client get ready, accompany them and provide any assistance required at the destination. Being mobile can reduce the isolation some clients experience when unable to drive. A Transportation Release of Liability Form will need to be signed prior to transportation. A few examples of needs we can assist with include:

- Doctor's appointments, medical testing and simple outpatient procedures
- Grocery and general shopping
- Hairdresser/barber appointments
- Prescription drop-off and pick-up
- Religious services, concerts, plays, lectures
- Special family events like weddings
- Social events and outings to places such as to the senior center, library, park

Companionship – Many times clients who are home alone are in need of companionship to motivate them into other activities. Our caregivers can assist with improving a client's wellness with friendly and supportive conversation, assistance with hobbies like light gardening, crossword puzzles or scrapbooking. They can encourage light exercise and active thinking and suggest and help plan social activities.

Pet Care – Although not all individuals are comfortable with assisting in pet care, we can work to find the right caregiver who can assist with pet care needs if needed by a client.

Levels of Service

We provide caregivers who are available for hourly, live-in or sleep-in care.

Hourly care is provided on an hourly basis as you request based on your individual needs. We provide care from 3 hours up to 24 hours per day.

Live-in care is provided with the caregiver present around the clock. The expectation is that the client generally sleeps through the night so the caregiver gets eight hours of sleep. It is acceptable that the caregiver be awakened once or twice through the night to assist the client. The caregiver should be provided a room and a bed. The use of a baby monitor is often recommended so the caregiver can hear the client through the night if assistance is needed.

Sleep-in care is a twelve hour shift with expectations and sleep arrangements similar to as noted above with live-in care.

Any level of care may be long term or short term as needed; for example, respite while family is on vacation. This can be a very attractive and economical alternative to leaving home and living in a facility.

Start of Care

Once the assessment is complete and you have determined what level of care is needed, our scheduler coordinates the right caregiver based on the client's individual needs and the caregiver's qualifications.

The Supervisor establishes the plan of care based on the client's individual needs. The plan of care is the tool the caregiver uses to understand what is expected for this client's care.

A Safety Assessment is done once care is initiated to assure a safe environment. Some recommendations for modifications may be offered to enhance the safety of your home.

Supervision of Care

The caregiver is supervised initially and periodically in the client's home to assure the plan of care is accurate and that the caregiver is fulfilling the expectations of the client. We ask that you reach out to the Supervisor at any time regarding your caregiver or the care being provided to voice concerns should they arise.

Additional Information

Privacy

The privacy of our clients is of highest priority. Our staff and caregivers fully respect each individual's privacy, always maintaining confidentiality.

Caregiver Staffing

Every effort is made to provide consistent assignment of staff; however, work schedules and the personal needs of the caregivers may create the need for change in caregivers. If a caregiver is unavailable to provide care, every effort will be made to replace that caregiver.

Caregiver Clock-In and Clock-Out

Our caregivers will use your phone to clock in and out using an 800 number at no cost to you or, if they have the technology, they may use a mobile app on their phone.

Caregiver Insurance

Our caregivers are employees of Turtledove Home Care. Caregivers are fully bonded and covered by Worker's Compensation Insurance.

Meals

Regardless of the level of service you receive, your caregiver will provide his or her own food. You are not responsible for feeding the caregivers. Live-In caregivers will need limited space in your refrigerator.

Client Finances

Our caregivers are strictly prohibited from assisting you with managing your finances, writing checks or paying bills.