



When you need a little help to stay at home...

# Sunrise Home Care Agency

... is just a phone call away.

## Supervision of Services

**Why is supervision of services is essential?** Because we want you to receive the same level of care that we want for our own family members. Nothing less will ever be acceptable to us. Only if you are happy with our care you will recommend us to your friends and family. Therefore, we only hire supervisors with multiple years of experience.

**Admission Visit.** Prior to starting services, the supervisor reviews the home care aide's skills, experiences and credentials to assess if the aide is a good match for your needs. We then require that one of our supervisors make a personal in-home visit to you along with the assigned home care aide on the initial day of service. Together, they will take the time to listen to you about your care needs and how you want that care to be delivered. The supervisor will determine if they need to provide the home care aide training unique to your home and physical needs. An example would be a tricky transfer in and out of the shower because of the layout of your bathroom. Supervisors will make safety suggestions such as grab bars, types of transfer techniques or any other needed item or instruction to ensure your safety and comfort.

**Personalized Schedule.** Do you like your shower in the morning or evening? Is laundry to be done weekly or do you need it to be done more often? Perhaps you like to go shopping on Thursdays. These are a few examples of how a supervisor will tailor your care to your preferences. They will discuss with you how many hours of care you need daily or each week.

**Plan of Care.** Supervisors may make suggestions for additional tasks to be done that will be helpful such as grocery shopping or picking up your prescriptions at the pharmacy. Supervisors will make sure that the home care aide receives a written plan of care to follow and knows how to exactly provide each task according to your directions.

**Ensure Your Satisfaction.** After the initial visits from the home care aide, a supervisor will call you directly to discuss how care is going. We are always open to suggestions for improvement, even though we make all efforts to get your care performed correctly from the beginning. We continue to make periodic phone calls and will even come directly to your home as often as needed.

**Monitoring Timecards.** A supervisor personally reviews each timecard your home care aide submits. We make sure they follow your established schedule, do the correct tasks and that your approving initials and signature are present. We consider this step vital to our integrity.

**Home Care Aide Evaluation.** Supervision includes observing the home care aide directly in your home as they do their work. Supervisors will provide immediate hands on training if deemed necessary. We want to ensure that they are representing our agency as professionally and competently as nothing less is acceptable.

**We closely supervise all services that we provide because**

**we truly care that you received the best care possible.**