

Care Pro Role in the Facility



Assisting a client in a facility setting can be different from in their home. Remember these best practices when working in a facility:

1. Be professional.

Each facility is different and will have guidelines for you to follow regarding your client's care and while providing support to their residents. The franchise office staff should inform you of these expectations when you accept the shift.

Your supervisor will inform you of the proper attire while working in a facility.

Ask questions to learn what types of tasks are allowed:

- May I help Mr. Smith get up and walk?
- May I help with bathing?
- May I help get Mr. Smith to the restroom?

2. Give your client your undivided attention.

Typically, a shift in a facility is for companionship and basic assistance. You are there to provide support to your client. Do not get distracted by the other patients or staff in the facility.

3. Maintain confidentiality.

When speaking to the client's family or franchise office staff, be sure to go somewhere that other patients or outside parties will not overhear confidential client information and comments.

4. Be an advocate for the client.

You are representing Home Instead® at every shift. Our company builds relationships with facilities to help meet all of the client's needs. When we are caring for someone in a facility, we become a team with the health care professionals in the facility who are also caring for the client.

If a medical professional from the facility is visiting the client, allow your client to speak for him/herself. Only offer insight when asked. Never express your opinions regarding their care.

5. Respect the roles of health care professionals in facility.

Health care professionals share a common interest with us to provide the best care possible for the client. Respecting their roles and knowledge, and working as a team will allow the client to receive the best care possible.

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