

better together

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—MEMBER FORUMS—

ALCA Member Forum | Topic: Taking Care of "At Home" Clients

Time: Mar 18, 2020 10:00 AM Eastern Time (US and Canada)

Our first Conference Call for members was full of very helpful information from Board Member Host Anne Sansevero, despite several members who didn't mute their phones and some stray barking dogs.

Typical of our Aging Life Care Members, participants were gracious and patient as we waded through those issues.

Anne provided a comprehensive overview of the situation in New York City and resources from the city and state level.

Anne mentioned to keep reassuring the families of your clients. Calmly communicating measures you are taking will help them know what's happening. This is when they "are thanking their stars they hired you."

Some tips/points mentioned

- Tell all care managers to make sure they have a month's supply of groceries or other supplies needed.
 - Keep a list; Buy what you can; Make multiple trips if you can't find everything
- Some have discontinued home therapy because they want to reduce the footprint of going in client's homes
- Bring afresh clean pair of clothes to wear in your client's home
- Have gloves for direct contact
- Continue practicing good hygiene, wiping surfaces/phones
- Use Lysol wipes as your "gloves" when you need to use door-handles, elevator buttons, ATM or cash machine touch pads
- Monitor refill availability on prescriptions. Dr. offices are overwhelmed. Make sure you have more than the normal supply, if you can.
- Having clients' medication lists

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- Use technology to help you
 - Pre-pour medication. In collaboration with the family or facility
 - Pillreminderservice.com - Mike Smith. Calls on the phone to remind client when to take medication
 - Corporate partner – involved with medication reminder
 - Mymedschedule.com
- To help clients who are isolated or family is far away
 - Try to use technology if you can:
 - Some members hooked the Alexa device up to the client's TV, and the installed a Firestick to get video conferencing for families....
 - Think about their emotional well-being in addition to physical
 - Consider games, books, puzzles they can use during their isolation

Questions: Members asked questions and discussion points are listed below

- 1) What to do about a home client with family far away?
 - General discussion

- 2) What assisted daily living do care givers do daily
 - Basically the same but with new precautions
 - Can take client for a walk if it's safe

- 3) What to do if a caregiver gets sick?
 - Stay at home. Go to your doctor. Take care of yourself
 - Have other Aging Life Care Managers in your business take care of the affected person's clients
 - Be sure to communicate with your chapter or other Aging Life Care Managers to keep tabs on sole practitioners in case they fall ill/need help.

- 4) How to manage clients remotely? Especially when they need daily care...
 - Many families don't want to get involved – they hired the Aging Life Care Manager because they are too far away, can't or won't travel to help.

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- 5) While it is perhaps a difficult exercise, stratifying clients in order of importance helps prioritize the most vulnerable or the ones with the most challenging needs.
 - Looking at backup facilities for the ones where they will have difficulty in staffing
 - Working on a plan of action, if you haven't already

- 6) What other activities are helpful for shut-in clients?
 - Emily Sorenson, a recreational therapist, is developing cognitive enrichment services and compiling a list of activities for clients.
 - Think about what are the interests of your client:
 - o If they love animals and dogs – get a book on dogs
 - o Consider puzzles, card games
 - Discussion around MyndYou, which has a cognitive platform that listens to the music of the voice, and over the course of a 6-minute phone call can detect cognitive changes that might have health-related issues. It signals green/ yellow/ red depending on the quality of what it's detecting

- 7) Which Aging Life Care Managers are allowed or not allowed?
 - It depends on the facilities.
 - For some private hire cases you can make them all badges/IDs to help their entry.
 - If the facilities know the care managers, they may be helpful until government restrictions come into play.
 - Some clients in physical therapy are given their therapy instructions so they can do them at home.

Some specific cases mentioned

In some areas they are not able to go into client homes because there's a high influx of the virus.

Discussion around clients that have dementia, clients who need two 12-hour shifts of private aids, families not allowed into facilities.