

THE 10TH OF SENIORS HOME CARE'S 10 CORE VALUES

**CLIENT FOCUS**

**We exist to satisfy our internal and external clients.**

*I will provide excellent service by focusing on, and fulfilling, client needs and concerns.*

Client Focus is essential for providing excellent service. It builds strong relationships and leads to better understanding of a client's needs, priorities and objectives.



**Dear Clients of SHC,**

Client focus is at the core of our mission to provide premier Private Duty Home Care services to seniors and disabled clients.

Care needs can be determined by assessing a person's condition, diagnosis and medical history. Client focus goes beyond that to establish a more meaningful relationship, where consideration is taken to see that a client's needs are not just met, but also delivered with care and dignity.

We listen to each client and their family to learn and understand what is important to them. Good caregivers don't just carry out a list of tasks, they're attentive to the client and respond when a wish or concern is expressed.

Client focus is also a reminder that good caregiving takes place "in the moment." We mustn't overlook a client's need during tasks we may consider more meaningful. Staying "in the moment" keeps us constantly aware of client needs and wishes while carrying out tasks in their best interest.

Yours in service,

*Kit Whittington*

RN, Founder, CEO

PLEASE BE SURE TO TELL YOUR DOCTOR HOW MUCH YOU ENJOY SENIORS HOME CARE, AND WOULD RECOMMEND OUR SERVICES.

**10 Steps for Preventing Winter Falls**

Winter arouses images of evenings by the fire place and cups of hot cocoa. Unfortunately, it also means increased fall risks. Luckily we can take measures to prevent winter falls.

1. Keep driveways and walkways clear of ice and snow.
2. Maintain a supply of ice-melt and scoop for easy spreading. It's also smart to carry a small container of road salt in your bag and car to sprinkle on icy patches encountered while out and about.
3. Avoid icy or snowy sidewalks and beware of black ice, which is just as slippery as regular ice, but more difficult to see.
4. Make sure that steps (and ramps) leading to the home are stable and have sturdy railings.
5. Wear properly fitting shoes and boots with non-slip soles. If you plan to wear dress shoes or heels, bring them with you and change when you arrive.
6. Install timer lights outside. This is a good idea year-round but especially helpful in the winter, when it gets dark earlier and new fall risks are present (and often difficult to spot).
7. Allow extra time to reach your destination. Walk slowly and carefully, keeping your eyes on the path ahead. Make safety a priority.
8. Don't let your guard down. Be careful inside entranceways, where slick puddles often form from snow and slush tracked inside. Many falls also occur when exiting or entering vehicles. Always mind your (and your client's) footing when getting in and out of cars.
9. Wear gloves rather than stick your hands in your pockets. Keeping your hands free improves balance and allows you to hold onto railings.
10. Plan ahead. Keep a stockpile of necessary items so that you may stay safely in the comfort of home in the event of a winter storm. This should include food, medications and any other needs. It's also good to keep a reliable flashlight and extra batteries on hand.

**Proper planning helps ensure that everyone enjoys a cozy winter.**

**Flu Vaccinations**

Getting a flu vaccine is simple and the most important thing you can do to prevent the flu. As the flu virus changes from season to season, the vaccine is updated accordingly. Also, remember to wash your hands often.



Vaccinations are especially important for seniors and those who care for them. Human immune defenses weaken with age, making seniors among those with the highest risk for developing serious flu complications.

SHC recommends that all of our caregivers, clients and their families make flu vaccinations a high priority. To provide the best care for others, one must take precautions and care for themselves.

While early immunization is most effective, it is never too late to arrange for vaccination. The flu season usually peaks in January and February and can last into May.

Flu vaccines are offered in many locations across the St. Louis area. To find one near you, visit [www.flu.gov](http://www.flu.gov) and use the Flu Vaccine Finder. The Visiting Nurse Association of St. Louis also offers vaccination clinics and events that can be found at [www.vnastl.com](http://www.vnastl.com). Source: SHC Blog

NOVEMBER		DECEMBER	
Edward B.	Joseph M.	Peggy A.	John S.
Patricia C.	Virginia O.	Fay G.	Dan T.
Ed D.	Alice R.	Mary Carol K.	Judy T.
Evelyn M.	Karen T.	Margaret M.	Theresa V.
		Charlotte S.	Virginia Z.



## Notes from our office...

### FROM ACCOUNTING.....

We appreciate your referrals. If you know someone who would benefit from the services offered by SHC, please share our information or call the office and we will follow-up. In addition to enriching their life, you will receive a \$200 credit once the new client has used 50 hours of service.

### FROM NURSING.....

Care plans are designed to provide the best possible care for our clients. They are the aide's assignment and must be followed. Client and/or family input goes into the development of the plan. If a care plan needs updating, please notify nursing.

### FROM SCHEDULING.....

With the holidays upon us, please communicate any schedule changes so that we may plan accordingly. Thank you!

### FROM CARE SERVICES.....

Are you familiar with SHC's *Live-In* services? Live-in offers 24-hour support in the home and can be more cost effective than moving into a facility. Contact us to learn more.



### TripleLite 180-Degree Mini Flashlight

Project a wide-angle beam of light that spans a full 180° field of vision. Ordinary flashlights provide a small circle of light, but this handheld flashlight projects a full 180°—from side to side or top to bottom. And it's small enough to stow in a nightstand, toolbox, glove box or utility drawer. 6-1/4"L x 4"W x 1"D  
[www.goldviolin.com](http://www.goldviolin.com)



## SHC CLIENT TESTIMONIAL

"I want to thank you very much for your caring and helpful assistance for my sister, Ruth, over the recent past. Since my brother, Jim, and I are so far removed from St. Louis, your loving care has made the family situation so much better." *Bob H.*

## Seniors Home Care Live-In Services

Are you familiar with SHC's live-in services? Live-in offers 24-hour support in the home and can be more cost effective than moving into a facility.

When you use live-in care, a consistent rotation of caregivers work three to four days at a time, sleeping in a spare bedroom of your home. The cost is just \$12/hour (\$290/day) and provides one-on-one care and services, plus the added security of having someone in the home around-the-clock in case of emergency. If you're interested in learning more about SHC's live-in services, please call our office.



## Optimize Care & Reduce Hospital Readmission

Today's patients return home from the hospital with so much information, medication changes and instructions, only to forget or be confused days later.

The lack of sustained reinforcement in the home often results in the patient being readmitted to the hospital.

Seniors Home Care can help reduce readmits through regular monitoring, encouragement and adherence to directions given upon discharge.

### **Diagnoses with the highest readmission rates include:**

- Congestive Heart Failure (CHF)
- Urinary Tract Infection (UTI)
- Chronic Obstructive Pulmonary Disease (COPD)
- Pneumonia

### **Private Duty Home Care has been proven to help in the following ways:**

- Medication reminders
- Monitor, record and report daily weight
- Monitor for shortness of breath and increased congestion
- Monitor exercise program / Physical therapy exercises
- Monitor blood pressure and oxygen levels
- Monitor oxygen use
- Monitor patient inhaler use
- Encourage food and liquid intake
- Prepare and encourage meals, including restricted diets

**Consider incorporating SHC into your discharge routine.**

**Contact the office to learn more and or schedule help.**

## Alzheimer's Association Receives Grant from Department of Health & Senior Services

The Alzheimer's Association St. Louis Chapter has been selected as a recipient of the Missouri Department of Health & Senior Services Carrying It Home Grant. The \$432,000 grant will provide funding for the Respite Assistance Program which provides help to Missouri residents who provide care in their home to a loved one with Alzheimer's disease.

The Respite Assistance Program is a statewide initiative among the Missouri Coalition of Alzheimer's Association Chapters: St. Louis, Greater Missouri and Heart of America. The program provides up to \$500/year for respite support or care-related products to families caring for a loved one with Alzheimer's at home.

More than 60 percent of Alzheimer's and dementia caregivers rate the emotional stress of caregiving as high or very high and one-third report symptoms of depression. The Alzheimer's Association is available to help identify the need for time off, and pay for the care of a loved one while the caregiver receives some much needed rest.

"The Respite Assistance Program is vital for those facing this disease every day. Caregiving is a rewarding, but tiring responsibility," said Stacy Tew-Lovasz, president/CEO of the Alzheimer's Association St. Louis Chapter. "By providing respite, caregivers are given the opportunity to refresh and rejuvenate themselves in order to continue giving quality care to their loved ones." The Alzheimer's Association is currently accepting applications for the Respite Care Assistance Program. For information on how to apply or additional resources available in your community, visit [www.alz.org/stl](http://www.alz.org/stl) or call 800-272-3900.

Source: [www.alz.org](http://www.alz.org)