

HOME MANAGEMENT & HOMEMAKER SKILLS

Home Management

Things to consider for clients receiving services in their home and employees providing those services:

Care Plan

- Care plans are structured, outcome-based, problem-specific and patient-centric.
- Ensure all required charting is completed while at the client's home.
- Communicate with the office as needs change.

Scheduling

- Scheduling is based on authorizations/service agreements.
- The agency will match staff with clients based on a wide variety of agency-defined criteria.
- Schedules are filled based on employee availability.
- Clients make on-going changes to their schedules.
- Schedulers need to notify both the client and employee of schedule changes.

Homemaker Skills

Homemaker services are defined as general household activities provided by a trained homemaker, when a person is unable to manage the home or when the person regularly responsible for these activities is temporarily absent or unable to manage the home.

Homemaker services include:

- Meal preparation
- Routine household tasks
- Transportation arrangement
- Companionship
- Social stimulation
- Monitoring the safety and well being of the client
- IADLS: light housekeeping, laundry, & occasional grocery shopping & errands.

When you arrive at the client's door always:

- Knock on their door and introduce yourself
- State that you are with Heartland PCA
- State the reason you are at their home today. *Ex: "I am here to help you with household tasks."*
- Take a few minutes and discuss with the client their expectations of your time at their home. Do they need you to focus on one area like the kitchen or bathroom, or several areas?
- Always let them know how long you will be there. *Ex: I have two hours and will be leaving at 4:00.*

- Always look for the unspoken rules in a home.
Ex: Take shoes off at the door. Hang up a coat vs. throwing it on a chair.
The recliner is Grandpa's chair only, do not sit in it.
- Never accept gifts, food or money from your client. They may be appreciative of your assistance and try to offer you something in return. **Simply say "It is against company policy to accept anything."**

**Remember, each person has their own definition of clean. If you encounter a home that is not your standard, please do not show your disgust or displeasure to the client.*

Homemaker services allowed:

- Vacuum, sweep, and mop floors
- Dust
- Clean kitchen: includes counter, table, small appliances, stove top fridge, dishes, floor
- Clean bathroom: includes tub/shower, sink, toilet, floor, garbage
- Make bed/change and wash linens
- Laundry: includes wash dry fold, iron, put away
- Meal Preparation, cut up food, feed client if needed.
- Empty and take out garbage and recycling
- Grocery shopping and errands

Homemaker services **not** allowed:

- Provide services for anyone except the client
- Move heavy furniture, appliances, and boxes
- Wash window, curtains/drapes, or walls
- Clean oven using harsh chemicals
- Clean fireplaces, swimming pools, unfinished basements, garages, or attics
- plumbing, electrical, construction or repair work.
- Shampoo carpets/rugs or wax floors
- Flip mattresses
- Color hair or give permanents
- Paint
- Outdoor maintenance: this includes mow lawn, garden, or snow shovel

Additional Insights

- If a client asks you to do a chore that is not allowed, simply say that it is not allowed and was as listed as "not allowed" on the paper they received when services were started. If you are not sure if it is allowed, always contact the office.
- When your shift is complete, do not just walk out the door. Always let the client know what you have done and ask if there is anything that was not completed.