

HAPPY & GREAT HOME CARE SERVICES, INC.

STANDARDS

TIPS

BEST PRACTICE EXPECTED OF ALL STAFF



1st - WASH HANDS

When the aide arrives at the patient or client's home they should greet them & ask "how are you doing today?". Expect our staff to then wash their hands for at least 20 seconds.



2nd - CLEANSE MOUTH & DETERMINE BREAKFAST CHOICE

Our staff will give the elder an opportunity to indicate what they would like to eat & ensure their mouth is cleaned before they consume the breakfast.



3rd - ENSURE MEDICATION IS TAKEN ON TIME

Prior to administering medication, our staff will check for any changes in prescription, expiration dates etc. and ensure that all required medication is taken on time.



4th - BATHE & PAMPER

Absolute care will be taken to make the bathing & pampering experience welcoming to our elderly client. We groom them to both look and feel good.



5th - LIGHT HOUSEKEEPING

We endeavour to ensure that our elderly client always have clean clothes to wear. In addition, we promote a calm atmosphere by maintaining a clean environment.



6th - LUNCH OF THEIR CHOICE

Although we recommend healthy options we will be mindful of the client's choice and the diet recommended by medical professionals.



7th - RELAXATION

Our aide will spend quality time with elderly client looking at family photos & videos, engaging in conversation, playing bingo, music and watching TV.



8th - DINNER OF THEIR CHOICE

We prepare tasty meals for our clients while maintaining to dietary choose from. This makes them happy prior to bedtime.



9th - DESSERT

Dessert time is a rewarding experience. Our client has opportunity to choose a dessert of their choice.



10th - RELAXATION TIME

A moment of comfort with client: as bedtime approaches our aides ensure that our client is relaxed.



11th - BEDTIME PREPARATION

Personal hygiene will be provided to ensure a comfortable, dry and peaceful rest based on the clients/family wishes.



HOW DO YOU PROVIDE QUALITY PATIENT CARE?

- 1) Safe delivery of health care that minimises risks and harm to service users including avoiding prevention. Injuries and reducing medical errors.
- 2) Effective provision of services based on scientific knowledge & evidence-based guidelines.
- 3) Timely
- 4) Efficient
- 5) Equitable
- 6) People centred