



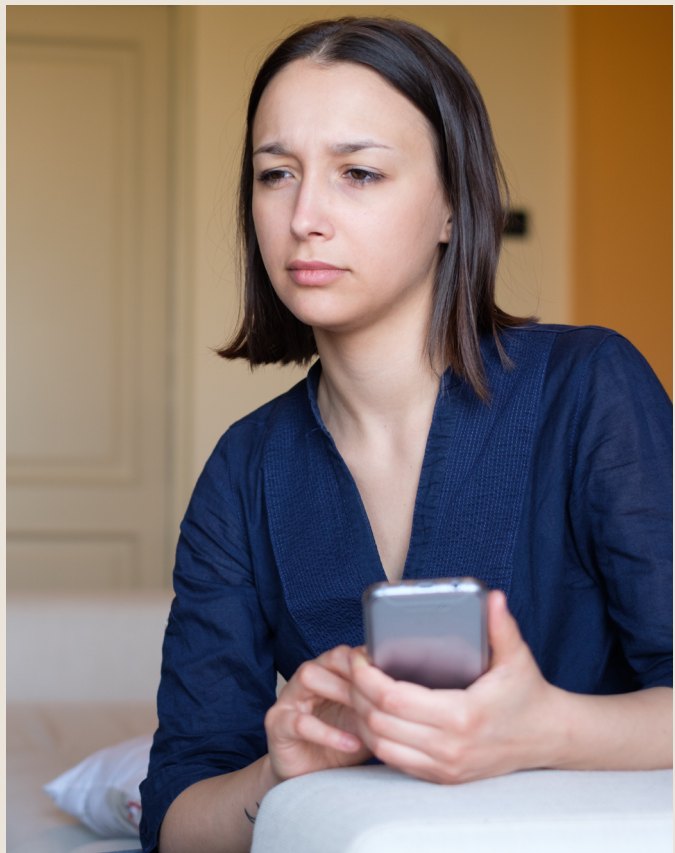
ELDER IN-HOME CARE OPTIONS

Best Practices for HNW Households

The calls with her elderly father were excruciating. Emily would listen patiently as her father recited all the reasons why he did not want strangers in his home. He was not giving up his independence. He could care for his wife on his own. “Everything will be fine, you will see!” was his trademark response.

But Emily knew better. Her mother had been diagnosed with lung cancer and had returned home after her third surgery. Her father was not the sharp businessman he had once been, and Emily could hear him becoming a little confused and forgetful.

Emily instinctively knew her parents needed some type of in-home care, but what type did they need? Where should she start? Whom should she call? How in the world could Emily convince her father to accept the help he so desperately needed?






There are three primary options families have when considering elder in-home support staff:

- national or regional service companies
- hire an employee
- local independent contractor service company



PROS AND CONS WHEN CONSIDERING ELDER IN-HOME CARE OPTIONS

 COMPANY Regional / National	 EMPLOYEE Caregiver singular	 Independent Contractor Local small business 1-2 employees
Pros <ul style="list-style-type: none"> • Ease of engage • Multiple service options • Outlined service costs • Management oversight options 	Pros <ul style="list-style-type: none"> • Personalized care • Flexibility • High level of service • Dedication to client and family • Versatile skill sets 	Pros <ul style="list-style-type: none"> • Local offices • Knowledge of area • Flexibility • May offer short or long term contracts
Cons <ul style="list-style-type: none"> ▲ Poor level of oversight ▲ High cost of service ▲ High turnover of staff ▲ High stress to client ▲ Poor vetting/training policies ▲ Lack of knowledge of HNW service expectations 	Cons <ul style="list-style-type: none"> ▲ Oversight required ▲ Investment of time to hire ▲ Isolation of employee ▲ Problems with payroll and time sheets 	Cons <ul style="list-style-type: none"> ▲ Oversight required ▲ Contract limitations ▲ Turnover or changes in staff ▲ Lack of knowledge of HNW service expectations

BEST PRACTICES

1. Perform Work Life Profiles on chosen candidates.
2. Review all completed Work Life Profiles on candidates.
3. Protect personal and financial information from all care providers.
4. Designate 1 credit card for care providers to use for essential purchases.
5. Request a daily or weekly care report.
6. Set clear personal and workplace boundaries.
7. Create an emergency protocol document.

Did you know there are over 20 skill-specific job descriptions in the area of in-home care? What would be the best choice for your family or client?

For more information please contact us:
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TERESA LEIGH IS A NATIONALLY RECOGNIZED AWARD-WINNING EXPERT IN THE FIELD OF HOUSEHOLD AND PROPERTY STAFF AND OPERATIONAL MANAGEMENT FOR UHNW AND HNW CLIENTS AND THEIR ADVISORS.