



Preparing for Carer Introductions

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Preparing for Carer Introductions

Our platform facilitates communication between you and potential self-employed carers. Connect via chat, then schedule a phone or video call to discuss needs and expectations before placement begins. This ensures a suitable match for both parties.

These examples are to help you assess the carer's experience, professionalism, and approach to care. Enabling and supporting you to make an informed decision.



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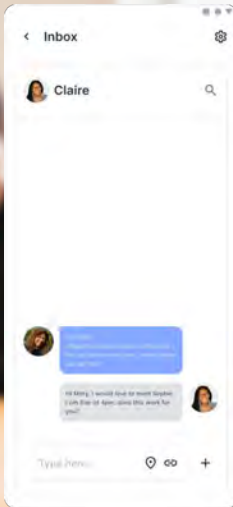
1 Preparing for care

Arranging and preparing for care for the first time can be a daunting task. You might have questions about what care should look like or your responsibilities as the client of a self-employed carer.

Here at Elder, we provide you with the platform to not only match with a self-employed carer of your choice, but also the tools to empower you to independently manage a package of care for your loved one.



As part of the matching process, you and your chosen self-employed carer can connect via the chat on the MyElder platform and arrange a telephone or video call before the placement starts. This is an opportunity for both parties to ask each other questions to help you both decide whether it is the right match and expectations are clear from the start.



2 Questions to Ask

When interviewing potential carers, it is important to ask questions that help you understand their qualifications, experience, approach to caregiving, and how well they align with yours or your loved one's needs. Here's a list of questions you could consider:

Background and Experience

- How long have you worked in care?
- What relevant experience or training do you have to care for my loved one?
- Are there any tasks that you will not undertake?
- What aspects of the job do you enjoy the most/least?
- How would you handle a difficult situation? This can be tailored according to your loved one's needs. For example, using a scenario based situation.

Approach to Care Giving

- How would you describe your caregiving style?
- How do you ensure a balance between providing assistance and encouraging independence?
- What type of activities do you enjoy doing with the person you are caring for?
- Can you give me an example of how you handle tasks like bathing, dressing, and toileting?
- Can you describe a situation where you had to deal with challenging behaviour and how you handled it?
- Do you prefer a rigid schedule or to go with the flow?

Schedule and Availability

- Do you have any planned holidays?
- Do you have a preferred working pattern?
- What are your break preferences?
- Are there any days of the week that you must have off?

Communication and Collaboration

- How do you communicate with family members or other caregivers involved in the person's care?
- Can you describe a situation where you have worked with other healthcare professionals.
- What do you do if you notice changes in the person's condition or behaviour?
- Do you like working in a team or more independently?

Personal qualities and Fit

- What motivated you to become a professional carer?
- How do you stay patient and calm when faced with difficult situations?
- What kind of support do you envision needing from the family?
- Are you willing to take on extra duties like light house cleaning, meal preparation, or transportation? (e.g. What do you like to cook?)
- How do you handle situations where the person you care for is distressed or agitated?
- How do you decompress after a long or hard day?
- How would you describe your approach when raising concerns or dissatisfaction when on placement?
- Do you have any strict food or dietary preferences? Do you prefer to eat on your own or with the family/CR?

3 Complete Care Profile

Ensure Safe Care Delivery

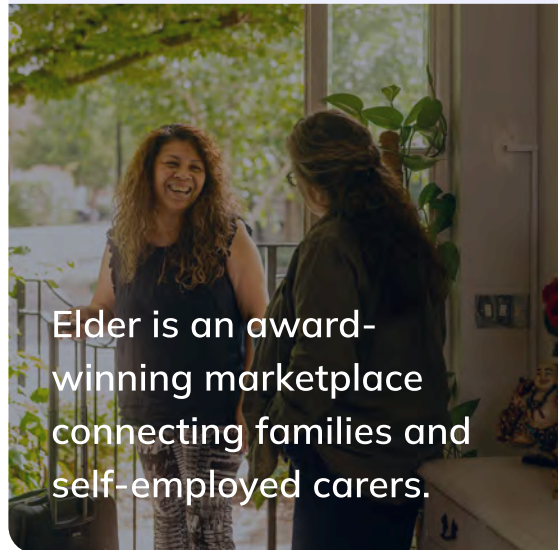
The Care Profile helps you and a prospective self-employed carer determine if their skills and experience match your loved one's needs.

The Care Profile details your loved one's health, preferences, history, and care needs; helping you and the self-employed carer manage their home care safely and transparently. Completing it is crucial for several reasons, main reasons being:

- **Personalised Care:** helps self-employed carers provide person-centred care by detailing the recipient's history, health, preferences, and routine.
- **Clear Communication:** help families and self-employed carers stay informed and aligned as needs change, ensuring consistent and timely care.
- **Smooth transition and Efficiency:** ensures seamless care transitions for new self-employed carers, providing essential information and avoiding repetition. An up-to-date profile serves as a central information source for handovers, clinical team and emergencies.

Review and Update

By keeping the care profile up to date, enables the carers on our platform to deliver the care you need for your loved one. We encourage you to review and update the Care Profile at least every 3 months.



Elder is an award-winning marketplace connecting families and self-employed carers.