

# Understanding Home Care Doesn't Have to Be Hard.

FAQs, charts and checklists make it easier.



**BrightStarCare**<sup>®</sup>  
A HIGHER STANDARD

# Your Step-by-Step Guide to Home Care

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# What Services Does Home Care Offer?

Whether your family member is dealing with a chronic illness, facing the common challenges of growing older or requires short-term companionship, in-home care supports adults and children of all ages during difficult times.

## Main Types of Care

There are three general categories of care, as well as specialized Alzheimer's and dementia care that addresses the unique needs of those with memory loss, personality change and confusion.

**Companion Care helps meet the social, mental and emotional needs of individuals, while also keeping an eye out for their safety.** This service includes meal prep, light housekeeping, activities like puzzles or writing letters, transportation to and from medical appointments, general assistance in the home, medication reminders and providing family members with respite (a break from caregiving).

**Personal Care provides some of the same services, along with support for activities of daily living (ADLs).** Common personal care activities include assistance with bathing, toileting, grooming, eating and dressing, as well as care needed before or after surgery.

**Skilled Care is provided by a nurse who meets certain medical needs a child or adult may have.\*** Wound care, blood draws, medication administration, IV drug therapy (including infusions like chemotherapy), G-tube and other feedings, assistance with medical equipment (ventilators) and other interventions fall under this category. There is a growing number of services you can receive at home, instead of going to a physician's office, lab or hospital.

## Personalized Plan of Care

While some services are mentioned here, there are many different ways we support your loved one in their home. We encourage you to reach out with any questions about our services.

*\*Skilled nursing and medical service availability varies by location. Call 866-618-7827 for a full list of services or to schedule a free in-home assessment.*



*Our location has been accredited by The Joint Commission — a widely recognized organization that evaluates the nation's best hospitals and other healthcare organizations.*



## Key Benefits of Home Care:

- Supports independent living
- Prioritizes safety
- Can be less expensive than other care options
- Provides one-on-one attention
- Lets loved ones remain in a familiar environment
- Provides family support

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Many families have come to recognize that in-home care provides peace of mind and helps their loved ones experience the quality of life they deserve. Yet it can be difficult to determine if (and when) you need in-home help and what type of care would be most beneficial. We're here to help – this chart can help you get started.

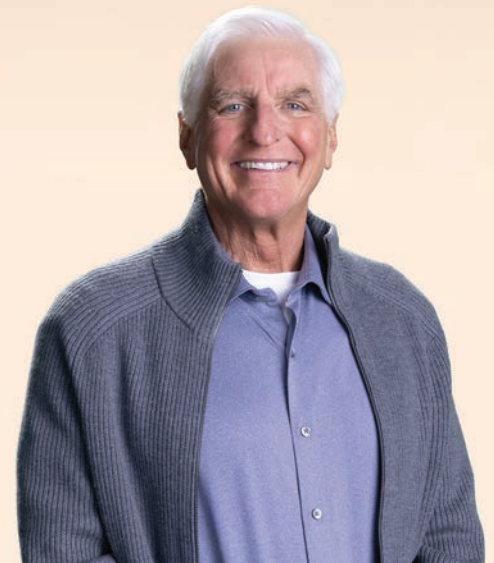
Companion Care	Personal Care	Skilled Care*
<ul style="list-style-type: none"> <li>• Conversation and activities based on their interests</li> <li>• Transportation to and from appointments, activities and events</li> <li>• Dementia support when they shouldn't be alone</li> <li>• Medication reminders</li> <li>• Laundry</li> <li>• Light housekeeping</li> <li>• Help connecting with others through letters, e-mail and social media</li> <li>• Engagement in art or craft projects, reading, games or puzzles</li> <li>• Respite and time off for family caregiver</li> </ul>	<ul style="list-style-type: none"> <li>• Help with mobility in and outside of the home</li> <li>• Bathing</li> <li>• Dressing and grooming</li> <li>• Feeding</li> <li>• Oral and personal hygiene</li> <li>• Help with incontinence</li> <li>• Outpatient pre- and post-op assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Medication administration</li> <li>• Wound care</li> <li>• Blood draws and injections</li> <li>• Central and peripheral intravenous drug therapy, such as chemotherapy</li> <li>• Assistance with medical equipment including ventilators</li> <li>• Administration and maintenance of catheters</li> <li>• PICC line dressing changes</li> <li>• Total Parenteral Nutrition (TPN), G-tube or other feedings</li> <li>• Epidural mediports</li> <li>• Physical, occupational and speech therapy</li> <li>• Rehabilitation for medical needs</li> </ul>

## Did You Know...

The local Director of Nursing will come to your home for a free, no-obligation consultation. While there, they will assess your family member's needs and create a personalized plan of care that will be overseen by a Registered Nurse (RN).

They can also answer questions you have about this convenient and safe way of meeting your loved one's needs. Please contact a local office or call 866-618-7827 to schedule your in-home consultation.

*\*Skilled nursing and medical service availability varies by location.*



**Interested in learning how in-home services can support your family?**

Scan the QR code or visit [brightstarcare.com/home-care-guide](https://brightstarcare.com/home-care-guide) to read more about this important topic.

# Does My Loved One Need Home Care?

Although it's fairly clear-cut when a family member needs **Skilled Care** at home,\* it can be more difficult to identify if **Companion Care**, **Personal Care** or **Alzheimer's and Memory Care**. These questions can help determine if it's time to find in-home care for your loved one.

**Companion Care** – The more often you respond “No” or “Sometimes,” the more likely it is they need support:

1. If the phone rings, do they hear it and answer it?
2. Can they hear the other person and have a conversation?
3. Do they store food properly and throw it away when it's no longer safe to eat?
4. Do they keep the kitchen, living room and bedroom clean?
5. Do they make sure that the lawn is mowed, yard is tended to, and sidewalk and driveway are shoveled?
6. Are they doing their laundry? Carrying it safely, moving from washer to dryer, folding and putting it away?
7. Do they stay on top of finances such as paying mortgage or rent, utilities and other bills?
8. Do they drive safely and with confidence?
9. Do they select and pay for healthy foods and put those groceries away?
10. Are they going to social and family activities like book clubs, restaurants, religious services, reunions, birthday parties, etc.?
11. Do they talk and socialize with friends, neighbors or relatives regularly?
12. Are they able to do activities they enjoy on their own, such as crafts, light gardening, puzzles, etc.?
13. Are they able to take care of their pets, going for walks or cleaning litter boxes and cages?

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## The Dream: Aging in Place

- 77% of adults (age 50+) want to remain in their own homes.
- 34% know they may need to make physical changes to their house.
- If an illness or disability occurs, about 66% would want a combination of family and paid home caregivers.

Source: AARP Home and Community Preferences Survey

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**Personal Care** – Answers of “No” or “Sometimes” could indicate a need for care:

1. Can your loved one get out of bed easily and walk from room-to-room without falling?
2. Can they get in and out of the shower or bathtub safely?
3. Do they groom themselves, change their clothes and maintain good overall hygiene?
4. Do they prepare and eat regular nutritious meals, meeting special dietary needs?
5. Do they take the right prescription dosages at the right time?
6. Can they manage illness care (e.g., testing blood sugar) or equipment properly?
7. Do they go to doctors’ appointments and understand their plan of care?

**Specially Trained Caregivers or Nurses\*** for those with dementia or Alzheimer’s disease – Answers of “No” or “Sometimes” could indicate a need for this type of care:

1. Does your loved one know the month, season and other date references?
2. Do they usually know where they are? Specific location, city, state, etc.?
3. Do they recognize family members and long-time friends? Do they understand the relationships?
4. Do they typically put belongings in a logical spot?
5. Do they forget how to use common objects?
6. Do they take medication at the right time and in the right dose?
7. Do they remember to eat, go to the bathroom, turn on lamps, close doors, etc.
8. Are they coherent and do they have a good sense of awareness after the sun goes down?
9. Is their temperament generally consistent with who they’ve always been?

**Skilled Care\*** – Answering “Yes” or “Sometimes” may indicate this care is needed:

1. Has your loved one’s healthcare professional suggested that Skilled Care is needed?
2. Does your loved one need in-home infusions?
3. Do they need help with catheter or ostomy maintenance?
4. Does your family member struggle to correctly use at-home medical equipment?
5. Do they have wounds that require professional care and observation?
6. Did/Will your family member (of any age) undergo surgery that requires support after leaving the hospital?

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**Do you still have questions about your family’s possible need for in-home care?**  
Scan the QR code or visit [brightstarcare.com/home-care-guide](https://brightstarcare.com/home-care-guide) for additional details and guidance.

# Tips for Talking About In-Home Care

Everyone handles change differently – especially when it comes to inviting someone into the home to provide care. Talking about it can be difficult for them – and you. These tips, including our “Try This, Not That” chart, will guide you through those conversations.

It’s smart to start exploring your loved one’s wishes about home care before it becomes an urgent need. This can happen through normal conversations with your loved one, as well as talking with family members who should be involved with these decisions.

## Tips for Overcoming Resistance

Your mom, dad or other loved one may view accepting help as giving up privacy or control over their lives. For decades they’ve been your parents and have supported you. It may be hard for them to accept that their children are now looking out for them.

Some people also feel that receiving help is a sign of weakness. Or they may be experiencing a lot of emotions such as fear, vulnerability, anger and guilt. Having empathy can help you better understand and find a solution they can agree to. Here are three approaches to consider:

### 1. Empower your loved one:

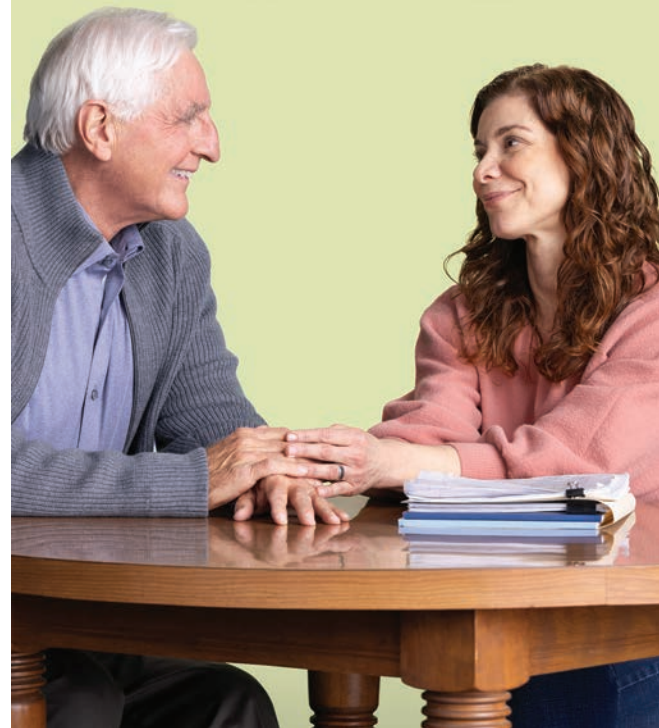
- Show them you’re on their team and support their desire to live independently.
- Suggest that accepting help would allow them to remain self-sufficient longer.

### 2. Express that you’ll always need them:

- Point out that the experience of caring for an aging parent gives an adult child the opportunity to grow.
- Emphasize that you (and their grandchildren) still need them, which is why you want them to enjoy life.

### 3. Describe how this is part of an evolving relationship:

- Since many older adults don’t want to “take” from others, reframe the concept from “give and take” to “give and receive” – and remind them that they deserve to receive.
- Explain how much it would mean to you if they would accept your help – and the help of a caregiver you recommend.



## It’s also important to consult with professionals such as:

- Physician or medical providers
- Therapist
- Religious leader
- Financial planner or accountant
- Long-term care insurance agent
- Attorney
- Social worker

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# Starting the Conversation: Try This. Not That.

Try This:	Not That:
Remember that this is about them, their health and their happiness.	Avoid projecting your feelings and preferences onto them.
Include a few key family members.	Don't invite the whole family or bring a crowd thinking there is strength in numbers.
Ask if you can take notes or record your chat to supplement your memory.	Avoid looking at your phone or getting distracted.
Begin having conversations about their health sooner rather than later.	Don't put it off. If they have any memory loss or risk of falling, delaying the conversation may make it more difficult for them.
Prepare questions to ask and points you want to get across in advance.	Don't tackle the conversation on the spur of the moment, but don't treat it like a business meeting either.
Have the conversation in person. Sit facing them or next to them, and look them in the eyes.	Don't have this important conversation over the phone, text, video chat or email.
Listen with your full attention and without preconceived notions.	Don't interrupt or talk over them. Help them feel listened to by beginning a sentence with, "I heard you say..." and then repeat what they said.
Consider approaching the conversation by bringing up people they know in similar situations and the solutions their families found.	Don't forget to ask questions, e.g., How would you feel if that happened to you? Do you think you could benefit from something like that?
Ask questions. What do they still enjoy? What do they perceive as the most difficult things about their days? What concerns do they have?	Avoid answering questions for them. Give them time to reflect.
If things aren't going well, suggest that they "just try it for a week." Or offer to talk again a day or so later.	Don't be inflexible or impatient. Understand that they don't want to lose control of making their own decisions in life.



Interested in more information about talking with your loved one about home care services? Scan the QR code or visit [brightstarcare.com/home-care-guide](https://brightstarcare.com/home-care-guide) for additional insights.



# Compare Your Options for Home Care Help

## 1. Direct Hire

Some families choose to hire a relative, neighbor or friend. Others hire a caregiver or nurse they know or found online or by referral. This arrangement may be informal or it may take a business-like approach with a contract.

The cost may be less, but you'll be responsible for any legal paperwork, payroll tax and other employer requirements. Ask an attorney about potential liability and consider umbrella insurance for liability protection.

## 2. Registry

This builds upon the direct hire concept, but you have access to more candidates. Sometimes called a private duty registry, independent contractor agency or referral agency, they collect the names of caregivers, nurses, physical therapists and others that provide home care services.

They'll share a list of providers you can interview and hire directly. They typically charge a finder's fee; the relationship with the provider is your responsibility. The registry may not do comprehensive background checks or offer training.

## 3. Home Care Agency

This option handles the "business" side of hiring a caregiver, nurse, physical therapist or other provider. The agency is responsible for background checks of care providers (including professional licensing verification), payroll, taxes and many other functions.

Comprehensive agencies provide staff ranging from companion care to complex skilled care\*, which helps ensure that your loved one will receive the right type of care as their needs evolve.

Top-notch agencies provide training that includes skills and insights to help keep your loved one safe at home. The quality of training and expertise varies, so it's important to choose an agency with a strong reputation for superior care and nurse oversight.

*This overview is designed to serve as general information and should not be taken as legal or tax advice.*

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## One Size Doesn't Fit All

There are benefits and drawbacks to all approaches — and every situation is different.

Looking at in-home care from various perspectives will help you feel confident about the choices you make for your family.

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# Home Care Comparisons

This side-by-side-by-side comparison can help you make decisions based on your family's needs and preferences.

	Direct Hire	Registry	Home Care Agency
Cost	Lower	Relatively low	Moderate
Responsible for background check, payroll, benefits, taxes, etc.	You	Usually you	Agency is responsible
Provides training, supervision, making sure care provider is properly licensed and certified	You	Depends, but generally you	Agency is responsible
Available personnel for back-up coverage	If you arrange for it	Could possibly call another provider	Agency handles
Range of service offerings	Limited	Variety of providers, but not part of a collaborative team	Agency may have providers along the entire continuum of home care (varies by agency)
Schedule flexibility	Varies	Varies	Can usually support variety of short- or long-term needs
Covered by long-term care (LTC) insurance	No	Possibly	Usually

We know this is a big decision. That's why we're happy to provide a free, in-home assessment and discuss various options with you and your family.

*NOTE: This chart represents the common characteristics of the three options described above and is not a definitive guide to the types of services offered by various categories of providers.*

Source: Family Caregiver Alliance, [caregiver.org](https://www.caregiver.org)



Interested in more information about the differences between home care options? Scan the QR code or visit [brightstarcare.com/home-care-guide](https://brightstarcare.com/home-care-guide) for additional details and perspectives.

# Choosing The Right In-Home Care Help

Selecting someone to care for a family member at home is one of the biggest decisions you'll ever make. It's important to determine which agency provides the best "fit" for your loved one's needs and will give your family peace of mind.

We are so proud of our compassionate caregivers and high-quality nurses, yet we realize you may want to compare a few agencies. Here are some aspects of care you may want to consider.

**What services does the agency offer?** Home care services can include companion care (helping with tasks like meal prep and providing socialization), personal care (assisting with Activities of Daily Living like dressing and bathing), skilled nursing (such as wound care and in-home infusions), specialized dementia and Alzheimer's care (to support a safe environment and meet the unique needs of those with memory challenges), or therapies (physical, occupational or speech). Some agencies can provide a continuum of care that supports transitions to different levels of services as needed.

**How are providers vetted?** Ask if the agency does comprehensive background checks and drug screens for caregivers and nurses. You'll also want to ask if the nurses are licensed, insured and bonded.

**What type of supervision and training do your caregivers, nurses and other staff receive?** Some agencies provide nurse oversight for caregivers so they can ensure your loved one's care is consistent and meets certain standards. Agencies that provide this oversight can help identify changes in your loved one's health and adapt the plan of care to fit their evolving needs.

**What is the availability of services?** You may want to ask: Is there a minimum number of hours? Do you offer overnight care? How do you handle it when a caregiver or nurse is sick and unable to carry out their shift? Is someone available for questions 24/7? Do I need to sign a long-term contract?

Now that you know some of the questions to ask, you can use the handy chart on the back of this page to compare agencies.

*\*Skilled nursing and medical service availability varies by location. Call 866-618-7827 for a full list of services or to schedule a free in-home assessment.*



## A Quick Look at Agency Details to Consider:

- Types of services?
- Specialty care offerings?
- Minimum number of hours?
- Thoroughness of background checks?
- Insured and bonded?
- 24/7 availability?

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# Questions to Ask Home Care Agencies

If you decide to partner with a home care agency for your loved one's care, the chart below will help you ask the right questions and keep track of the answers so you can choose the best agency for your family's needs.

	BrightStarCare <sup>®</sup>	Agency 2	Agency 3
1. What types of home care services do you offer?*	Companion, Personal, Skilled/Medical Care		
2. Is your agency accredited by a national organization? (If so, which one?)	Yes		
3. Do you have a nurse who evaluates health and wellness, and creates a personalized plan of care?	Yes		
4. Does a nurse follow up with supervisory visits to ensure that the plan is being carried out?	Yes		
5. Are your caregivers experienced, trained and competency tested?	Yes		
6. Are all nurses and caregivers drug-screened, background checked, licensed, insured and bonded?	Yes		
7. Do you manage payment of all caregivers, including taxes?	Yes		
8. Do you recommend a caregiver based on personalities and compatibility?	Yes		
9. Are you insured for accidents in the home?	Yes		
10. Can you accommodate both short shifts or up to 24/7 coverage?	Yes		
11. Can you provide a caregiver trained in _____ (condition or need your loved one has; ex: Alzheimer's)?	Yes		
12. Is there someone on-call 24/7?	Yes		
13. What are your rates?	Please call for details.		

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Looking for additional guidance on choosing the right home care provider for your needs? Scan the QR code or visit [brightstarcare.com/home-care-guide](https://brightstarcare.com/home-care-guide) for more details about how to evaluate agencies for the right fit.

# How to Pay for Home Care

The majority of adults want to age in place\* – and it can be a cost-effective way to meet your loved one’s needs. In addition to wondering how to choose the right home care partner, you may have questions about the best way to pay for it.

Your loved one’s heart is in their home. **So if their health allows them to remain at home supported by high-quality caregivers, finding a way to make that happen is one of the greatest gifts you can give them.** Here are some tips to get started.

## Sizing Up Your Resources

Having answers to these questions can help you prepare to speak with a member of our BrightStar Care® team:

- What income, savings and assets does my loved one have?
- Do they have pensions, annuities or other retirement income?
- Do they have assets they no longer need that could be sold?
- Did he or she or their spouse serve in the military?
- What health insurance do they have? What does it cover?
- Does your loved one have Medicare or Medicare Advantage (MA)?
- Do they have Long-Term Care insurance (LTCi)?

In addition to your loved one’s resources, do you or other relatives have income or assets that could be used to support their care? There is no single financial solution for every family. For most, the answer is a combination of the funding sources.

Except for private pay, most options for home care services have eligibility requirements and limitations. We can help you navigate this path.

### 1. Private Pay or “Out of Pocket”

Paying with personal funds (from your loved one or a family member) helps cover services when care costs have reached the limits of sources like Medicare or other insurance.

### 2. Private Health Insurance

Thanks to partnerships with numerous insurance companies, BrightStar Care® is sometimes in-network. We can help clarify if your plan covers our services.

\*AARP Research, 2021 Home and Community Preference Survey



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## Three Things to Ask a Home Care Agency:

- What forms of payment do you accept?
- How is billing handled?
- What are your payment terms?

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### 3. Long-Term Care Insurance (LTCI)

LTCi usually pays for in-home help with Activities of Daily Living like bathing, dressing, incontinence care, transfers (from bed, chair, toilet, etc.), meal prep, etc. We can help process LTCi claims.

### 4. Military Benefits

VA health care benefits are available for eligible Veterans and some surviving spouses. Programs such as Aid & Attendance and Wounded Warrior provide funding to be used for in-home services. We can help you determine if your loved one is eligible.\*\*

### 5. Medicaid

Each state decides what services are provided under their Home and Community Based Service (HCBS) waiver program. Your loved one must meet your state's eligibility requirements and have income and assets below certain guidelines.\*\*\*

### 6. Medicare (Traditional)

Medicare Parts A and B cover some in-home care, but the type of service and frequency may be limited.

Medicare-certified home health agencies provide service based on orders from a physician or allowed practitioner, usually for a specific condition and set period of time. If your loved one is receiving care from a Medicare home health agency, BrightStar Care (a home care agency) will work with the Medicare agency to provide supplemental or continued care.\*\*\*\*

### 7. Medicare Advantage (MA)

Medicare Advantage (also called Medicare Part C) is an alternative to traditional Medicare health insurance that often includes benefits not covered by traditional Medicare, such as dental, vision, drug coverage and supplemental benefits like personal care and homemaker services. There are many MA plans available; we can help you sort through the details.\*\*\*\*

### 8. Program of All-Inclusive Care for the Elderly (PACE)

This newer small program may be a source for home care funds. PACE provides medical and social services to certain frail seniors still living in the community. Most PACE participants are dually eligible for Medicare and Medicaid.\*\*\*\*\*

*This overview is designed to serve as general information about complex topics and should not be taken as financial advice.*

\* AARP Research, 2021 Home and Community Preference Survey

\*\* [va.gov/GERIATRICS/pages/Home\\_and\\_Community\\_Based\\_Services.asp?utm\\_source=geriatrics\\_left\\_menu](https://va.gov/GERIATRICS/pages/Home_and_Community_Based_Services.asp?utm_source=geriatrics_left_menu)

\*\*\* [medicaid.gov](https://www.medicaid.gov)

\*\*\*\* [medicare.gov/coverage/home-health-services](https://www.medicare.gov/coverage/home-health-services)

\*\*\*\*\* [cms.gov/medicaid-chip/medicare-coordination/qualified-beneficiary-program/program-all-inclusive-care-elderly-pace](https://www.cms.gov/medicaid-chip/medicare-coordination/qualified-beneficiary-program/program-all-inclusive-care-elderly-pace)

NOTE: You can receive a free booklet, *Medicare & You*, from the official Medicare website [medicare.gov/medicare-and-you](https://www.medicare.gov/medicare-and-you)

## Lean Into Our Experience

Most people will only deal with in-home care a few times in their life – for their parents, spouses, a child with a disability or even themselves. But at BrightStar Care, we think about home care services 24/7, every day of the year. We hope you'll turn to us as your trusted source of information.



Looking for more information about paying for home care?

Scan the QR code or visit [brightstarcare.com/home-care-guide](https://brightstarcare.com/home-care-guide) for more insights.

# Family Caregiver Resources and Support

As a family caregiver, you may experience a range of emotions as you consider bringing in home care help. You may feel guilty or be hesitant to trust someone to care for your loved one the same way you do.

We understand – it's the essence of our origin story. BrightStar Care® was founded to provide A Higher Standard® of care that meets your loved one's needs and provides you with peace of mind.

## Resources for Family Members

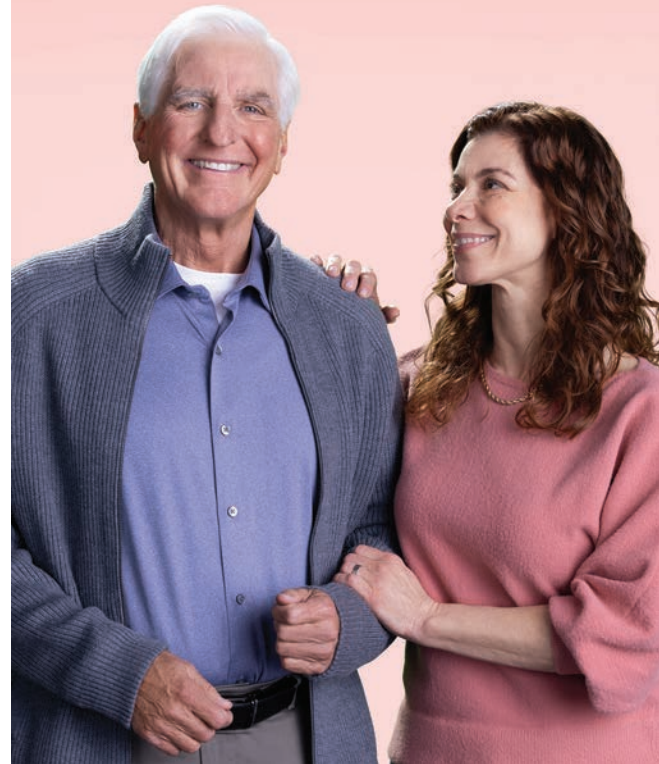
Even if you bring someone into your loved one's home to provide care, you'll probably continue to deliver some care yourself. Here are some helpful websites:

- **Caregiver Action Network** includes disease-specific content, financial and legal tools, and more: [caregiveraction.org](https://www.caregiveraction.org)
- **Family Caregiver Alliance**® features family caregiver stories and a state-based search option: [caregiver.org](https://www.caregiver.org)
- **National Institute on Aging** includes Caregiver Worksheets, FAQs, respite care information and more: [nia.nih.gov/health/topics/caregiving](https://nia.nih.gov/health/topics/caregiving)
- **U.S. Department of Health and Human Services** helps you find resources by state such as your Area Agency on Aging and/or your state's Department on Aging: [hhs.gov/aging/state-resources](https://www.hhs.gov/aging/state-resources)
- **AARP**® **Family Caregiving Resources** includes tips for splitting caregiver costs among adult siblings, dealing with dementia, making the home safer and more: [aarp.org/caregiving](https://www.aarp.org/caregiving)
- **National Council on Aging (NCOA)** has a caregiver section that addresses topics like mental health concerns of caregivers: [ncoa.org/caregivers](https://www.ncoa.org/caregivers)
- **BrightStar Care**®: Our website's Resources section includes articles, personal stories and videos.

As a family caregiver, you may experience burnout, exhaustion and self-doubt about this new role. In addition to making smart self-care choices related to your own nutrition, sleep, exercise, social activities, respite and exercise, it's important to connect with people in the same situation. Read on to learn more.



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## Many studies show that family caregivers face challenges such as:

- Greater stress and frustration
- Depression and isolation
- Poor physical health
- Sleep deprivation
- Financial strain
- Short-term memory issues
- Increased substance use

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*“There are only four kinds of people in the world – those who have been caregivers, those who are currently caregivers, those who will be caregivers and those who will need caregivers.”*

*– Rosalynn Carter, Former First Lady*

Attending an-in-person group can address some of the isolation you may feel and provides the human-to-human contact we need when feeling depleted. Here are some ways to find local caregiver communities:

- **Family Caregiver Alliance®** includes a state-based search option that serves up a list of options: [caregiver.org](https://www.caregiver.org)
- **Your local hospital, senior center, religious group or social service agency** may be able to put you in touch with support groups.
- **Your friends and your parents’ friends may have groups they’re a part of.** Ask if they have suggestions.

Although local groups are a wonderful way to connect, you can also reach out to online peers – just be cautious about which group(s) you join. Make sure it’s private, has requirements to join, is led by a reputable organization or individual, and has community guidelines. Be tentative about how much personal information you share.

### Adapting to Changing Family Dynamics

Even families with healthy relationships have their ups and downs. Misunderstandings can become amplified when dealing with an ailing family member. Here are some tips for navigating family relationships that evolve when your parents, spouse or other loved one need help at home:

- **Your loved one didn’t choose this challenge.** Whether it happened in an instant (a stroke or fall) or gradually (declining strength, reduced cognitive skills or a progressive disease), it can be a shock and confusing for your family member.

- **They are still the same person you’ve always loved.** They raised you, married you or otherwise have a connection to you.
- **And yet, they’re not the same person they were before.** Physical disease, mental decline and emotional changes have an impact on how they behave and the things they say. They may feel helpless and resentful of their situation.
- **Respect where family members are on their journey to acceptance.** Even if you’re able to easily adapt to this new family dynamic, your siblings or the spouse of your ailing parent may not be able to pivot their feelings and actions as quickly.
- **Recognize the benefit of multiple perspectives.** At some point, you and other family members will disagree about how to handle a situation. Take a deep breath, listen with an open mind and try to find a decision that takes various opinions into account.
- **Practice forgiveness.** Of course it’s important to forgive your family member if they say or do hurtful things while navigating their new normal. But it’s just as important to forgive yourself. There will be times when you mistakenly say the wrong thing or your loved one will perceive that you did – don’t be hard on yourself. You’re doing difficult things.
- **Commit to self-care.** Being a caregiver (even if you have help) can drain your battery faster than you’d expect. Make your own health a high priority – your loved one needs you and wants the best for you.
- **Accept that caregiving isn’t just about your loved one.** It’s also about you. And you matter.



Looking for more ways to be a supportive caregiver while avoiding personal burnout? Scan the QR code or visit [brightstarcare.com/home-care-guide](https://www.brightstarcare.com/home-care-guide) for additional tips.



# Planning Ahead for Home Care Needs

Proactively having early conversations about a loved one's health can provide peace of mind. Here are some tips for those with an aging parent or a family member with a serious health condition:

- 1. Agree on the role each family member will play.** Adult children can divide responsibilities into categories such as finances, medical details, home maintenance, etc. While siblings in some families naturally fall into certain roles, that doesn't always happen – do your best to cooperate.
- 2. Look for signs of mental, physical or emotional decline.** One day of confusion doesn't indicate cognitive issues. We all have "off" days – watch for patterns of changes in behavior, personality and physical health.
- 3. Gather information and/or request access to vital health and financial information.** The chart on the back of this page makes it easy to get started.
- 4. Ask about Medical Power of Attorney (POA) for each parent.** This will typically provide access to your loved one's medical records as a "personal representative" with the ability to make decisions on their behalf.
- 5. Discuss your family member's preferences for home care and other assistance they may need.** This should be an ongoing dialogue so you'll remain in touch with your loved one's wants and needs.
- 6. Ask if they have an Advanced Directive,** which is a set of instructions regarding medical treatment and end-of-life preferences, possibly including a Do Not Resuscitate (DNR) order.



## Prepare Today for a Better Tomorrow

Because growing older is inevitable – and an injury or disease can arise unexpectedly – it's important to talk about your parents' health goals while day-to-day life is still relatively stable. Our team can help provide helpful insights.

BrightStar Care

[brightstarcare.com](https://www.brightstarcare.com)

866-618-7827



*Our location has been accredited by The Joint Commission – a widely recognized organization that evaluates the nation's best hospitals and other healthcare organizations.*

## HOME CARE GUIDE

When you're worried about a loved one's urgent medical situation or they're in the midst of a rapid decline in function, you want to be able to focus on them instead of spending your days searching for documents and account details. This chart can help you prepare:

Important Financial and Medical Information**	Add Your Notes Here**
Wills and codicils, as well as contact information for their attorney(s)	
Safe deposit box locations, numbers and an extra key	
General banking and investment information (put account numbers, usernames and passwords in a separate place)	
Pension(s), annuities or other retirement income, with contact information (list security details elsewhere)	
Find out if they have an estate plan and ask to join them at a meeting with their financial advisor; list contact information	
Insurance policies and agent details; ask about Long-Term Care insurance	
Ask about Financial Power of Attorney (POA) for each parent (they may have it set up with their spouse, but this might be a good time to switch it)	
List of medical professionals, pharmacies and other providers, along with contact information	
Medical records – physical copies or logins to patient portals (put login information someplace safe)	

Planning ahead for a loved one's diminished health is hard, but honoring your loved one's desires is the ultimate show of respect. We're here to help you make that possible.

Consider reaching out to our agency to discuss your family situation and potential needs ahead of time. This can be especially helpful if family members are scattered and your parents don't have any adult children living near them. Please call to schedule a no-obligation in-home visit with our Director of Nursing.\*\*\*

*\*This information is provided as a general overview of financial and medical issues to consider. It is not intended to be advice. Every family's situation is unique, so you should consult your own attorney, financial advisor and tax professional to determine the most appropriate approach for your needs.*

*\*\*This chart is a convenient place for general information, but you should keep login details in another location, separate from identifying account information.*

*\*\*\*If your loved one is located in another city, we can connect you with a closer agency.*



**Do you want to know more about preparing for future needs?**

Scan the QR code or visit [brightstarcare.com/home-care-guide](https://brightstarcare.com/home-care-guide) to find more tips.

# Discover A Higher Standard<sup>®</sup> of Home Care

For more than 20 years, the BrightStar Care<sup>®</sup> organization has been meeting the in-home care needs of grandmas and grandpas, parents and spouses, loved ones and friends. Since the very beginning, we've delivered A Higher Standard<sup>®</sup> of care ranging from personal and companion care to skilled nursing services\* and specialized dementia care.

Your loved one deserves to experience the BrightStar Care difference where we provide nurse-led care, high-quality caregivers and nurses, and a commitment to raising the bar on safety and care standards.

## Nurse-Led Care Makes a Meaningful Difference

No matter what at-home services your loved one needs, their personalized home care plan is supervised by a Registered Nurse from day one. We believe that a nurse-led home care team can go a long way toward helping your loved one retain their independence in a safe and healthy way.

From round-the-clock care to just a few hours of support each week, our nurse-led team creates a plan that works for you, your budget and your family's unique needs. Our compassionate caregivers work closely with our nurses to keep them informed about any changes in your loved one's condition so we can reduce the likelihood of a fall or need for a hospital visit.

In addition to the personal connection our care professionals have with their clients, our proprietary technology allows our staff to deliver real-time updates to the supervising nurse so the plan of care can be adjusted if needed.

Greater nurse involvement means more opportunities to make sure your loved one receives just what they need. Right when they need it. Right where they want it – at home.

\*Skilled nursing and medical service availability varies by location. Call 866-618-7827 for a full list of services or to schedule a free in-home assessment.



## Benefits of Nurse-Led Care:

- RN oversight of caregivers and nurses
- Personalized, multi-faceted plan of care
- Plan of care can be updated as needs change
- Available to answer family members' questions

BrightStar Care

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# Raising The Bar On Safety and Care

Delivering A Higher Standard® of care has been integrated into everything we do – every day. That’s why we’re committed to following The Joint Commission National Patient Safety Goals®.

The Joint Commission is a widely recognized organization that accredits the nation’s best hospitals and other major health care systems.

When you see The Joint Commission Gold Seal of Approval®, you know that our BrightStar Care location has undergone a detailed on-site review by a Joint Commission expert who confirms that they follow rigorous requirements for quality, safety and care. In addition, BrightStar Care is the only national home care brand that, based on the performance of local offices, consistently earns the Enterprise Champion for Quality award from The Joint Commission.



**We are committed to finding, hiring and supporting quality caregivers.** We choose caregivers who enjoy getting to know the people they care for and are dedicated to helping them maintain a meaningful quality of life. Our caregivers take pride in upholding our promise to deliver A Higher Standard® of care every day.

Rigorous recruiting and stringent screening practices help ensure our agency leaders select caregivers and nurses with the right mix of experience, can-do attitude and compassion. We support these high-quality providers with ongoing training and development.

## It Would Be Our Honor

We consider it to be a privilege to care for seniors, adults and children in their homes. **Whether it’s a short-term need or ongoing care, your trust means everything to us** – because we know that your family member means everything to you.

Please reach out to schedule a no-cost, no-obligation visit. A BrightStar Care nurse and care team member will come to your home to get to know you and your loved one, discuss their needs and answer questions. The nurse will conduct a health and wellness evaluation, so that a personalized plan of care can be created.

We are available 24/7 – we look forward to getting to know you and serving your family.

\*Skilled nursing and medical service availability varies by location. Call 866-618-7827 for a full list of services or to schedule a free in-home assessment.



**Would you like to read more about the BrightStar Care difference?**

Scan the QR code or visit [brightstarcare.com/home-care-guide](https://brightstarcare.com/home-care-guide) to get to know us better.

If you would like to learn more about in-home care, please reach out to your local BrightStar Care® agency or call the number below to find an agency near you.

**866-618-7827**

[brightstarcare.com](http://brightstarcare.com)

**BrightStarCare**®  
A HIGHER STANDARD

Visit [brightstarcare.com/home-care-guide](http://brightstarcare.com/home-care-guide) for videos and additional information.