



Engagement

'good morning'
start to the day or
'goodnight'
at the end of the day



Personal care



Eating and drinking



Going to the toilet



Documentation



Exit check on leaving

Prompts

- Hello my name is...
- I'm your carer for this visit today
- How are you?
- What can I do for you?
- Have a chat
- Listen
- Encourage movement
- Promote an enabling approach to care?
- **DO WITH YOU, NOT TO YOU!**

Prompts

- Support with getting up
- What would you prefer Shower/bath/wash?
- Support with dressing
- Going to bed - support with undressing and getting settled for the night

Prompts

- Breakfast/lunch/tea/supper – remember likes/dislikes
- Support preparing meal
- Drinks - have you had enough to drink today?

Prompts

- Do you need support going to the toilet?
- Is there any equipment that would make things easier?

Prompts

- Remember to record your visit and key activities/ interventions for the person
- Remember to circle C beside your name
- Remember to record any changes in what the person wants or what matters to them

Prompts

- Is the environment safe?
- Is the person clean and comfortable?
- Can I do anything else for you?
- I'm leaving now, see you at the next visit, which will be

Observation/report

- How does the person look today?
- Well rested?
- Tired?
- Unwell?
- Pain?
- More confused?
- What are they saying to you?

Observation/report

- Changes to skin observations and examination
- Creams/emollients
- Redness
- Injury
- Bruising

Observation/report

- Changes in appetite
- Ability to eat independently
- Condition of mouth
- Dehydration
- Losing weight

Observation/report

- Changes in toilet habits
- Smelly urine
- Constipated
- Diarrhoea
- Changes in mobility

Observation/report

- Mobility
- Nutrition
- Hydration
- Skin
- Contenance
- Anything condition specific

Observation/report

- No hazards
- Communication
- Is the person happy
- Reassurance
- Make sure that the key-safe is locked properly
- Bye bye!



Care at home visit: You are our eyes and ears

The aim of a care at home service and the job you do is to support people to live in their own homes, promote independence and provide direct personal care and support to meet their needs.

Care at home carers are often the only professional group who see people on a daily basis and can pick up on changes in the persons physical condition or psychological presentation.

This pocket guide will support you to consistently monitor people experiencing care and identify any changes in their wellbeing earlier. These changes can then be documented and reported to your manager and be escalated appropriately so that the person experiences the right care at the right time.

REMEMBER TO CIRCLE C BESIDE YOUR NAME WHEN YOU WRITE ANY CARE NOTES! THIS SHOWS YOU HAVE APPLIED THE POCKET GUIDE DURING YOUR VISIT.

Recognise when something changes.

Report to a senior member of staff.

Respond to make sure you do everything you can before you leave the person.