

ClientCarerMatchmaker



A Values, Interests & Preferences model of home-care planning & delivery

Respite Now's **ClientCarerMatchmaker** (CCM) is now exclusively available to Respite Now's clients and their families. CCM was created in response to one of our new client's concerns about having a stranger enter their home and their uncertainty about the match of carer to their loved-one's specific needs. CCM provides confidence and certainty where previously very real concerns were typically not being addressed by the care industry. Most carer agencies pay little attention to ensuring the client/carer fit is precise and highly matched.

ClientCarerMatchmaker enables clients to receive the highest standard of care possible on any given day. The provision of in-home care by nature can include many variables.

ClientCarerMatchmaker assists with the alignment of Values, Interests & Preferences (VIP) meaning each carer is more knowledgeable and understanding of our client, has been rigorously police and reference-checked and able to provide deeper levels of care and attention and typically improves our client's outlook and perspective ensuring they have a better day (or night). **ClientCarerMatchmaker** also provides a stricter review and analysis of the carer's background and overall suitability to care for you or your loved one.

The **ClientCarerMatchmaker** service involves a transparent, 4 stage process typically concluding with happier clients. Below is a description of how it works.

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STAGE 1. STRINGENT RECRUITMENT

Our recruitment policies and selection process is the starting point and it is here we ensure our carers meet stringent personal and professional standards. Rigorous interviewing, role playing, information sessions and inductions mean those that we do employ are very high calibre personal carers with solid qualification and experience to draw on when caring for you or your much loved senior. All our staff are held in very high esteem and we know that any one of them would provide exceptional care but it is here that we move on to step 2 to ensure the best carer is matched with you or your loved one. Once selected, all our carers complete the **ClientCarerMatchmaker** (carer version) form and we use the results from this questionnaire and in-house interviewing of our carers when finding the best carer for each client.

STAGE 2. CUSTOMER INSIGHT/FAMILY MEETING

With the help of the care recipient and their family we get to know our client and understand what's important to them and how we can best serve. At a time and place convenient to the family we sit down and discuss what their strengths are, how involved they want to be in the care process, things they like, things they don't like, what upsets them and what makes them feel good at times when their disability, age or frailty is getting the better of them. This takes about one hour but they have been known to go well into the night so we make the appointment time, duration and content totally up to you.

STAGE 3. ClientCarerMatchmaker ANALYSIS

Now that we have the comprehensive information from our client and our carers we are then able to undertake the Client/Carer assessment to find the best available carer for you. This is done with the use of data analysis and talking it through with our team. When the selection process has provided the most suitable carers we meet with those carers and give them an 'invitation to care' which sets out all we know about the client, their expectations and preferences making sure they feel suitably qualified and prepared to take on the new client; making a good fit as quickly as possible is the aim. If there are any uncertainties we re-assess and review the process again. Depending on the level of urgency and current availability of carers, we may need to advertise and recruit if we believe the specific carer has not been identified or the right person is not available at the time of booking. This may

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mean a period of waiting before we can start but we provide a temporary carer who we are confident is still suitable for the role.

STAGE 4. DOOR TO DOOR CARER INTRODUCTION

ClientCarerMatchmaker is put into action by a Respite Now company director personally introducing the selected carer by introducing them personally to you over a coffee or if time is precious, meeting them at the client's home before the first care assignment is started. Depending on the circumstances and time available we can sit down over a cup of tea and introduce your new carer to you and/or your family, ensuring our selection process has worked to its usual high standards. It gives the client and anyone else involved in the household a chance to meet the new carer, ask them any questions and for all parties to get to know each other prior to getting down to the delivery of care and or other tasks required to be done in the allotted time; housework, transportation, meal preparation etc.

Et voila – Happy, healthy families

The final component of our tried and tested **ClientCarerMatchmaker** is the follow up call we do at the end of the first day of care which I must say, is usually the sound of another happy customer. This provides the client or their family the opportunity to provide us with direct and honest feedback to the services provided and how they felt their assigned carer performed, got on with the client and if they would like to retain this carer for the duration of the care & support plan. Of course we accept feedback any time but it's important to gauge the satisfaction from both the client and their family's viewpoint (if other family have been involved) immediately after the first visit. An ongoing part of the process is regular meetings with our carers to gain ongoing feedback as to the happiness and responsiveness of the most important people; our clients.

So that's the **ClientCarerMatchmaker** system in a nutshell, a little wordy but the process has as much happening in the background as it does at the coalface so we think it's good to explain how it all works.

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MONTESSORI

You might be interested to know we are trained and experienced in utilising Maria Montessori's educative and learning principles and have used this when planning and delivering **ClientCarerMatchmaker**. Specifically, 'Know the Person' and 'The 12 Principles'. You may know of Maria as a children's educator from the early 1900's. Some of her techniques are now being used in various aspects of aged care and fully endorsed by Alzheimer's Australia and Montessori Ageing Support Services. We have been trained and worked with these principles and delighting in the results. If you would like to know more about our use of Montessori or any other processes we use please ask your Respite Now manager or team member.

THE TWELVE PRINCIPLES OF MONTESSORI AGED & DEMENTIA CARE

Relate, Motivate, Appreciate summarises the 12 key principles of the Montessori method.

1. The activity should have a sense of purpose and capture the person's interest.
2. Always invite the person to participate.
3. Offer choice whenever possible.
4. Talk less. Demonstrate more.
5. Physical skills; focus on what the person can do.
6. Match your speed with the person you are caring for.
Slow down!
7. Use visual hints, cues or templates.
8. Give the person something to hold.
9. Go from simple tasks to more complex ones.
10. Break a task down into steps; make it easier to follow.
11. To end, ask: 'Did you enjoy doing this?' and 'Would you like to do this again?'
12. There is no right or wrong. Think engagement.

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ClientCarerMatchmaker means a stranger never enters your home

As we age, we all notice how some things become more difficult. Older folk and people with dementia are often confronted with what they can no longer do or with the mistakes they may often make. The Montessori principles are designed to focus on what they **can do**. This is a person-centred approach focusing on the person's capabilities; capturing their interest and showing them respect. The principles are structured in the order in which you/we will use them when interacting with a person with dementia.

If you, a loved one, friend or neighbour is having difficulty managing on their own or someone who cares for them is needing a break, we can help facilitate and teach them strategies based around the Montessori approach that will benefit not just the care-recipient but the whole family.

Phone or email to find out how ClientCarerMatchmaker might help you or your loved one manage their ageing or disability care needs and remain as independent as possible for as long as possible in their home.

Sincerely,

Jane Millard

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