

SENIOR LIVING SUCCESS STORY

Creative Staffing Support



CHALLENGE | Mornings are busy at the Heart Home Independent Living Community* as residents get ready for breakfast and other activities. But for some, the bustle is overwhelming: showers feel dangerous, dressing seems impossible, and activities are just too much.

We've all seen it happen: residents begin their stays in Independent Living Communities being truly self-sufficient. But as age advances, so do needs—and as needs evolve, residents and their families

face a difficult choice. They can pay for a full shift of assistance from a caregiver, which can be cost-prohibitive. Or they can move into a more expensive Assisted Living Community, uprooting their lives, leaving friends behind, and starting over in an unfamiliar situation.

For administrators, it's also a challenging situation. You don't have the resources to provide skilled personal caregivers, but you also don't want to see clients leave when all they need is a little extra help.

SOLUTION

We'd been working with Heart Home for several years, providing occasional one-on-one care to individual residents. During a meeting, Heart Home's Head of Operations explained the challenge to one of our Home Care Liaisons—who had an idea.

What if a caregiver from TheKey was onsite at Heart Home every day for an eight-hour shift? The caregiver could offer care to different residents who need it—half an hour here, an hour there—providing medication reminders, companionship, showering support, toileting help, and more. Together, the community residents would fill the caregiver's shift while receiving the individual support they need.

OUTCOME

Our idea worked. TheKey, formerly Home Care Assistance, developed a program that staffs Independent Living Communities with our expertly trained caregivers for full shifts, working with residents in various capacities and for different lengths of time. We also handle all the logistics—from scheduling to communicating with families.

This program allows residents to stay in the home they love at a price they can afford, even as their needs advance. It gives families peace of mind, knowing their loved ones are safe and happy. And it allows administrators to focus on their own work, while keeping their communities full without sacrificing safety or quality of life.



TheKey, America's most trusted premium home care provider, now offers care solutions for Independent Living Communities.

Call today to schedule a free care consultation.

Urgent needs? Our Client Care Managers are available 24/7 to support you.

