



START WITH WHAT IS CHANGING

Choosing the Right Care



A calm way to organize what you are noticing before comparing agencies, schedules, or care settings.



Name the change

- ☐ What has become harder during the past two to four weeks?
- ☐ Is the change occasional, repeated, or happening every day?
- ☐ Which time of day feels least manageable?
- ☐ What does your loved one say is most important to keep doing independently?



Sort the support

- ☐ Companionship, conversation, reminders, or meaningful activity
- ☐ Meals, errands, light household routines, or transportation
- ☐ Personal-care support such as bathing, dressing, or toileting
- ☐ Skilled nursing, therapy, medication administration, or another clinical need

NOTES FOR OUR NEXT CONVERSATION





TURN OBSERVATIONS INTO THE NEXT USEFUL STEP

Continue the family conversation.



Questions for any provider

- ☐ What services are included—and what is outside your scope?
- ☐ Who supervises care and how are changes communicated?
- ☐ What training, screening, and matching process do caregivers complete?
- ☐ What are the visit minimums, rates, weekend rules, and cancellation policies?
- ☐ What happens if the current plan is no longer enough?



A respectful first conversation

- ☐ Lead with one concern you both recognize.
- ☐ Offer two workable choices instead of one finished plan.
- ☐ Try one practical step before asking for a permanent decision.
- ☐ Return to safety, dignity, and what makes home feel like home.

QUESTIONS, NAMES, AND FOLLOW-UP

ONE USEFUL NEXT STEP

Write down the single recurring moment that is hardest right now. Use that—not a general label—as the starting point for your next call.

