



Initial Meeting!

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What to do!

- If you are working with a business partner, go along to this meeting together so they can get to know you both.
 - If going alone, tell someone where you are going.
 - Allow at least 1 hour for an introductory visit, you don't want to be worrying about having to rush off and it makes a bad first impression.
(We don't charge for this visit)
 - Take with you your certificate of insurance, copy of your DBS, your business leaflet and a little T&Cs note.
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Make A Good First Impression

- Arrive 5 minutes early
 - Is it a shoe taking off house?
 - If there are pets, stroke them, ask the pets names
 - Don't be looking at your phone, answer calls etc. This is their time.
 - Dress smart casual.
 - Expect to be asked questions about yourself.
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Make A Good First Impression

- Be polite.

- If a brew is offered, say 'yes please, if you are having one'. Once finished offer to wash your cups up and any others, or at least take to the kitchen.
- Remember, some people can't hear well, some people can't see well. Make adjustments for this as needed, eg. sit closer, speak slower, speak louder.

- Be respectful.

Remember you never get a second chance to make a first impression, so make sure it's a good one!






Work Out Their Needs

Some people aren't great at knowing what is needed or asking for help.
So tread carefully when asking what they need help with.

If they aren't forth coming with information, then talk around these five
main tasks:


1. Making meals - Who makes the meals? Do they like a hot lunch or cold lunch at lunch time? Is there anything you don't like to eat? Are you allergic to anything? Who does the shopping?
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Work Out Their Needs


2. Getting up in the morning - Do you need help to get up in the morning? Are you an early riser? Can you manage to put your shoes and socks on (as people get older, those feet seem to get further away!)? What do you have for breakfast? Do you take any medication with your breakfast?

3. Going to bed - What time do you go to bed? Can you manage to get to bed? Stairs? Tablets? Getting changed for bed?






Work Out Their Needs

4. Cleaning the house - 'Your house is lovely and clean, who cleans the house?'. We can help with that, running the Hoover round, hanging the washing out, changing beds (all jobs that can become quite hard for some people)
 5. Going out - What about going out? Do you get the chance to go out and about much? What do you like to do? What about your shopping, who does that? Where do you like to shop?
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Work Out Their Needs

- By asking questions around these five points, you can gain quite a good understanding of what is needed, without being too intrusive.
 - Don't bombard with questions, just let the conversation flow, whilst trying to steer it towards their routine and what they struggle with.
 - You are aiming to learn what they would like help with, what times and how long for. Some people you can ask this too, some you have to work to get these answers.
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You Also Need To Know..

- Ask for a little look around the house, if you will be doing personal care, assisting to bed, you will need to see the bathroom, bedroom and kitchen.
- Ask about urgent medical needs you may need to know such as allergies, medication and DNRs.
- Ask about family, who is involved in their care already. Just so you can get an idea of how much additional support they have other than you.





Sleep On It!

Its perfectly ok to take some time and see if you can do the job, ring them within 24 hours with a plan of action.





Task:

Conduct your first initial visit!

