

## How to Solve Problems with the Home Care Worker You Hired

Despite carefully selecting and screening a home care worker, issues can arise. If so, there are steps you can take to solve these problems. Below are some tips and resources to consider.

### Communication Tips

- **Ask open-ended questions.** These are questions that cannot be answered with “yes” or “no.” These questions build rapport and help you get information.
- **Listen.** Restate in your own words what your home worker has said. It shows that you are truly listening and trying to understand the other person.
- **Say “we” whenever possible.** By saying “we,” this sends a message that you want to work with the home care worker to ensure quality care.
- **Write down any problems or incidents that occur.** Be sure to include the date, time, person(s) involvement and what action(s) were taken following the incident.

### Steps You Can Take to Solve a Problem

#### Speaking Directly with Your Worker

- Gather the facts about the issue.
- Provide feedback as soon as possible.
- Be clear about what the concern is.
- Talk about the work, not the worker.
- Express confidence that the problem can be resolved.
- Ask a family member, friend, or person you respect to be part of the conversation if you need support.
- Keep a record of all conversations.

#### Other Avenues to Pursue

- **Care/case managers.** Care or case managers assist consumers in getting the care and services they need and can help resolve a problem. To get a list of private geriatric care managers, go to [aginglifecare.org](http://aginglifecare.org) or call (520) 881-8008. If Medicaid or a state-funded program pays for your services, you will most likely have an assigned case manager.
- **Long-Term Care Ombudsman Program.** Ombudsmen work to resolve complaints on behalf of long-term care residents; they can answer questions, give suggestions, offer assistance and support, or address issues you may have. In some states, ombudsmen also serve home care consumers. Contact your State Long-Term Care Ombudsman program to find out if your ombudsman program provides home care advocacy. To locate the ombudsman program in your state, go to [theconsumervoice.org/get\\_help](http://theconsumervoice.org/get_help).

- **Finding a different worker.** Remember, you do have the option of changing workers and hiring someone new if all other options fail.

**No matter what, be persistent and don't give up!**



## **Additional Resources**

For more in-depth information on these and other related topics, see the [Piecing Together Quality Long-Term Care](#) guide produced by Consumer Voice.