A Guide to Senior Care

Family Edition

Exceptional Care
Quality of Life at Home
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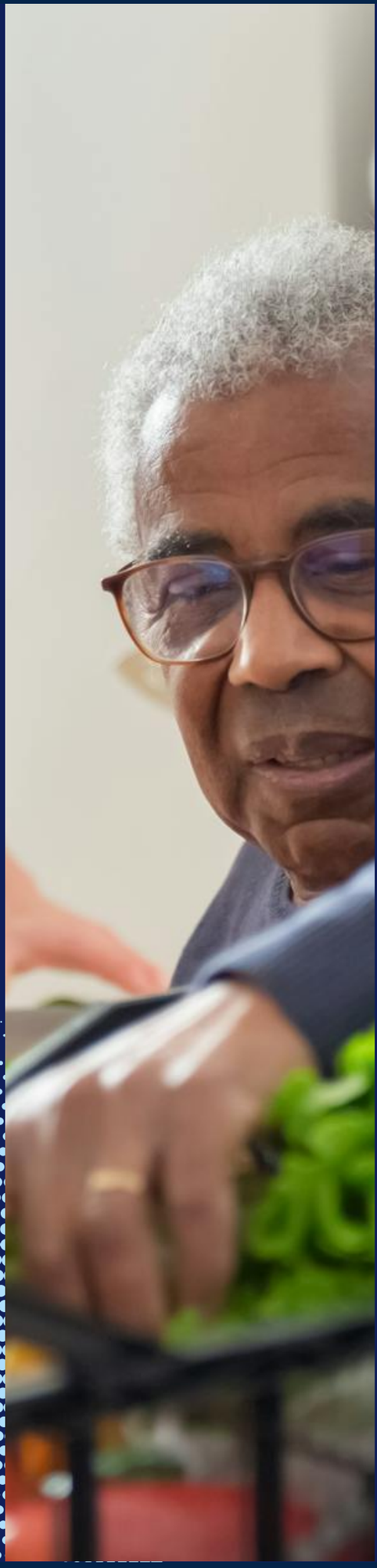


Introduction

Caring for an aging parent, spouse, or loved one is a journey filled with both heart and hardship. You may be concerned for their safety while they are focused on maintaining their pride and independence.

It's not uncommon to feel overwhelmed or worried about making the right choices. If that sounds familiar, please know – you're not alone.

This guidebook was created for families like yours. Inside, you'll find practical advice, gentle guidance, and thoughtful checklists to help you make informed decisions with confidence and compassion.

From recognizing when it's time to consider in-home care to selecting the right caregiver and creating a personalized care plan, every chapter is designed to offer clarity and support during a difficult time.

We understand the emotional weight that comes with caregiving decisions because we've helped many families walk this path.

This guide is proudly sponsored by Exceptional Care, a trusted provider of in-home senior care throughout Santa Clara and San Mateo counties since 2020. We've seen firsthand how the right caregiver, especially when paired with a aging life care manager, can provide not only physical assistance, but also peace of mind, dignity, and genuine companionship.

Whether you're just starting to explore in-home care options or are ready to take action, this resource is here to help you navigate each decision with care, clarity, and confidence.

You're doing the right thing by seeking support. Let's take this next step together.

Audrey Vermont
Aging Life Care Manager and Executive Director
Exceptional Care

01: When to Hire a Caregiver

Recognizing the signs your loved one may need help – and why it's best to be proactive

You're Not Alone

Many families struggle with the decision of when and how to take that first step toward getting outside help. It's natural to worry about crossing a line or making your loved one feel like they're losing their independence. But the truth is, hiring a caregiver is often one of the most respectful and empowering decisions you can make – for both of you.

Recognizing that a loved one may need support is never easy, no matter how close your relationship. But hiring a caregiver isn't about taking away independence; it's about preserving dignity, ensuring safety, and enhancing quality of life.

Recognizing the Signs

Determining the right time to bring in a caregiver is often a gradual realization. Maybe you're noticing changes in your loved one's routine or you're questioning their ability to manage daily tasks. Perhaps you're feeling overwhelmed trying to meet their growing needs on your own. There are some objective indicators that can serve as red flags that you need to take action.

Look for the following signs that your loved one may benefit from in-home care:

- **Physical health changes** – Unexplained bruises, noticeable weight loss, or declining hygiene
- **Forgetfulness** – Missed medications, appointments or recurring confusion with dates and times
- **Disorientation** – Getting lost while driving or showing up at the wrong place or time
- **Nutritional concerns** – Skipped meals, difficulty preparing food, lack of groceries in the house, or spoiled food in their refrigerator
- **Home safety risks** – Cluttered walkways, broken lighting, trip hazards, expired pantry items
- **Neglected household tasks** – piles of laundry, dirty dishes, an unkempt living space, garbage accumulation, or other signs of neglect
- **Financial issues** – Unpaid bills, questionable donations, unnecessary home services hired or unusual spending habits
- **Social withdrawal** – Skipping family events, avoiding friends, loss of interest in hobbies
- **Emotional changes** – Signs of loneliness, apathy, or depression
- **Mood swings** – Abrupt irritability, anger over past events, frustration, or anxiety

PRO TIP

Don't wait for a crisis. Postponing action until there's a fall, a medication mistake, or an emergency could jeopardize your loved one's health. It's better to hire a caregiver early, when you have time to explore all your options and ensure a smooth, safe transition.

Why Sooner Is Better

Hiring a caregiver is a big step, but it's one best taken before a health crisis or emergency occurs. Being proactive allows your loved one time to get comfortable with the idea while ensuring their well-being is not at risk.

Benefits of Hiring a Caregiver

- Enhances safety and reduces risk of accidents and injuries
- Provides another set of eyes and ears to monitor health and well-being
- Helps with daily tasks, errands, and medication oversight
- Offers companionship to ease loneliness and support emotional health
- Relieves family stress and reassurance that your loved one is in good hands

DID YOU KNOW?

Approximately 67% of family caregivers report struggling to balance their jobs with caregiving duties. This underscores the importance of recognizing when to seek external caregiving support to alleviate stress and maintain overall well-being. (Source: AARP)

02: Start the Conversation About In-Home Care

How to approach this sensitive topic with empathy and confidence

Approaching the topic of in-home care with a loved one can be difficult. You might anticipate resistance – and that's okay. But with a thoughtful approach, you can choose the right time and words to avoid confrontation and make the conversation a positive one. Here are a few tips to guide you:

PRO TIP

Don't start the conversation about in-home care when you're rushed, emotional, or handling a stressful situation such as a medical emergency. Instead, choose a time for the discussion when everyone is calm.

Use a gentle approach. Ease into it. Instead of saying "You need help," try, "I've noticed you seem more tired lately."

Acknowledge their fears. Many older adults associate hiring a caregiver with losing their independence and admitting weakness. Address these fears with compassion. Let them know that it's normal to feel apprehensive, and that accepting help is a sign of strength, not frailty. You might say, "I understand this is a big change. It's okay to feel unsure. We'll take it one step at a time."

Welcome their input. Involve them in decision-making. Ask what they want. Collaborate on which tasks to request of a caregiver.

Don't rush the conversation. Sometimes planting the seed is enough. Let the idea sit for a bit, then revisit it later. Repeated, gentle conversations may be more effective than one long, emotional talk.

Bring in a third party. If your loved one is especially resistant, consider involving a trusted doctor, faith leader, or family friend who can offer a neutral perspective. Sometimes hearing it from someone outside the family can lessen defensiveness.

Use "I" statements to avoid blame. Rather than saying "You can't do this alone," try "I worry when I see how hard you're working to manage everything by yourself." This keeps the tone caring and empathetic.

Focus on support. Emphasize that a caregiver is there to help them, not restrict their activities or take away their independence.

Share relatable stories. Perhaps you know of another family member or friend who has benefited from a caregiver. Talk about that experience and the positive outcomes.

Keep your cool. If things get heated, consider pausing the conversation and revisiting it at another time. It's important to remember that you and your loved one are on the same side as you determine the best solution.

DID YOU KNOW?

Approximately 24% of family caregivers are in the sandwich generation. That means they care for children as well as an aging adult, usually a parent. That can be a heavy burden to bear. (Source: Safer Senior Care)

03: Assess Needs

A step-by-step guide to evaluating your loved one's physical, emotional, and social care requirements

Determining the Right Level of Support for Your Loved One

Before a healthcare professional can offer meaningful assistance, it's essential to begin with a thorough assessment of your loved one's abilities and challenges. They need to conduct a detailed evaluation of the senior's physical and mental health, ability to manage daily tasks, and level of social interaction. This foundational step ensures that the care provided supports their independence, safety, and well-being.

A comprehensive assessment should include the following areas:

Physical Health Evaluation

- **Medical History:** What medical conditions does the senior have? Do they have any chronic illnesses? What medications do they take? Have they had any recent injuries, surgeries, or hospitalizations?
- **Physical Function:** Is the senior able to walk and stand without assistance? Do they use a cane or walker? Are they steady on their feet, or have they had falls or balance issues?
- **Sensory Function:** Has the senior's vision or hearing declined? Do they wear glasses or use a hearing aid? Can they safely navigate their surroundings and communicate with others?
- **Nutrition:** What are the senior's dietary preferences and restrictions? Do they have any food allergies? Can they prepare their own meals or do they need help with grocery shopping, cooking, or eating?
- **Pain Management:** Is chronic pain affecting their daily life? If they take medication for pain, do they understand the dosage and schedule?

DID YOU KNOW?

Approximately 70% of individuals over age 65 will require some form of long-term care in their lifetime. (U.S. Department of Health and Human Services (HHS).

Cognitive Assessment

- **Memory:** Does the senior have any short-term or long-term memory issues? Are they sometimes disoriented or confused about where they are or what time it is?
- **Problem-Solving:** Is the senior able to make decisions independently and handle unexpected situations?
- **Communication:** Can the senior communicate clearly and understand conversations or instructions?

Daily Living Activities

- **Personal Care:** Can the senior manage grooming, bathing, dressing, and toileting on their own or do they need assistance?
- **Meal Preparation:** Are they able to prepare and eat meals independently?
- **Medication:** Do they take their medications correctly and on time? Do they understand what each medication is for?

Emotional and Mental Well-being

- **Behavior:** Does the senior have frequent or unexplained mood swings?
- **Emotional Stability**: Does the senior show any signs of being depressed or anxious?
- **Social Ties:** Does the senior maintain relationships with friends and family? Do they prefer being alone, and if so, is this typical for them?
- **Cognitive Decline:** Have any family members or friends noticed a decline in memory or decision-making ability?
- **Financial Awareness:** Does the senior manage their finances responsibly or do they need support?

Social and Support Situation

- **Caregiver Support:** Does the senior have a friend, neighbor, or family member who checks on them regularly? Is that caregiver reliable and able to provide as much assistance as is needed
- **Transportation:** Can the senior still drive safely? If not, do they have access to reliable transportation for errands, doctor appointments, and social outings?

Home Safety

- **Fall Risks:** Does the senior's home have any potential hazards such as steps, cluttered walkways, loose rugs, poor lighting, or electrical cords in high-traffic areas?

- **Home Modifications:** Would the senior's safety be improved with the addition of items such as grab bars, ramps, stair rails, or non-slip flooring?
- **Emergency Preparedness:** Does the home have functioning smoke detectors and fire extinguishers? Would the senior know what to do in an emergency? Would they be able to call a family member, a neighbor, or 911? Would they be able to vacate the premises on their own in case of flood or fire?

The Final Step: Creating a Personalized Care Plan

Once the assessment is complete, the caregiver should be able to create a Personalized Care Plan for your loved one. This plan should outline:

- The types of services needed (e.g., daily check-ins, help with meals, medication reminders, companionship)
- Specific goals for maintaining or improving the senior's quality of life
- Regular updates and open communication between the caregiver, the senior, and family members

PRO TIP

A well-thought-out care plan benefits all parties. It ensures that everyone is on the same page and that your loved one receives the right kind of support – now and in the future.

04: Understand the Different Types of In-Home Caregivers

Breakdown of caregiver roles – from companion care to skilled nursing

Selecting the appropriate in-home caregiver is crucial for ensuring the well-being and comfort of your aging loved one. Different professionals offer different levels of support. Understanding those differences can help you make an informed decision – without overpaying or overlooking important needs.

PRO TIP

Remember that finding the right caregiver isn't about checking a box. It's about developing a solution that can support your loved one as they age and provide you with peace of mind.

Decide Between an Agency and Independent Caregiver

Both options have pros and cons:

- **Home Care Agencies** handle the vetting, training, scheduling, and backup care. It's a more hands-off experience for the family but often at a higher cost.
- **Independent Caregivers** may be more affordable and flexible, but you'll be responsible for interviewing, background checks, payroll, and coverage if they can't make a shift.

If you're unsure, consider starting with an agency while you get your feet wet. Their guidance is often invaluable as you approach this new lifestyle arrangement.

DID YOU KNOW?

Patients receiving care from home health agencies report a 91% satisfaction rate, reflecting the high standards and quality of care provided by accredited agencies. (Source: Home Health Care Consumer Assessment of Healthcare Providers and Systems)

Four Types of In-Home Caregivers

1 Companion Caregivers

Like its name, companion caregivers offer companionship. They provide social interaction for the senior as well as help with everyday tasks. Although they don't give medical care, they're still another set of eyes and ears checking on your loved one.

Companion caregivers are ideal for seniors who are still capable of caring for themselves but could use some company and assistance with certain tasks around the home.

Typical responsibilities may include:

- Friendly conversation
- Light housekeeping
- Running errands
- Transportation to/from appointments or shopping
- Meal preparation

Companion care helps reduce loneliness for the senior while ensuring they have a helping hand with tasks they may find challenging to handle on their own.

Personal Care Aides (PCAs)

A step above companion caregivers, personal care aides provide assistance with the activities of daily living, often referred to as ADLs.

They can help with:

- Hygiene including bathing, dressing, and grooming
- Standing and walking, such as getting out of bed and moving to the living room
- Toileting and incontinence care
- Meal preparation and eating

A personal care aide provides that extra level of support that the senior needs to maintain their independence while remaining in their home.

Home Health Aides (HHAs)

For a higher level of care, choose a Home Health Aide. They offer the same personal care services as PCAs, but they also have medical training and may report to a nurse or doctor. Some HHAs are certified to perform basic health-related tasks.

They are able to:

- Check vital signs
- Manage medications
- Care for wounds and changing bandages
- Assist with medical equipment such as oxygen and diabetic supplies

Choose an HHA if your loved one has some health issues that require attention but not full-time nursing care or hospitalization.

Skilled Nurses (RN or LPN/LVN)

For seniors who have more serious medical needs, a Registered Nurse (RN) or Licensed Practical Nurse (LPN) is often the best choice. Nurses are trained to provide clinical care and health monitoring.

Nurses can assist with:

- Post-surgical care
- IV medications and injections
- Wound care
- Catheter maintenance
- Health assessments
- Coordination with doctors

Skilled nursing care is typically prescribed by a physician and is usually a short-term solution, providing assistance during recovery from an illness or injury. You can hire a nurse for extended home care through a licensed home health agency.

05: Choose a Caregiver

How to select the right person or homecare agency, and compare pros and cons

Once you've determined the level of caregiver your loved one needs, the next step is selecting the right caregiver. Consider whether to hire a caregiver independently or find one through a home-care agency. Each option has distinct benefits and challenges.

Hire a Private Caregiver – Private, or independent, caregivers work on their own without the oversight of an agency. This option often gives you greater flexibility and control over scheduling and personality fit. You may find potential candidates through personal recommendations from friends, family, community bulletin boards, religious institutions, or online listings.

Advantages:

- More direct control over who you hire
- Typically lower hourly rates
- Customizable schedule based on your needs

Disadvantages:

- You are responsible for performing background checks, verifying references, and confirming credentials/certifications/licenses
- You must manage payroll, taxes, and legal responsibilities (e.g., worker's compensation)
- Less oversight and accountability
- Less recourse in case of problems

PRO TIP

Create a caregiver interview checklist before starting your search. Whether you're hiring privately or through an agency, having a consistent set of questions and evaluation criteria can help you compare candidates objectively.

DID YOU KNOW?

Approximately 75% of adults aged 50 and older wish to age in their own homes. This highlights the importance of understanding the various types of in-home caregivers to support aging in place. (Source: 2024 AARP Report)

Hire a Caregiver Through a Home Care Agency – If you choose to work with an agency, you'll pay slightly more but the agency will have done the legwork to find candidates and check their certifications, licenses, and referrals. They'll have looked at each candidate's experience and run a thorough background check. They'll have conducted interviews with them and also have processes in place to ensure accountability once the candidate begins working with your loved one.

Advantages:

- Caregivers are vetted; credentialed, licensed, and backgrounds are checked
- Agencies handle administrative burden: payroll, taxes, and scheduling
- A backup caregiver can be provided if the assigned one is unavailable
- Accountability mechanisms and case managers are often in place
- Agencies often provide ongoing training, support, and supervision

Disadvantages:

- Generally higher cost due to agency fees
- Must select caregivers from their vetted list only

- Scheduling may be less flexible

06: What to look for in a Caregiver

Personality traits, questions, and red flags to consider during the interview process

Whether hiring a caregiver privately or through an agency, choosing someone with the right personality, values, and compassion is essential. Skills are important – but so is chemistry. A caregiver should be qualified on paper, but also have a temperament that matches your loved one's personality.

PRO TIP

If your loved one is resistant to help, involve them in the caregiver selection process as much as possible to build trust and ease the transition.

Look for someone who is:

- Patient, kind, and compassionate
- A good communicator
- Respectful of your loved one's independence and preferences
- Has references, a history of reliability, and positive online reviews (if available)

Interview Essentials

Ask thoughtful, open-ended questions to gauge both experience and personality fit. Observe how the caregiver interacts with your loved one. Do they make eye contact, speak respectfully, and listen attentively?

Key Topics to Cover

- Previous caregiving experience and training
- Comfort level with specific medical conditions or needs
- Emergency preparedness and first-aid knowledge
- Personal interests and hobbies (to find shared interests with your loved one)
- Comfort with house rules and caregiving philosophies

DID YOU KNOW?

Approximately 17% of U.S. adults provide unpaid care to someone over 50. (Source: A Place for Mom, citing 2020 data)

Practical Considerations

- **Transportation:** Do they have a valid driver's license and auto insurance? Will they be driving your loved one to appointments or errands?
- **Availability:** Does their schedule align with the hours your loved one needs care?
- **Technology:** Are they comfortable using apps or devices for medication reminders, scheduling, or check-ins?
- **Reliability:** Is there anything that might hinder them from coming to work some days or arriving when expected, such as young children, lack of transportation, or other responsibilities?

Setting Expectations

Clarity is key to a successful caregiver relationship. Draft a clear contract outlining expectations such as:

- Duties and responsibilities
- Working hours and days off
- Medication oversight and documentation
- Daily updates or communication with family
- House rules (e.g., no smoking, phone use during work hours)
- Punctuality and dress code, if applicable
- Privacy and confidentiality expectations

Trial Period and Compatibility

Whenever possible, begin with a trial period or an introductory visit. This allows your loved one and the caregiver to determine if they're a fit in terms of personality, preferences, and lifestyle.

07: Financial Considerations When Choosing a Caregiver

Understand the costs involved in home care and how to find a sustainable solution

Selecting a caregiver for an aging loved one is a deeply personal decision, but it's also a significant financial commitment that requires careful planning. Start by considering whether your loved one needs part-time assistance, full-time in-home care, or specialized medical care. Each of these options comes with a different cost.

PRO TIP

Consider the full financial picture: Will you need to purchase medical supplies? Modify the home for safety? Factor in tax responsibilities and the value of your time if you're managing a private hire. A holistic view helps you budget accurately and avoid surprises down the road.

To help organize your thoughts, here are key financial factors to evaluate:

- **Type and level of care needed** (basic help vs. medical care)
- **Agency vs. independent caregiver** (costs and responsibilities)
- **Eligibility for financial aid** (Medicaid, VA benefits, long-term care insurance)
- **Hidden or additional expenses** (supplies, home modifications, transportation)
- **Short-term vs. long-term affordability (**solution must be sustainable**)**
- **Tax implications and reporting obligations (**check with your accountant**)**
- **Need for professional guidance** (check with a financial advisor or elder care planner)

DID YOU KNOW?

The rate of pay for a family caregivers is determined by Medi-Cal and often falls between $12 and $15 hourly, so it is possible to earn a decent living while caring for your aging loved one.(Source: Institute on Aging)

Here is a general cost comparison chart to give you a sense of the financial differences among common caregiving options in California:

Care Type	Average Hourly Cost	Per 40 Hour Week	Notes
Independent Caregiver	$25 -$40	$4,000–$6,400	You handle hiring, payroll, and taxes
Agency-Hired Caregiver	$40–$50	$6,400–$8,000	Agency handles background checks, insurance, payroll, taxes, assessments and backup care in case of call offs
Assisted Living Facility	N/A	$7,000–$9,000	Room, meals, and care bundled; less flexible. No one-on-one care.
Skilled Nursing Facility	N/A	$8,000–$12,000+	Expensive option, best for complex medical needs
Adult Day Program	$75–$100/day	$1,500–$2,000	Offers part-time relief for family caregivers, social time for the senior. No one-on-one care.

Note: Prices vary by region and level of care required. These are California averages.

By approaching caregiver selection with clear financial foresight, you'll be better able to make informed, sustainable decisions that support your loved one's well-being as well as your own financial health.

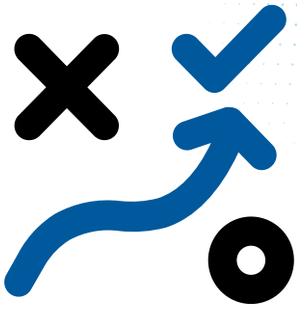
08: Developing a Care Plan

How to create a clear, personalized care plan that meets your loved one's evolving needs

A care plan is a document that specifies your loved one's needs. You should take an active and informed role in helping develop that plan. Even though the caregiver or agency typically composes the written draft, you'll play a critical part as your loved one's advocate and someone who can help describe their preferences and needs.

Steps to Ensure the Care Plan is Effective

1. Participate in the Assessment



What you should bring: Come prepared. Before the meeting, create a list of concerns or observations that you want the caregiver to address. Include items such as mobility issues, cognitive decline, medication routines, dietary preferences, and caregiving schedule.

Why you should be present: Most caregiver agencies begin with a needs assessment. You should attend for the purpose of observing the process and providing additional details your elderly relative might forget or be hesitant to share. Your involvement isn't micro-managing. View it as a collaboration, with the shared goal of giving your loved one their best possible quality of life.

2. Determine What Belongs in the Care Plan

Among the topics a comprehensive care plan should include are:

- **Medical care:** Chronic conditions and care, medication schedules, doctors
- **Daily living assistance:** Help with hygiene, bathing, dressing, grooming, toileting, eating
- **Nutritional needs:** Meal planning, grocery shopping, feeding assistance if necessary
- **Household support:** Light housekeeping, laundry, organization, paperwork
- **Transportation:** To doctor appointments, grocery stores, or social events

- **Cognitive and emotional support:** Board games/cards, companionship, mental stimulation
- **Personal preferences:** Waking/sleeping times, religious practices, food preferences, hobbies, communication style
- **Safety measures:** Fall prevention, home modifications
- **Emergencies:** Emergency protocols and contact numbers
- **Communications:** Who to call for updates, how and when information is shared

Clarify Responsibilities and Priorities

In the care plan, it's important to not only state what you want done but also whose responsibility it is. For example, who handles medication oversight – the caregiver, you, or the patient themself?

Caregivers also need to know what priorities the loved one and their family have. Examples might be: prevent falls, provide companionship, improve nutrition, or transport to doctor appointments. Stating these goals now helps prevent misunderstandings later and provides a benchmark for evaluating effectiveness.

PRO TIP

Communication is key. Maintain ongoing communication with the caregiver. If you see any missed tasks or signs of distress in your loved one, act promptly to bring up concerns with the agency or caregiver.

Also be sure to note what tasks are beyond the caregiver's scope and determine who will take responsibility for them if necessary.

4. Implement the Care Plan

Once the care plan has been written and you've had an opportunity to review it and make any changes, it becomes the caregiver's guide for working with your loved one. Schedule regular reviews to ensure the caregiver is following through in executing the plan. You may also want to modify the plan if at some point your loved one needs additional support.

DID YOU KNOW?

83% of care recipients have a care plan but only 28% of family caregivers say it was created with their input. Your voice matters. A personalized, collaborative care plan improves outcomes and reduces caregiver stress. (Source: AARP/NAC, "Caregiving in the U.S." Report)

09: Find a Caregiver for a Loved One with Dementia or Alzheimer's

Special considerations when hiring care for those with memory-related conditions

If you have a loved one who has been diagnosed with dementia or Alzheimer's disease, finding the right caregiver is a critical decision – one that can greatly impact their quality of life. An ordinary caregiver won't do. You'll want to find someone who has specific training in working with dementia/memory-care patients and has extraordinary compassion and patience.

Ask plenty of questions and don't be shy in explaining your expectations. Your loved one deserves care that supports their dignity and safety while meeting their evolving needs.

Start with Experience. Look for caregivers who have specialized experience or certifications in memory care. Find out if they've had any training in how to manage common behaviors like confusion, agitation, or wandering.

Check Availability. Does your loved one need occasional support or 24/7 care? Depending on your answer, you'll want to be sure that the caregiver's schedule aligns with your loved one's needs. If your loved one needs constant care, you might have to hire more than one caregiver in order to cover days and nights.

Inquire About Daily Structure. Routines are important to individuals with cognitive decline and dementia. Ask prospective caregivers how they feel about structure and what they intend to do to establish routines in daily activities while remaining flexible for changing situations.

Evaluate Communication Skills. Is the caregiver comfortable communicating with your loved one? Are they patient in trying to understand what your loved one wants? Are they able to use gentle redirection when your loved one is confused or agitated? Finally, are they comfortable reporting to you regarding your loved one's daily or weekly status?

DID YOU KNOW?

Over 6 million Americans are living with Alzheimer's disease. And by 2050, that number is expected to double. (Source: Alzheimer's Association)

Safety Conscious. Seniors, and especially dementia patients, are at risk of falls, kitchen and bathroom accidents, and other hazards. They may also be prone to wandering or even driving with no idea where they're going. Is the caregiver hyper-aware of potential risks and skilled at preventing accidents without limiting your loved one's independence more than necessary?

PRO TIP

Ask scenario-based questions during the caregiver interview. Don't just ask if a caregiver has worked with dementia patients; ask how they've handled specific situations. For example: "What would you do if my mother became agitated and refused to eat?" Their answers will give you real insight into their level of experience, patience, and judgment in handling the unique challenges of dementia care.

Trial Periods. Tell the caregiver you hire that you'd like to start with a trial period of a few days or weeks. That will give you an opportunity to observe how they interact with your loved one. If any issues arise, be sure to discuss them with the caregiver. Even after the trial period, plan to monitor the situation by checking in by phone and through visits.

Seek Kindness. Hiring a professional caregiver means someone with the proper training, but you can't forget about the emotional connection. Personality and demeanor matter. A caregiver who shows compassion, kindness, and warmth can make a huge difference in your loved one's happiness and safety.

10: Why Families Trust Exceptional Care Agency

Learn how Exceptional Care can support your family with trusted, professional caregiving

Partner with a Proven Leader in Senior Care

In seeking the right caregiver for your loved one, nothing matters more than trust, experience, and peace of mind. That's why Exceptional Care is proud to sponsor this guide – and why we hope you'll consider us when it's time to take the next step.

We don't only provide in-home caregivers. We offer a fully-managed, client-centered solution designed to help families navigate the often overwhelming challenges of aging and complex healthcare conditions. Whether you're coping with a new diagnosis, coordinating multiple services, or simply want to ensure your loved one is in capable hands, we're here to help.

The Exceptional Care Difference

In business since 2020, Exceptional Care has a long-established reputation for providing first-class caregiving services and geriatric care management throughout Santa Clara and San Mateo Counties. We understand that every family and every situation is unique. That's why we've built a service model rooted in compassion, expertise, and accountability. We offer:

- **One-stop health and social care management** – Simplifying the process so you can make informed decisions.
- ·**Extensive experience with complex cases** – From chronic illnesses to post-hospital transitions, our team knows how to handle patients with serious medical challenges.
- **Proven care-team leadership and collaboration** – We work closely with physicians, specialists, and family members to ensure continuity and quality of care.
- **Modern communication systems** – We help you stay informed and connected with secure, HIPAA-compliant access to care updates.

Here's What Others Think of Our Care Services

Exceptional Care has been a true godsend for me, helping to care for two family members with dementia at home.
– B.H. Los Gatos

Audrey Vermont has taken care of my mother for the past two years and I feel so blessed to have her as our team leader.
– C.R. Saratoga

Audrey is an amazingly knowledgeable professional with a heart and a brain. My mom and dad were well taken care of. I had to make critical decisions and am thankful to Audrey for her experience, wisdom and humanity. I'm grateful to Audrey for helping Mom and Dad stay in their home.
– H.P. Palo Alto

Let's Talk

Choosing a caregiver and care plan is a difficult responsibility. With Exceptional Care, you don't have to find the best solution on your own. Let us guide you through the process and provide the support your loved one and your family deserve.

Visit us at **exceptionalcare.co** to learn more or contact us at:

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