



Caring for an Older Adult: Knowing When to Step In

Making the decision to place a loved one in nursing care is one of the most difficult tasks a family member faces. You hope it will never get to this point, yet often times the circumstances lead you in this direction. This session will focus on the information that is critical when faced with this important family decision.

We Will Discuss...

- When is it time?
- How to evaluate what type of assistance is needed
- Finding ways to begin difficult conversations and communication strategies
- Levels of care available
- Making a decision about nursing care
- What resources are available?
- Developing a plan for your future

Observing and Assessing Level of Care

Activities of Daily Living (ADLs)

- Bathing
- Dressing
- Grooming
- Transferring (in and out of bed or chair)
- Eating

Observing and Assessing Level of Care

Instrumental Activities of Daily Living (IADLs)

- Use of telephone
- Shopping
- Food preparation
- Housekeeping
- Laundry
- Mode of transportation
- Medication use
- Handling finances

What Are Some Reactions to Loss of Independence?

When thinking about or beginning to experience loss of independence due to aging, it is common for people to experience complicated feelings such as:

- **Fear** – Some people become frightened by their new vulnerability, wondering how they will manage on their own. Overwhelmed, they may begin to expect close friends and family to be always available for them.
- **Anger** – Others, feeling angry that they can no longer manage on their own, may take their anger out on their loved ones.
- **Guilt** – Still others may feel guilty and refuse needed help from family and friends because they think they will be considered a burden.
- **Confusion** – It is not uncommon for people to feel confused about needing help and to long for “what was.”

Issues to Consider Before “The Talk”

- Family dynamics and family culture
- The loved one’s position: resistant, reluctant or ready?
- Functional needs assessment—determining potential level of care

A Family Meeting

Hold a family meeting prior to “the talk” with your loved one, including all players:

- Involve everyone in the family, including spouses, your children, friends, and out-of-town siblings
- Goal of the meeting: raising issues and not necessarily finding solutions
- Most crucial aspect: your loved one’s care and getting all concerns on the table
- Draw up a list of questions before the meeting

Beginning the Conversation

- Express your feelings and allow family members to do the same
- Be direct but not confrontational—avoid the appearance of “ganging up”
- Show compassion and understanding
- Use examples and specific health-related concerns
- Explain your role to help and support
- Remember typical reactions to loss and allow for anger/resistance

Having the Talk: Communication Tips

- Provide your parent with options and decisions that will affect him or her
- When possible, include your parent in the decision-making process
- Don't assume you know what your parent needs or wants
- Pick your battles—focus on health/safety concerns first
- Discuss problems and make an effort to find solutions
- Listen to your parent's feelings—find meaning behind words
- Limit discussion to one topic at a time
- Avoid: "You never" or "You always"

Care Options

Home Health	Independent Living	Assisted Living	Nursing Home
<ul style="list-style-type: none"> • Home-delivered meals • Emergency response systems • Chore services • Home health aide/personal care attendant • Skilled home care • Medical equipment assistance 	<ul style="list-style-type: none"> • Senior peer communities • Minimal assistance • Meal preparation at some • Typically a condominium-type setting • Some social activity offerings 	<ul style="list-style-type: none"> • Typically have 24/7 staff • Assistance with meals, ADLs • No medical care provided • Social activities and outings 	<ul style="list-style-type: none"> • Residential setting • Some offer skilled medical care • Medical care and medication administration • ADL assistance • 24/7 staff • All meals prepared

Least

Most

When Nursing Home Care is Needed

Before making a decision...

- Be sure your loved one's condition and support system has been thoroughly evaluated
- Talk with your loved one about his/her wishes
- Gather as much information about the facility before you visit:
 - 'Nursing Home Compare' website ([Medicare.gov](https://www.medicare.gov))
 - Long-term care ombudsman
 - State nursing home inspection reports
 - Proximity to friends and family
 - Quality of care and life

When Visiting the Nursing Home

- Are staff responding to call lights?
- Do meals look appetizing?
- Is the home free of unpleasant smells?
- Is it neat and tidy?
- Do the residents seem happy, peaceful?
- Are they engaged in meaningful activities?
- Is there a grievance process?
- Ask for recent state/federal inspection or survey results
- Talk with other residents and their family members

Family Involvement

- **Visit frequently** and encourage others to visit
- **Speak up** to raise concerns
- **Attend** quarterly care plan conferences
- **Advocate** for individualized care
- **Follow up** on the agreed plan
- **Get to know staff** and help them to know the resident
- **Participate** in family council meetings
- **Document** any problems you might observe—date, time, person(s) involved

Resources

- Local Council on Aging – www.ncoa.org
- Medicare – www.medicare.gov/nursinghomecompare/search.html
- National Citizens' Coalition for Nursing Home Reform – nccnhr.org
- Caterpillar Employee Assistance Program (EAP) – EAP.cat.com

Caterpillar Employee Assistance Program (EAP)

- The EAP is a voluntary, **confidential**, **FREE** benefit designed to help you and your family address and resolve a variety of personal issues before they impact your well-being, health or productivity.
- The EAP offers traditional counseling benefits as well as work-life resources to help in many other areas of our lives.

Why Do We Offer EAP?

- We all face circumstances that distract from our important roles at home and work.
- Rarely do life's demands come neatly packaged, one at a time.
- We recognize the importance of:
 - Resolving personal issues early and staying healthy.
 - Balancing the competing demands of our personal and work lives.
- It is a win/win for employees and Caterpillar.

Access the EAP



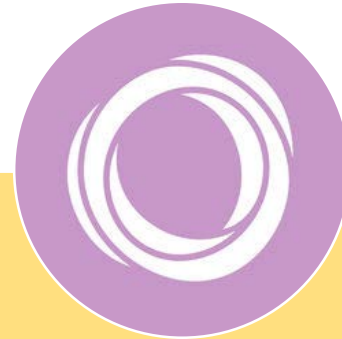
By Phone

+1-866-228-0565*
+1-309-820-3604



Online

[CaterpillarEAP.com](http://www.CaterpillarEAP.com)



My EAP App

For iOS, Android and
Blackberry



Onsite

EAP counselors are
available onsite in
many locations

**For local provider phone numbers, visit [CaterpillarEAP.com](http://www.CaterpillarEAP.com)*

Eldercare Program

- Caterpillar's Employee Assistance Program (EAP) offers a service where an employee or spouse can request an "in-home" professional assessment for their elderly parent/s
- A licensed nurse will conduct a home visit and evaluate areas such as nutrition, mobility, health and safety, and social support
- A written report is generated to both the employee and parent that includes recommendations and possible community resources
- This service and report are **FREE** to the employee and parent/s

Planning for *Your* Future

- Many people are in the “Sandwich Generation”
- Lifting our own children’s burden
- Research resources now and have a plan in place; communicate/distribute plan to children/loved ones
- Consider financial resources (e.g., long-term care insurance, savings) as well as **Advance Directives**

What Are Advanced Directives?

- An advance directive is a document that declares ahead of time a person's preference in terms of end-of-life healthcare; two main types:
- **Living Will**
 - Documents healthcare preferences in as much detail as possible
 - Takes the decision-making burden off loved ones
- **Power of Attorney for Healthcare**
 - Assigns a proxy to make decisions on behalf of the person once he/she is incapable of decision-making
 - Proxy is generally a family member designee who is informed in advance what the person's wishes are