Menders by Lenbrook

Top ten questions to ask when interviewing home care and assistance agencies.

It is important to know the right questions to ask when interviewing a home care and assistance provider for you or a family member. Below are frequently asked questions and *Menders by Lenbrook* responses. We welcome the opportunity to answer any other questions you may have and to discuss your specific needs. We hope this information will help you in your search.

1. **How long has the organization been providing home care services?** Menders, Inc. was the first home care agency licensed by the state of Georgia in 1985. Based on a long and successful relationship with Lenbrook, Atlanta's premier community for engaged senior living, Menders, Inc. and Lenbrook joined forces in 2019 creating *Menders by Lenbrook*. The combined agency ensures both Lenbrook residents and members of the greater Atlanta community have access to the highest level of quality home care services. With over 35 years of experience, *Menders by Lenbrook* offers a wide array of individualized, in-home personal care and assistance to seniors on a long-term or short-term basis.

2. **What services do you offer?** Menders by Lenbrook offers a wide variety of in-home care services to meet our client's needs. Our caregivers are Certified Nursing Assistants (CNAs). We customize care plans for each individual, matching them with highly trained, reliable, and supportive caregivers. We offer several levels of services and can customize a package or provide a la carte services to meet your needs or those of a family member or friend. Services range from assistance with getting up in the morning, medication reminders, and assistance with bathing and dressing to preparation of meals, transportation, and much more.

3. **What differentiates your home care agency from others in Atlanta?** All our caregivers are certified and specialize in providing care to seniors. Our Registered Nurses (RNs) serve as clinical managers and oversee our caregivers' daily schedules to ensure they are providing excellent and seamless care for our clients. We offer additional paid training for our caregivers through our Shared Services Training Program. Continuity of care for our clients and commitment to a strong work culture are top priorities for *Menders by Lenbrook*. We offer our staff comprehensive benefits including medical, dental, vision, life insurance, and vacation time. We also provide continuing education training at no cost to our caregivers, ensuring we are providing our clients with well-trained, competent caregivers in their homes.

4. **How often are caregivers assessed?** On-going training and assessments of our staff are paramount to *Menders by Lenbrook*.

We offer a full onboarding and training program for new caregivers including COVID-19 best practices and infectious disease training. Lenbrook and *Menders by Lenbrook* stay updated on best practices and adjust practices when needed to remain in full compliance with State regulations. Our nurses and caregivers undergo regular assessments to celebrate their strengths as we continue to develop their skillset. *Menders by Lenbrook* is committed to providing a strong customer experience to our clients and their families.

5. **How do you ensure a match between a caregiver and a new client?** We begin this process with a visit to the client's home to get to know them and better understand their needs. Based on that assessment, we carefully select a caregiver with the appropriate experience and personality to meet those needs.

6. **How many different caregivers typically work with a client?** This depends on the number of hours of care a client needs. We strive to maintain continuity of care between our caregivers and their clients to build confidence and establish a strong bridge for success.

7. **How is the level of care assessment performed?** Once an initial assessment has been made by our clinical nurses, we will meet with the new client to review and discuss recommended care. Levels of care can be adjusted based on a client's needs and are provided in writing. Meetings with families are a welcomed part of this process.

8. **What happens if a caregiver is not available on a specific day?** *Menders by Lenbrook* knows and understands the importance of prompt and reliable caregiving. We have a trained team of on-call staff to offer coverage should this need arise.

9. **Do you accept long-term care insurance claims?** We do accept long-term care insurance claims and can assist with the processing of these claims. During our initial conversation with prospective clients, we can review long term care insurance coverage and offer assistance with this process. Clients always receive detailed billing information, and our team is available to discuss invoices and processing of claims.

10. **Is a contract required?** *Menders by Lenbrook* wants our clients to have an exceptional experience with our staff. However, in the event you wish to cancel your services or your needs change, you may cancel at any time with a 24-hour notice.

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To learn more about how we can tailor our services to fit your needs, call us today at 404-355-4780

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