

## Questions & Answers

**Q:** How do I know what kind of service I need?

**A:** We have several different options available. It really depends on what the individual's needs are. If you would like more information on the different services available, please fill out our Information Request Form. This will enable us to provide additional information to you, to help decide which of our options will work best for you and your family.

**Q:** What is your service coverage area?

**A:** In Pennsylvania, we cover Lower Bucks County. Newly added coverage is offered in New Jersey's Mercer County.

**Q:** How can I monitor my loved one's care?

**A:** Guardian Angels Home Health can provide daily, weekly or monthly reports to family members.

**Q:** Who is Guardian Angels Home Health?

**A:** Guardian Angels Home Health is one of the founding Home Health Care providers since 1968. Located in Morrisville, Pennsylvania, it has been family operated for over 30 years.

**Q:** What are your hours of service?

**A:** We are servicing Lower Bucks County and Mercer County, 24 hours a day, 7 days a week. We offer 24 hour care, or shift care.



## Guardian Angels Home Health, Inc.



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Allow me a moment to tell you about my agency, Guardian Angels of Home Health, Inc. After devoting 39 years of service, providing qualified nursing personnel to the residents of Bucks and Mercer counties, I have come to learn what makes a successful care giving experience. You must provide qualified care givers who are highly trained. They must be able to have the skills to perform the task at hand and still be able to be nurturing and diligent, while taking care of our clients.

Back in 1968, nursing care was much different. The client's needs were different, but the precedent was no more demanding than today's standards. With newer technology today, we have the ability to obtain criminal background checks, both state and federal, during our hiring evaluation. We don't stop there. After verification of the nursing license, we have our care givers complete our own testing here in the office. When we are satisfied that the care giver meets our criteria, we will ask that you make sure they meet yours for you or a family member at their time of need. Once you feel satisfied with the care, we will continue to work with you to develop the care and work to fulfill the needs you may have.

In closing please be assured that all of our employees are thoroughly screened, subjected to criminal background checks and are bonded and insured.

Our mission statement remains the same since being established 39 years ago.

...Provide the same excellence in care that you would come to expect for your own family member. A care giver who is truly a Guardian Angel!

Well Wishes to you and yours,

Margaret Popp



President

## *Philosophy and Goals*

- We are dedicated to excellence in patient care, teaching and research and to providing the most effective and efficient home care services.
- We assure the rights of client's confidentiality, full disclosure of risks involved in care, to be kept informed about all aspects of their health status and to participate in decisions affecting their care to the fullest extent possible.
- Nursing care promotes self-care concepts, enabling clients to meet their basic human need in coping with their health status. Nursing involves a broad approach aimed at a healthy society through education of the public.
- We believe that the goal of home health care is assisting the client to progress toward a level of optimal health.
- It is the responsibility of all nursing staff to act as a client advocate to provide quality care according to the wishes of the client, and/or significant other
- The comprehensive health needs of our clients can be achieved through goal directed multi disciplinary plans of care.
- The care and services offered by the agency requires qualified staff for all positions. The most important assets of the agency are the staff and they will be treated with respect.
- Continuing education is essential to competence of staff and is both a personal and organizational responsibility.
- Improvement of the quality of services provided is assured by the continuous evaluation of care and services provided.

## *Companion Service List*

- **Companionship and Conversation**
- **Laundry**
- **Arrange Appointments**
- **Plan Visits, Outings & Trips**
- **Meal Planning**
- **Visit Neighbors & Friends**
- **Meal Preparation and Clean Up**
- **Religious Readings**
- **Reading**
- **Birthday Reminders**
- **Assist with walking**
- **Maintain Client Calendar**
- **Letter Writing and Correspondence**
- **Maintain Family Scrapbook**
- **Monitor Diet and Eating**
- **Provide a Stable Bathing Environment**
- **Monitor Food Expirations**
- **Light Housekeeping**
- **Organize Mail**
- **Take out Garbage**
- **Assist with Entertainment**
- **Change Linens**
- **Answer the Telephone**
- **Make Beds**
- **Answer the Door**
- **Dust Furniture**
- **Reminisce About Past Events**
- **Drop Off/Pick Up Dry Cleaning**
- **Clothing Selection Assistance**
- **Pick Up Prescriptions**
- **Care of House Plants**
- **General Shopping**
- **Appointment Reminders**
- **Grocery Shopping**
- **Discuss Current Events**
- **Prepare Future Meals**
- **Participate in Crafts**
- **Escort to Appointments**
- **Play Games/Cards**
- **Escort to Lunch or Dinner**
- **Record/Arrange Recipes**
- **Attend Plays and Concerts**
- **Oversee Home Deliveries**
- **Supervise Home Maintenance**
- **Prepare Grocery List**
- **Clip Coupons for Shopping**