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America's Choice In Home Care

Your resource for an at home senior lifestyle.



In-Home Personal Care Can Complement Home Health Care

“Home health care” and “in-home personal care” may sound similar, but they are actually two distinct services. Understanding these services — and how they can be used together — can help you develop an effective home care plan that surrounds your aging loved one with supportive, compassionate senior care.

What is Home Health Care?

Many older adults who are living with a chronic or acute health condition receive home health services, including:

Health Monitoring Services

Wound Care

Injections

Intravenous (IV) or Medication Therapy

Rehabilitation

These medical services are delivered at a patient's residence by a skilled medical provider, such as a registered nurse (RN);



a licensed practical nurse (LPN); licensed home health aide who is under the supervision of an RN; or a physical, occupational, or speech therapist.

Home health care may be paid for by Medicare or another insurance company and is ordered and directed by a physician. Some insurance plans may have eligibility limits that restrict the number of covered home health visits per year.

The frequency and duration of visits are decided by the physician based on the patient's needs, but home health care visits are generally short-term and intermittent. Visits intend to accomplish a

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specific task for as long as the patient is ill or recovering.

What is In-Home Personal Care?

In-home personal care provided by Visiting Angels includes non-medical services delivered by professional, experienced personal caregivers. Instead of being directed by a physician, services are directed—and often paid for—by the older adult and their family. This enables the family to determine how often and for how many hours they want a personal caregiver to be present in the home.

Although personal caregivers are not licensed to provide medical care, they can assist with an older adult's everyday needs, including:

Companionship & Socialization

Errands & Shopping

Light housekeeping

Meal Preparation

Medication reminders

Bathing & Dressing Assistance

Toileting Assistance

How Can In-Home Personal Care Combine with Home Health Care?

Although in-home personal care and home health care address unique needs, they can be combined to provide a full spectrum of senior care.

Personal caregivers can work longer hours and assist a senior when home health care providers cannot. They can also remind older adults of home health appointments, assist with medication reminders, and serve as the “eyes and ears” for the family and home health providers. In fact, Visiting Angels has developed a coordination-of-care tool to foster collaboration between staff members and home health case managers.

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After an older adult recovers, many families continue to use in-home personal care services to provide consistency for their senior and peace of mind for them.

In-Home Personal Care Can Make an Impact

Whether your older adult is living with an illness or injury or is relatively healthy, an in-home personal caregiver can make a real difference in your senior's life.

To learn more about how a Visiting Angels caregiver can assist with your senior's care, schedule a no-cost, no-obligation in-home assessment with your local home care agency. Call 413.733.6900 today for more information.



Visiting Angels West Springfield Receives 2024 Best of Home Care® – Provider of Choice Award

West Springfield – Visiting Angels West Springfield announced today that it has received the 2024 Best of Home Care – Provider of Choice Award from Home Care Pulse (HCP). The Provider of Choice Award is granted only to top-ranking home care providers, based on client satisfaction scores gathered by HCP, an independent satisfaction research firm for post-acute care. Visiting Angels West Springfield is recognized among a select

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few home care providers across the country who have proven their ability to provide outstanding care.

“We’re excited to congratulate Visiting Angels West Springfield for their well-deserved achievement on earning the Best of Home Care – Provider of Choice Award,” says Todd Austin, President of HCP. “It’s wonderful to see the hard work that Visiting Angels West Springfield is putting in to provide high-quality care and employment—their effort isn’t going unnoticed. This award allows them to provide proof of quality to potential new clients and caregivers.”

Best of Home Care – Provider of Choice award-winning providers have contracted with HCP to gather feedback from their clients by conducting live phone interviews with their clients each month. As HCP is a third-party company, it is able to collect honest and unbiased feedback.

Visiting Angels in West Springfield MA is honored to provide award winning senior care, thanks to our dedicated professional staff,” says Michele Anstett, owner of Visiting Angels West Springfield.

“At HCP, our mission is to help post-acute care businesses create an experience that goes beyond client and caregiver expectations,” says Todd Austin, President of HCP. “We are happy to recognize Visiting Angels West Springfield as a Best of Home Care – Provider of Choice and to celebrate their accomplishments as a trusted home care provider.”

To find out more about Visiting Angels West Springfield’s commitment to providing excellence senior home care to the Springfield area in Western Massachusetts, please visit VisitingAngels.com/WestSpringfield or call (413)733-6900.

Visiting Angels West Springfield was started in 1999 by Michele Anstett, its

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current owner, to bring quality elder home care to seniors living in Hampden County in Western Massachusetts.

About HCP

HCP's vision is to partner with the long-term and post-acute care industry, providing mission-critical applications to improve outcomes for all stakeholders in the care continuum, enabling the delivery of exceptional experiences. HCP offers RN-developed training, satisfaction surveys, hiring and reputation management tools designed to help you become the best employer and provider in your area—and make sure everyone knows about it. Known industry-wide for its Benchmarking Report and Best of Home Care awards, HCP is redefining the future of post-acute care. For more information, visit

<https://www.homecarepulse.com/>.



Visiting Angels West Springfield is proud to sponsor free weekly chair yoga classes for seniors!

Chair yoga is for anyone who would like to join! These classes are held every Monday at 1:30pm at Brownstone Gardens 1 at 75 Pleasant Street, East Longmeadow, located in the community room. They are taught by Sheila Magalhaes of Heartsong Yoga.

These weekly classes began in summer 2020, in the height of the Covid-19 pandemic. This time was tough for everyone, especially the elderly

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population. Not only are they the most vulnerable population to the severest symptoms of the illness, but also maintaining a social life in the community is imperative for their mental wellness. According to lifeline.com, at least 20% of people over the age of 70 suffer from depression and excessive time alone is a major contributing factor. The shutdown forced many seniors to spend the majority of their time inside, alone, without any activity.

Michele Anstett, owner of Visiting Angels West Springfield, knew that there had to be something that we could do in response to this problem, a service we could offer at no cost to those who needed

it most.



This was when Michele and her team at Visiting Angels birthed the idea of sponsoring weekly chair yoga classes, free to anyone who wanted to join, especially the seniors of Pleasant Valley Senior Center in East Longmeadow.

After the idea was approved by the town, Sheila Magalhaes taught the first class in September of 2020. Chairs were set far apart to meet social distancing guidelines and over 20 seniors showed up to participate. Three years later, the classes have grown immensely, including men

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and women of all ages, the oldest being 102 according to Sheila!

“One of my greatest pleasures as a studio owner and a yoga teacher in our community,” Sheila Magalhaes describes, “is working with the seniors who live in my hometown. . . . [These yoga classes helped] to help alleviate the stress and anxiety brought about by the challenges of not being able to enjoy social connections and movement, two of the most important aspects of longevity and happiness. . . . Having the Visiting Angels as our sponsor means that there are no financial barriers to attending classes, and we are grateful for their ongoing support.”

This activity has become a hit among the Pleasant Valley seniors since the summer of 2020. Because of this, Visiting Angels continues to offer these Monday afternoon classes free for all who would

like to join. If interested, please call Brownstone Gardens at 413-525-4596.

Visiting Angels West Springfield provides elder in-home care to seniors and veterans located across the Pioneer Valley including Springfield, West Springfield, Longmeadow, East Longmeadow, Wilbraham, Agawam, Ludlow, Westfield, Southwick, Chicopee, Feeding Hills, Indian Orchard, Holyoke, Southampton, and Montgomery.

Unscramble the words:

Hint: Garden Month

1. tocposm - _____
2. eerzfrliti - _____
3. wedbfleo - _____
4. vsahrte - _____
5. shebr - _____

Answers:

1. compost
2. fertilizer
3. flowerbed
4. harvest
5. herbs

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CAREGIVER OF

THE MONTH

APRIL 2024



Visiting Angels West Springfield

Chooses April Caregiver of the Month

Atara has been nominated for caregiver of the month not only by office staff, but also by her client's family. Atara just recently celebrated her 3-year anniversary as an "Angel". She has had many clients over the years and each time we speak to one, they have nothing but good to share with us. "We all agree that Atara is a special caregiver," says her client's daughter, "She is dependable, and provides quality and loving care to our mother. She has extended the quality of my moms life in so many ways".

Atara goes above and beyond to be the best caregiver possible. Although it is not a requirement, she has even gone as far as

covering her own shifts to make sure her client is well cared for while she is away. "I don't want you guys to worry about covering my shifts," Atara has said in the past, "If I know someone on the team who can help out, I try to cover it because it helps you out in the office too."

Atara has made a huge impact within our West Springfield office, which is why we have chosen her as Caregiver of the Month. Atara deserves to be recognized for all her hard work. Atara is a reliable and trustworthy person. Last summer, Atara started working as an "Angel" mentor. Some of her responsibilities as a mentor include guiding new caregivers and training them on the job. "Atara has been an excellent caregiver Mentor." Says Camille, our Training Specialist, "She makes herself available to her mentees each month as she passionately provides support and suggestions to them by using her professional experiences and skills.

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She is well deserving of April's caregiver of the month!"

Nominate Your Caregiver!

Visiting Angels West Springfield is always looking for feedback. If you believe that your caregiver is doing a great job, give them a shout out! We will take any feedback you provide into consideration for Caregiver of the Month.

OUR CAREGIVERS ARE...

A – Attentive

N – Nurturing

G – Great communicators

E – Empathetic

L – Loyal



CONTACT US!

Visiting Angels
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America's Choice In Homecare®

Since 1998, Visiting Angels has been providing adults and seniors with the needed assistance to continue living at home. At our nationally known, locally owned agency, it is our mission to maintain the independence and familiar surroundings for those in need.

We offer help with personal care, light housekeeping, meal preparation, transportation, shopping, companionship, respite care for families, live-in care and assistance with daily living activities. Call us today for a free, no obligation consultation! We care every day, in every way!

