

A day in the life of a Senior Care Manager

Brandy is a senior care manager. She specializes in helping people just like you make decisions about care for their family members or themselves. Let's follow Brandy through a typical day and learn about all the ways senior care managers can help.

Lulu's father Raj has trouble getting around on his own since he fell off a ladder at work. Brandy arrives to provide a free in-home assessment. She walks through Raj's home with Lulu and suggests improvements that may help, including adding an entry ramp for the front door and keeping a walker and wheelchair in the house so Raj can move around more easily on days when his pain level runs higher.

All three of them sit down and create a care plan together. Lulu mentions that she's worried Raj can't take care of the home as well as he used to, and he hasn't been eating well lately. Brandy refers them to local services that can help without putting a strain on their budget. So Raj will get professional cleaning services once a week and free hot meals delivered every day from a local program.

Brandy makes plans to meet with Lulu and Raj again for ongoing care coordination. She'll help them stay on track with scheduling and getting Raj to physical therapy visits. She'll also help them manage their insurance benefits to help make sure they don't pay providers more than they owe.

Now, Brandy's reviewing a facility for Ed, another member who called and requested the help of a senior care manager. Ed needs to move from assisted living to a nursing home. He's visited quite a few places. This one was his favorite.

Visual cue: Brandy arrives at a nursing home.

Ed knows Brandy might be able to find out more about the facility than he can. She's experienced at noticing details such as how alert and clean the residents look, or whether the rooms and shared spaces are free from odors, well lit, and easy to move around in. She might even be allowed behind-the-scenes access to areas of the facility that Ed won't ever see. And she'll be sure to report on the kinds of activities that Ed can join.

Brandy already researched the home yesterday. She's aware of the reviews, complaints, ratings, and other information, so she knows what questions she wants to ask to be sure Ed will be safe and enjoy his time there. And then she compiles all her research and observations into a written review and sends it to Ed to help him choose.

If Ed wants, Brandy can review more facilities before he decides. And if his needs change in the future, Brandy can help Ed arrange for extra services like medication supervision or a higher level of care with the staff at his facility as part of his ongoing care coordination.

Maria is about to be discharged from the hospital, and it's up to Brandy to conduct a post hospitalization assessment for her. She visits Maria and Maria's adult daughter, Wendy, at the hospital to perform a needs assessment.

They create a plan so Maria can have a home health nurse present while Wendy works the night shift next week. And they talk about Maria's hospital stay and what she may need help with at home now that she didn't need help with before, such as cooking, cleaning, meals, and mobility. Brandy shows them local options they can afford.

Maria and Brandy worry about what they'll do if Maria doesn't get along with the home health workers they're assigned. Brandy reminds them that she can help with any situation that might arise as part of their ongoing care coordination.

Visual Cue: 24/7 support.

To find out more about how senior care manager services can help your employees, simply contact your account executive today.

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44.27.103.1-RFL A (5/16)