



Your Care Consultation

*Making the Most of
Your First Meeting
with Routes Healthcare*

Your Care Consultation: Making the Most of Your First Meeting

Feeling a touch nervous about your upcoming care consultation? You're not alone. Taking this step is significant, and it's perfectly natural to have questions about what to expect.

We've created this guide to help you prepare for your consultation, ensuring you get all the information you need to make confident decisions about your care journey.

In This Guide:

Preparing for a care consultation can feel overwhelming, but we've created this comprehensive resource to help you feel confident and prepared. Here's what you'll find:

- **What to Expect During Your Consultation** – Understanding the care consultation structure and topics we'll cover in our visit
- **Preparing for Your Consultation** – Helpful steps to take before we meet
- **Questions to Ask** – Essential questions about services, care professionals, costs and next steps
- **After Your Consultation** – What happens once your initial meeting is complete
- **Our Promise to You** – Our commitments throughout your care journey
- **Preparation Checklist** – A tool to help gather your thoughts



What to Expect During Your Care Consultation

Your first meeting with Routes Healthcare is about getting to know you – your needs, preferences, and the life you cherish. Here's what typically happens during this initial conversation:

Understanding Your Story

Our care specialists will take time to learn about you:

- Your daily routines and preferences
- What matters most to you about staying independent
- Any specific care needs or health considerations
- Your home environment and lifestyle
- Family involvement and existing support networks

Exploring Care Options

Based on your unique situation, we'll discuss potential care solutions that could work for you:

- Types of care available (hourly visits, live-in care, etc.)
- How care can be tailored to your specific needs
- Flexibility in adjusting care as your needs change
- How we match you with the right care professional

Practical Considerations

We'll cover important practical elements:

- Costs and funding options available to you
- Timeframes for beginning care
- How care is coordinated and supervised
- Communication with family members (if appropriate)
- What happens next if you decide to proceed



Preparing for Your Consultation

To help us understand your needs fully, and to make you feel more prepared on the visit, it can be helpful to:

- 1 Make notes** about your typical daily routine and activities
- 2 Consider your priorities** – what matters most to you about receiving care?
- 3 List current challenges** you're experiencing that care could help with
- 4 Gather relevant information** about your health or medication if applicable
- 5 Invite a trusted family member** to join you, if you'd like additional support



Questions to Ask During Your Care Consultation

About Care Services

- How will my care plan be tailored to my specific needs?
- How quickly can care begin?
- What happens if my needs change over time?
- Can I meet potential carers before making a decision?
- What's the continuity plan if my regular carer is unavailable?

About Care Professionals

- How are carers selected and trained?
- What qualifications and checks do they undergo?
- How do you match carers to clients?
- What ongoing training do carers receive?
- How is the quality of care monitored?

About Costs and Administration

- What is the full breakdown of costs?
- Are there any additional charges I should be aware of?
- What funding options might be available to me?
- How often is billing processed?
- What's the process if I need to adjust my care package?

About Next Steps

- What happens after this consultation?
- How long does the care setup process take?
- What paperwork is involved?
- Who will be my main contact person?
- How can my family be involved in the process?



After Your Consultation

Your care journey continues to unfold after our initial meeting. We've designed the next steps to give you space to consider your options while providing continued support and clarity as you make your decisions.

- A personalised care proposal outlining recommended services
- Time to consider your options without pressure
- A follow-up call to answer any additional questions
- Support with completing necessary paperwork
- An introduction to your care team, if you decide to proceed

Our Promise to You

At Routes Healthcare, we understand that discussing care needs can feel overwhelming. We promise to:

- Listen attentively to your needs and concerns
- Provide clear, honest information without jargon
- Respect your decisions and timeframes
- Support you every step of the way
- Be transparent about all aspects of care

Remember, this consultation is about exploring possibilities – there's no obligation to proceed. Our priority is ensuring you have all the information you need to make choices that feel right for you.



Preparing Your Questions: A Simple Checklist

This practical tool helps you gather your thoughts before our care consultation meeting. Feel free to print this checklist and jot down your reflections – it can serve as a helpful reminder during your consultation of the points that matter most to you.

My typical daily routine includes:

The most important things for me to maintain independence are:

My main concerns about receiving care are:

Questions I have about costs and funding:

Other questions or concerns:

