

The Client

Before dementia hijacked Walter's mind and body, he was an architect by trade and an artist by heart. Even now, his home is filled with photographs he's created over the years and some unusual sculptures—the kind meant to spark conversation.

Sparks and conversations: those were two of the things that kept Walter and his wife, Carol, passionately married for over 40 years. These days, Walter can't communicate and doesn't always recognize his wife. Their banter has subsided.

But Carol is still outspoken with us—and in this strange new normal of coronavirus, that quality may have helped save her husband's life.



The Challenge

Unequipped to deal with the emotional and physical toll of caring for her husband, Carol turned over Walter's day-to-day care to Tender Rose and hired a less premium agency to cover overnights. When the pandemic hit, Walter was being cared for 24/7 by two agencies and six caregivers for a total of sixteen shift changes a week. Data was emerging that showed asymptomatic and presymptomatic caregivers were the biggest risk to seniors in home care: the more caregivers, the more shift changes, the greater the chance of exposure.

The Solution

Carol was proactive about protecting her husband from COVID-19. She recognized the threat of asymptomatic caregivers and volunteered to be the first family to sign up for our new live-in care program. The program puts stringent protocols in place to protect our clients and Memory Care Professionals (MCPs). To reduce the risk of infection, around-

the-clock care is handled by two-person teams with only two shift exchanges per week. We've also instigated strict guidelines for disinfecting, social distancing, and PPE. The live-in care approach drastically reduces the risk to clients and MCPs, with a rate competitive with our routine 24/7 care.

The Outcome

Ever since the virus hit and changed everything, Carol has sheltered in place at the couple's vacation home. Walter, meanwhile, is in expert hands. He doesn't understand what's happening in the world, but he's content. He trusts us. He looks at his photographs, naps, walks in the garden, and—like all of us—washes his hands a lot.

Most importantly, he's as safe as it's possible to be during a global pandemic. Which means that instead of focusing on fear, Carol and Tender Rose can focus on making every day a good day for Walter.

If someone you know with dementia needs around-the-clock care but is concerned about COVID-19, contact us to learn more about our live-in care program.