**Home**

*Are you in search of quality care for yourself or a loved one?* If so, Helping Hands Home Services would be honored to lend a helping hand!

Our Mission

Is to create a sustainable value with the clients and their families, by delivering outstanding services and business practices that help our clients experience safe, dependable and professional services that will enhance their quality of life in the comforts of their own home.

Our Passion:

* **P**rofessionalism
* **E**thics
* **O**pportunity
* **P**rivacy
* **L**oving Care
* **E**quality
* **P**assionate
* **E**ncouraging
* **O**bservant
* **P**atient
* **L**oyal
* **E**mpowering
* **P**roviding quality care to the
* **E**lderly and disabled, while allowing them the
* **O**pportunity to remain in the
* **P**rivacy of their own home where they feel most
* **L**iberated to
* **E**nhance their quality of life!

**About Us**

Our company was founded by two very passionate individuals with personal experiences that help us understand caring for an aging or disabled loved one is one of the most significant challenges life can present. The process can be life altering, extremely emotional, overwhelming and, at times confusing.

We are here for you, willing to extend a helping hand through the entire process.

***Dianne’s Story***

In April 2004, Dianne and her fiancé John vacationed in Las Vegas. A few days later, John started complaining of lower back pain. They thought he pulled a muscle when he grabbed the luggage off the carousel in the airport. The pain continued throughout the entire trip, so John made an appointment with his doctor. He saw his doctor and a couple other doctors, but they could not figure out what was wrong. His primary doctor decided he should have a MRI taken. The results came back; there was a spot on his liver. Still unsure, the doctor ordered a biopsy. On May 1, 2004, the results came back. Stage IV Pancreatic cancer. Pancreatic cancer is the fourth most common cause of cancer-related deaths in the United States and the eighth worldwide. Pancreatic cancer has an extremely poor prognosis.

Chemotherapy was started immediately and very aggressively. John’s family lived in another part of the state and owned and operated a business, so they were unable to come to Virginia Beach to help him. With no one else to help, Dianne stepped into a daunting task of becoming a Primary Caregiver. At that time, she held a full time job, when to school full time and had two children in school. John moved in with her and her family, and the journey began, accompanying him on his doctor visits, taking him to his treatments and procedures. It is very difficult to see the one you love, once vibrant, energetic and full of life transform into someone who refused to eat, always in pain, tired and lethargic from the treatments. John lost his battle with cancer on September 26, 2004. John’s mother, up until her death in January 2013, would always thank Dianne for what she did for her son and called her an angel for stepping in when his family could not be there to take care of him. His mother told Dianne, she would always be a part of the family. John’s entire family embraced her. Dianne still has a wonderful relationship and an unbreakable bond with John’s family and talks and visit with them regularly.

***Nicole’s Story***

In September 2009, Nicole’s father was diagnosed with stage four cancer with Stage IV neck and throat cancer. Because the cancer was found in its final stages, he had to undergo very aggressive treatments. At the time, Nicole was a full-time student and a full-time mother. Being the youngest child of her father’s many children, she reached out for help with the process so she would be able to complete her semester in school. With the commitment of her siblings to support their father through this process, she began to work with the doctors to start planning. In preparation for his treatments, he had to have oral surgery and a peg tube insertion so he would be able to still receive the appropriate nutrition during the process as he would lose his ability to eat during the aggressive radiation to his neck and throat.

The journey began…and Nicole was without the support she needed. There were many reasons her siblings were not able to follow through with their commitments; distance, emotions, jobs, family, etc. However, she gave her father her 100% commitment and her heart would not let her back down. She wanted him to live! The journey was tough on her father, who was a very prideful, strong, independent and normally very determined man. For her, this journey was extremely painful, emotionally draining, physically taxing…if you’ve ever been through this you know exactly the effects this can have on a caregiver. Nicole became a Primary Caregiver overnight without any training and for her dying father!

Dianne and Nicole did not understand at the time the preparations they went through, but it all makes sense today. Dianne’s presence and commitment to John during his battle and the last nine months of Nicole’s father’s life was preparation for their dream, destiny, and passion. They had a passion to provide for others what they needed during their journey…a helping hand!

**Our Services**

Helping Hands Home Services offers a wide variety of home care services, which are tailored to meet your needs or the needs of your loved ones:

* Personal Care
* Respite Care
* Companionship
* Homemaker
* Light Housekeeping
* Meal Preparation
* Bathing
* Assist with Eating/Feeding
* Toileting
* Transferring
* Errand Service
* Personal Grooming
* Dressing/Undressing
* Personal Laundry
* Medication Reminders
* RN Administered Evaluations
* Accompany to Medical Appointments/Events

**Payment Options**

The cost of home care is most often less than the cost of placement in a nursing home, assisted living community or other health care facility. Services are paid through a variety of sources and we are always actively looking for ways to collaborate with other providers and potential partners to help families. Benefits and requirements vary; we will consult with you to help determine eligibility for coverage in your specific case. .Below is a list of some payment options:

* Private Pay
* Long-term Care Insurance
* Medicaid

**Frequently Asked Questions**

**What is Home Health Care?**

Professional home health care services includes a broad range of care and support services for those who are recovering from a hospital stay, who are disabled, chronically- or terminally-ill, and need assistance with the essential activities of daily living.

**Who needs Home Health Care?**

* Older individuals who have health problems, but who want to maintain their independence in their homes with the support of a professional caregiver.
* Patients of all ages who return home after surgery, and need care, supervision or assistance.
* Mothers and newborns, home from the hospital after 24 or 48 hours who are in need of further education, support and clinical assessment skills of a trained nurse.
* Young adults, recovering from accidents or injuries, who can manage on their own - if they know an experienced healthcare worker, will be there when needed.
* Intellectually disabled adults who need support to remain in the mainstream of their community
* Adults who want their parents to have quality care at home.
* And millions of individuals with chronic diseases and disabilities, like Alzheimer's, heart failure, kidney disease, or diabetes, who need careful monitoring but do not want or need to enter a nursing home or skilled care facility.

**What can I expect from the first visit?**

On the first visit, a nurse will conduct an initial assessment. At Helping Hands Home Services, this thorough interview and evaluation is part of our coordinated approach to managing your overall health status. Our evaluation focuses on educating you in self-care management. Our team approach facilitates an easier transition for you from a hospital or nursing facility to your home, and actively engages you and your caregivers in your health care.

**How often will my home health care visits be?**

The frequency of home health care visits and the services provided are based on your needs and agreed upon in your personal care plan.

**My doctor is ordering home health care for me; can I request Helping Hands Home Services by name?**

Absolutely! We would be honored to care for you or your loved one. Federal law gives patients the freedom to choose their health care provider.

### Who pays for home health care services?

Every case is different. Many families bear the expense of privately paying for the care of loved ones. Often families overlook the home care service in their private insurance. Check with your carrier to see if the service is covered. Also, if you meet certain eligibility requirements, Medicaid and Long-term Insurance may pay for your covered home health care for as long as you are eligible.

**I have Medicaid already, how do I know if I qualify for home care services?**

Contact your local Social Service Department, speak with your assigned caseworker to determine your eligibility for long term care service.

**What’s the difference between home care and private care?**

Home care typically involves health-related services that are delivered to you in your home and are ordered by your physician to help your recovery. Private care is a type of home care. If you need home care that extends beyond services covered by insurance, our Private Care services provide day-to-day support to help you continue to live safely and independently in your home.

**How do I know if the person coming into my home is trustworthy?**At Helping Hands Home Services, you can be sure that every member that comes into your home is highly trained, trustworthy and professional. Every member of your team offers a level of skill that comes with experience and compassion that comes with true caring.

**What is the difference between agencies that independently contract their caregivers or agencies that employ their caregivers?**

If you hire an independent contractor you are considered the employer and hold all liability and responsibility for the employee. The client is responsible for payroll taxes, worker's compensation, liability, bonding, and instructing the caregiver. The client is vulnerable for tax accountability as well as for lawsuits from an independently contracted caregiver. If you hire an agency that has employees the agency takes all the employer responsibilities. Reputable agencies will protect themselves, their clients, and their caregivers with workers compensation, criminal checks, solid reference checks, liability insurance and bonding.

**What does it take to get started?**

We invite you to call or e-mail. Our agency will return your call at your convenience and you may interview us by phone. If you are pleased, you may set up a consultation in your home, your loved one’s home, hospital, or our office. At that time, our consultant will explain in detail the services we have to offer.

**Why is Helping Hands the right choice for me?**

Our team is committed to treating every client with optimal care, dignity, respect, and extreme confidentiality. We realize every client’s need is different, therefore we will work hand in hand with you and your family to create a personalized care plan. We are committed to investing the time and resources to hire the most qualified, professional,

and passionate Personal Care Aides in the industry to help enhance your quality of life.

Contact Us

Caring for your own health or for a loved one never stops. Whether you are the potential client, family member or a loved one, we welcome hearing from you anytime.

Please feel free to contact us using the form below. We will respond in 1-2 days. Thank you for the opportunity to help.

**\***Required

**First Name\***

**Last Name\***

**Email**

**Phone\***

**Address**

**City\***

**State\***

**Zip Code\***

**Type of Service Interest:**

 Personal Care

 Respite Care

 Homemaker Services

 Companion Care

 Other

**I am looking for home care options for:**

 Myself

 Parent

 Spouse

 Child

 Other

**SUBMIT**

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757-488-1116

Monday - Thursday

9:00am - 4:00pm

Friday

9:00am - 1:00pm

Saturday & Sunday

Closed

**Clients have a 24/7 access line**