



# SAUNDERS HOUSE

MAIN LINE SENIOR CARE ALLIANCE

CELEBRATING  
150 YEARS!

A Healthy Tradition of Care and Wellness

## Tips for Building Relationships with Staff to Assure the Best in Long-Term Care

Good relationships are important for providing the best long-term care for your loved one.

With that in mind, there are several things that you can do as a family member to support the best possible care of your loved one while also creating valuable partnerships with the staff members who provide their care every day. By communicating effectively and often, in an environment of mutual respect, family members and caregiver staff can create the most effective scenario for assuring that your loved one's needs and preferences are met, and their days are pleasant and comfortable.

- Talk to the caregiver staff about your loved one's personal history or life story so staff members can relate to them on a more personal level.
- Let your loved one's caregivers know about their likes, dislikes and preferences, (e.g. what they like to be called and what their favorite foods are).
- Discuss with caregivers those things that your loved one has always had a special interest in, (e.g. cooking, gardening, reading novels, golf, etc).
- Advise caregivers about your loved one's normal routine – Are they a morning person? Do they like to stay up late at night?
- Let caregivers know if you'd like to be called if they detect any minor changes in your loved one's status, (e.g. if they begin to behave a bit differently).
- Ask to meet with care staff on a regularly scheduled basis to discuss their perceptions of your loved one's status, as well as to share ideas for making your loved one's quality of life better.
- Be respectful of staff members and let them know you appreciate all they do. Ask them how you can be helpful to them in doing their job. Respectful two-way conversations build stronger relationships and typically yield the best results.

### Discover our Healthy Tradition of Care and Wellness

Located adjacent to Lankenau Hospital, **Saunders House** – [part of Main Line Senior Care Alliance](#) – has a celebrated tradition of providing [exceptional care and services](#) to seniors and their families. It's a tradition we're proud to continue.

Today, Saunders House offers a range of services including [short-term rehabilitation](#), [traditional nursing care](#), [restorative care](#), [memory care](#), [respite care](#) and specialized care for individuals with visual impairments – all in a setting that is warm, welcoming and nurturing.



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For more information on **Saunders House**, our Short-Term Rehabilitation program and other professional services, please call us today at **(610) 658-5100** or [contact us](#) online.

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