

Tips to help with Domestic Services.

Follow CareLink rostered times unless you receive text message from schedulers.

DO NOT arrive to service more than 10 mins early, if you are early, park around the corner and wait until the service time. (DO NOT park your car in client's driveway or front of client's house to wait for service time).

DO NOT park in client's driveway – the only exception is in retirement villages or stated on roster notes.

If you are running late (even by 5 mins), ring the office and let them know. Always apologise to the client for running late.

ALWAYS try to have a conversation with the client, ask how they are, what they have been up to, encourage the client to help with tasks.

If you have finished the tasks require and have spare time in the service, ask the client if there is anything else you can do but before that you can do some of the following:

- Wipe kitchen cupboards, microwave, fridge door, stove top.
- Wipe over light switches
- Wipe over kitchen benches
- Wash dishes, wipe out sink when finished.
- Carefully dust – bedside tables, bookshelves, coffee tables.
- Wipe down doors – Bathroom, toilet, front/back doors, walls.
- Ask if there is any rubbish to be taken out to outside bins.
- Always empty vacuum cleaner – ask client if unsure on how to empty.
- Have a conversation with the client, ask about photos, pictures on walls, objects on shelves

When cleaning a bathroom, clean vanity cupboards and drawers, dry shower tiles, wipe walls under hand towels/towels and clean shower floor corners and all parts of shower doors.

When cleaning mirrors, use only a small amount of glass cleaner, use a clean cloth or paper towel. Check for streak marks, re clean with paper towel if there are streak marks.

When vacuuming, use the vacuum nozzle to vacuum windowsills, skirting boards, vacuum up cobwebs from ceiling. Check widow tracks for dead flies, if there is some, vacuum. Make sure you vacuum to the corners of every room and vacuum under beds/tables/couches/behind doors, when possible.

When making beds, make sure the sheets fit bed and on correct way, use hospital corners (not sure how to do, ask office for someone to show you), make sure sheets/blankets/doonas are even across the bed, check with client if they want sheets tucked in and make sure pillows are presented well.

Please remember, if you are having trouble or concerns with cleaning, how to clean an area, speak to office staff and we can provide some mentoring/support while you are in the client's home.

Please see over page for other notes.....

Where to begin in Domestic Service

1 - If bed needs to be changed do first. Strip bed, remake, ask client where to put dirty sheets and machine wash, if asked by client.

2 – Clean Vanity, shower, toilet – Place bathmats on floor to soak up water from cleaning, and place bathmats over bath or shower when finished.

ALWAYS USING DIFFERENT CLEANING CLOTHS.

3 – Clean kitchen cupboards and kitchen benches – with new cleaning cloths.

4 – Vacuum floors, if you can move an item with your knee, move it and vacuum under and move the item back in place – empty vacuum when finished all areas.

DO NOT VACUUM UP WATER OR CLEAN FILTERS WITH WATER.

5 - Mop floors then dry floors with a second mop, drying must be done with a handheld dry mop and not your feet.

DO NOT USE TOWELS TO DRY FLOOR WITH YOUR FEET.

6 – Return all cleaning chemicals, vacuum, mop and bucket to where you got them from. Dirty clothes to be placed in laundry.

7 – See notes on other page for any extra tasks that can be done.