

Signs Your Client Needs More Help at Home

For therapists, behavioral health clinicians, and community case managers.

Most clients won't ask for help directly. These are the signals that usually mean it's time to refer for personal care, homemaker, or respite — before a crisis forces it.

WHAT YOU MIGHT NOTICE IN SESSION

- Hygiene change — same clothes, body odor, unbrushed hair, longer nails
- Weight loss or skipped meals, even when food is in the home
- Medication confusion — missed doses, doubled doses, expired bottles
- Cancellations on bad weather days, mobility days, or after falls
- New bruises, scrapes, or bandages they brush off
- Caregiver showing up to sessions on edge, sleep-deprived, or tearful

WHAT THE FAMILY WILL SAY (LISTEN FOR THIS)

- "I just need a break."
- "I can't leave them alone anymore."
- "They fell again last week but they're fine."
- "I quit my job to take care of mom."
- "The house is getting away from us."

FUNCTIONAL RED FLAGS

- Needs hands-on help with bathing or dressing 3+ days per week
- Two or more falls in the last 6 months
- Cannot prepare a full meal independently
- Cannot manage medications without supervision
- Wandering, exit-seeking, or sundowning
- Lives alone and cannot reliably call for help in an emergency

WHEN TO REFER TO RELIANCE

If 2+ items above are true, the client is past the point where family alone can sustain it. A few hours of personal care or respite each week often delays a higher level of care by 1–3 years. Refer early. We respond same business day.

HOW TO MAKE THE REFERRAL

- Call 419-704-0316 and ask for the intake coordinator
- Or send a HIPAA-safe email to intake@reliancecaresolutions.com
- Or use the partner form at reliancecaresolutions.com/partners