

Frequently Asked Questions (FAQs)

At Pinnacle Professional Caregivers, we understand that clients may have questions about our services, policies, and what to expect. Below are some commonly asked questions to provide clarity and ensure a smooth caregiving experience.

General Caregiving Services

1. What types of caregivers do you provide?

We offer three categories of caregivers:

Professional Nurses: Handle severe health conditions such as cancer, dementia, stroke, and other critical medical cases. They also perform procedures like injections, insulin administration, vital sign monitoring, and fluid maintenance. Nurses do not engage in house chores.

Nursing Assistants (CHEWs): Assist with non-critical health conditions and provide moderate medical support under supervision.

Carers: Provide companionship, assist with daily activities, and perform light house chores but do not handle medical procedures.

2. Can I request a specific caregiver?

Yes, we consider your preferences when assigning caregivers. However, availability may vary, and we ensure all caregivers are well-trained to provide the highest standard of care.

3. What happens if I'm not satisfied with my caregiver?

If you have concerns about a caregiver's performance, please contact the agency immediately. We will address the issue and, if necessary, arrange for a replacement.

4. Are caregivers trained and certified?

Yes. Our nurses are registered professionals, our nursing assistants have formal healthcare training, and our carers undergo extensive training to meet our agency's standards.

5. Can caregivers administer medications?

Only Professional Nurses and Nursing Assistants are permitted to administer medications, injections, and other medical treatments. Carers do not handle medical procedures.

6. Do caregivers provide live-in services?

Yes, we offer both live-in and live-out caregiving services. Live-in caregivers will require proper accommodations and meal arrangements.

7. Can caregivers travel with clients?

Yes, but travel arrangements must be discussed in advance to ensure proper planning and caregiver availability.

Maternity & Childbirth Home Care Services

8. What maternity services do you offer?

We provide professional midwifery and postnatal care for expectant mothers, new mothers, and newborns. Our services include:

Antenatal (Pregnancy) Support: Monitoring maternal health, nutritional guidance, and emotional support.

Postnatal (After Birth) Care: Assisting with breastfeeding techniques, newborn care, and postpartum recovery.

Nanny Services: Helping mothers with baby care, household tasks, and emotional support during the first months of childbirth.

9. Who provides maternity care at home?

Our Professional Registered Midwives handle maternity-related services, ensuring both mother and baby receive expert care. Our Carers/Nursing Assistants support with light tasks, childcare, and household duties.

10. Can a midwife assist with childbirth at home?

Our midwives provide prenatal and postnatal care but do not conduct home births. However, they can assist in preparing for hospital deliveries and providing post-delivery support at home.

11. How long can I receive postnatal care?

The duration of postnatal care depends on individual needs. We offer flexible short-term and long-term care plans tailored to each mother's recovery process.

12. Do you offer night-time support for new mothers?

Yes. We provide overnight assistance to help new mothers with baby care, allowing them to rest and recover properly.

13. Can I hire a nanny through your agency?

Yes. Our trained nannies assist with newborn care, feeding, and light household chores to ease the burden on new mothers.

Payment & Policies

14. How do I make payments for services?

All payments should be made directly to the agency. Caregivers are not allowed to receive direct payments from clients.

15. What if I need to change or cancel a service?

Please inform us in advance if you need to modify or cancel a service. We strive to be flexible while ensuring proper scheduling for all clients.

16. What measures are in place to ensure caregiver safety?

We have strict policies in place to ensure caregivers work in a safe and respectful environment. Clients must treat caregivers with dignity, and any concerns should be reported to the agency.
