

# Looking After People with M.E. Home Care Workers - Key Messages

## Approach to Care

*Let the client with myalgic encephalomyelitis (M.E.) dictate the pace.*

*The client knows best. Please try not to impose your views, your priorities or your values.*

*For people with M.E. energy is scarce and very precious.*

### LESS IS MORE

*Home Care Workers should not encourage clients with M.E. to do more for themselves.*

*This is counter-productive.*

### NOISE

*Don't be boisterous: Adopt a quiet and gentle demeanour. Speak quietly. Don't bang and crash around.*

*Washing up: do it quietly, gently, close any doors to reduce noise.*

*Hoovering: close doors or postpone.*

*Mobiles: there is no necessity for mobile phones to be used or switched on during a home care visit.*

### LIGHT

*You may find clients with M.E. wearing dark glasses, living with their curtains shut, and using only low intensity lighting. Please observe their need for shielding from the light. This may mean meeting care needs in very dim conditions.*

### MANNER

*People with M.E. need care to be delivered calmly, quietly and gently.*

*They may ask you to talk in a quieter voice or to be left undisturbed.*

*This applies when doubling up. Please do not chat to each other over the person you are caring for.*

### PERFUME & CHEMICALS

*Some people with M.E. experience very severe reactions to fragrance. It may be necessary to completely avoid wearing perfume or any perfumed products.*

*Some have acute chemical sensitivity and will need to be protected from exposure to many items that are commonly used - for example in cleaning.*

## Protecting from Infection

*People with M.E. are particularly vulnerable to infection. Catching an infection could make a client with M.E. much worse. They may not be able to get over the infection.*

### HANDWASHING

*Frequent hand washing is vital to avoid passing on any infection:*

*On arrival wash your hands*

*If you touch your face wash your hands again*

*After shopping wash your hands*

*If you go to the toilet wash your hands again*

### HANDLING

*When handling items that have been in contact with bodily fluids - tissues, sheets, clothes, continence pads - use gloves and an apron. Change gloves as often as required.*

## Shopping & Mealtimes

*Extra support around nutrition & mealtimes may be needed.*

### SHOPPING

*Details can be very important. If a certain brand or a particular shop is requested there may be a medical reason for this. So please follow shopping instructions carefully.*

### PREPARATION AND COOKING

*Wash all meat, fish and vegetables before cooking to remove bacteria or chemicals.*

*Clients with M.E. may struggle to maintain stable blood sugar. So your client:*

*may need to eat more frequently.*

*may need a diet rich in whole foods / complex carbohydrates and protein.*

### SUPPORT TO EAT

*Clients with M.E. may need help to eat and drink. Swallowing may be difficult. Pain and overwhelming debility may make the physical activity of eating difficult.*

*Clients with M.E. may be some of the sickest people that you provide a service to, particularly if their case is very severe. Providing this type of Home Care requires great awareness and sensitivity. However it can be very rewarding to the care giver, and greatly valued by the person with M.E.*

MAY 2016