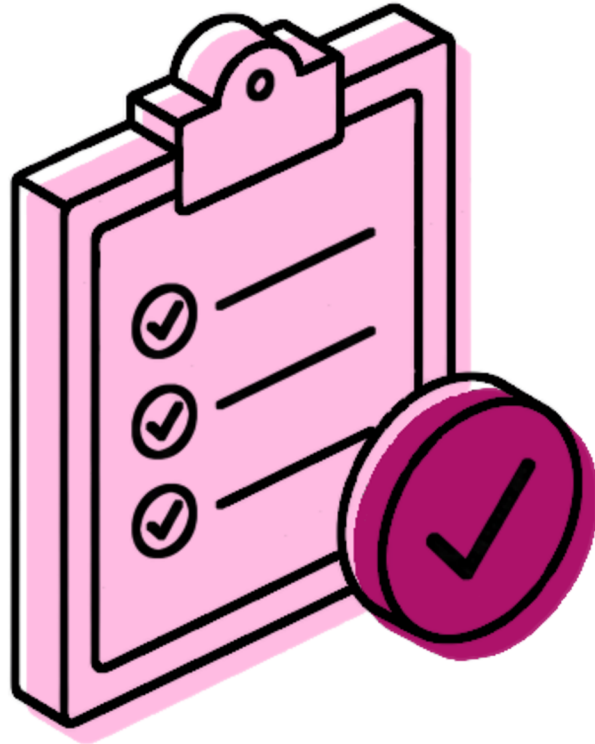


CARING PREPARATION

The TemanJaga Guide to Preparing for Better Care

Preparing ahead of time helps care sessions run safer, smoother, and more comfortably for everyone involved. Based on real caregiving experience, we've put together a few simple preparation tips to help families and care partners work better together.



01 GETTING STARTED

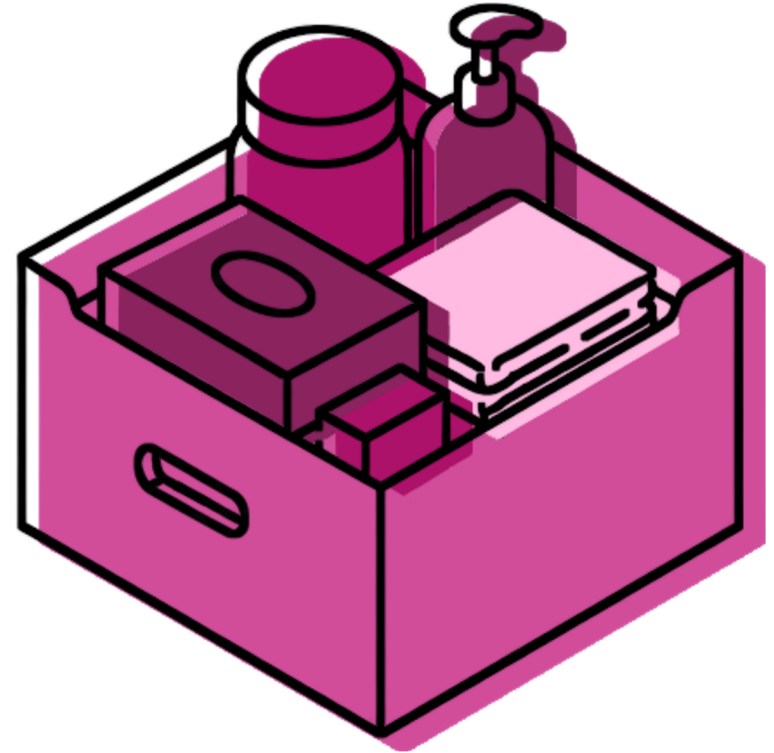
Let your care needs guide your preparation.

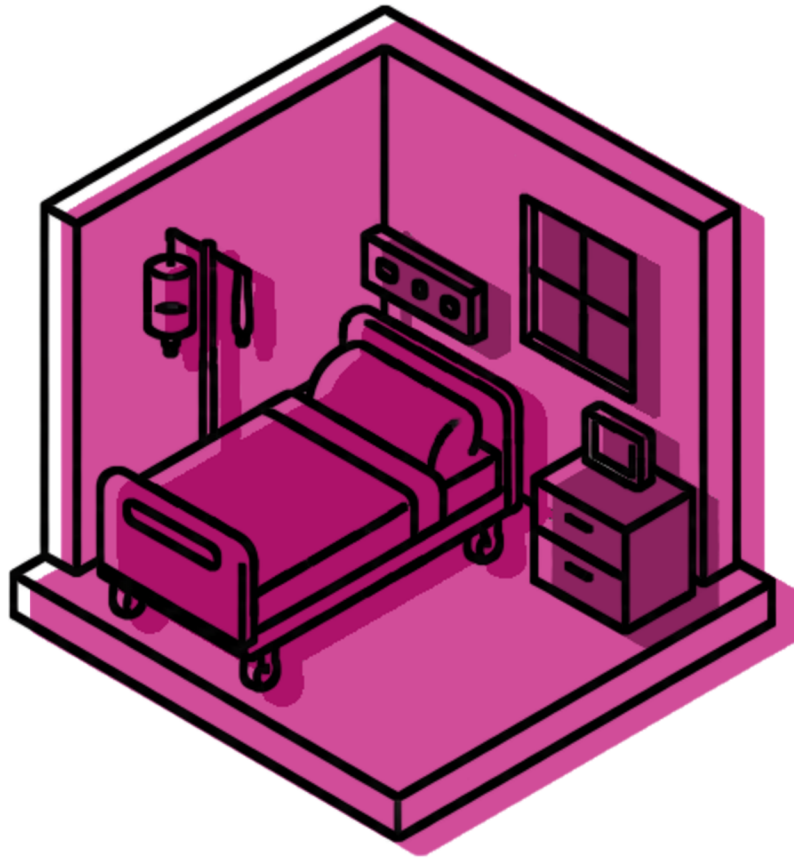
- ~~Confirm the care schedule, location, and session details before your carer arrives.~~
- Share important client information early, including mobility assistance, supervision needs, allergies, or special care routines.
- For hospital care, prepare the ward number, visitor access details, and emergency contact information beforehand.

PREPARING ESSENTIALS

Keep important items within easy reach.

- Prepare essential caregiving supplies such as medications, pampers, wipes, feeding items, mobility aids, or medical equipment before the session begins.
- Organize frequently used items in a convenient location so the caregiver can assist more efficiently throughout the session.





03 SETTING THE ENVIRONMENT

Make the care space feel comfortable.

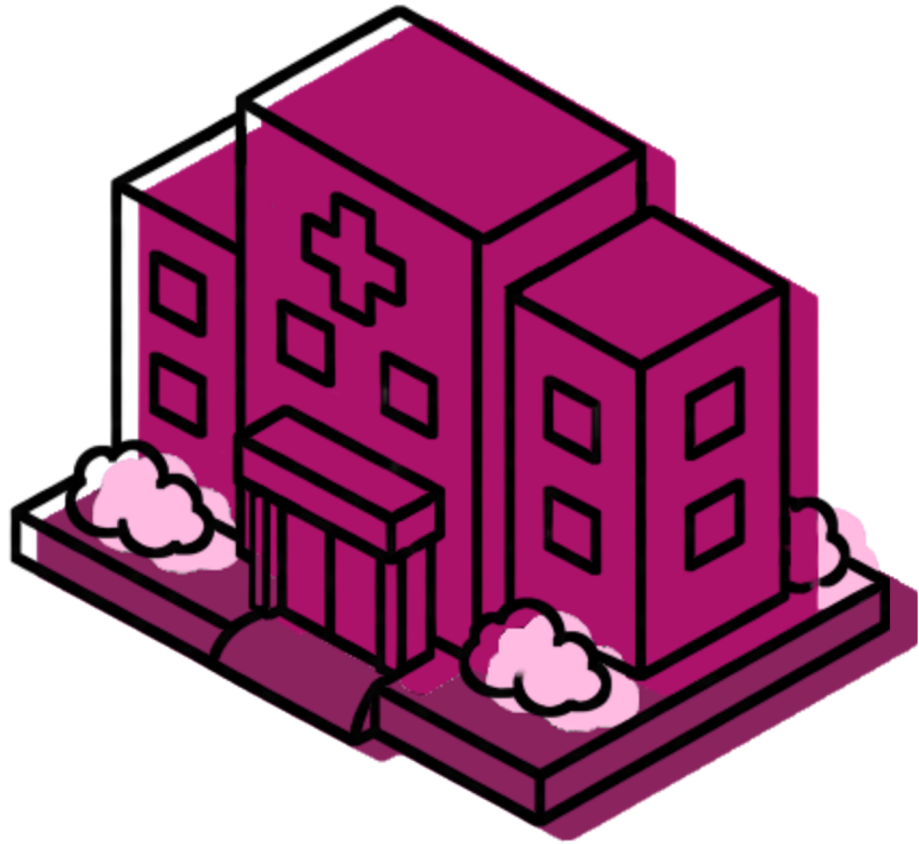
- Prepare a reasonably safe, calm, and accessible environment for both the client and caregiver.
- Clear unnecessary obstacles around commonly used areas to help reduce movement difficulties and safety risks.

DAILY ROUTINES & SUPPORT

Help your caregiver understand the client better.

- Inform the caregiver about important routines, preferred communication styles, sleeping habits, meal schedules, or comfort preferences.
- If the client experiences confusion, anxiety, wandering tendencies, or behavioural changes, sharing this beforehand helps improve caregiving coordination.





HOSPITAL CARE PREPARATION

Make hospital care less stressful.

- Prepare patient essentials such as toiletries, extra clothing, chargers, feeding items, or important documents before the caregiver arrives.
- Ensure hospital access requirements, visitor permissions, and ward information are ready to help reduce delays during handovers.

Note: Care-related supplies, medications, consumables, and patient essentials should be prepared before the session begins. Hospital access, visitor limitations, and ward regulations are subject to the respective healthcare facility's policies. Additional assistance or equipment may be required for certain mobility or high-dependency cases.

THINGS WE CANNOT PROVIDE | PERFORM

Unsafe requests, medical limitations, & situations beyond our scope of care.



Medical & Emergency Services

- Emergency or life-threatening medical treatment
- ICU-level nursing or hospital specialist procedures
- Surgical procedures or invasive medical operations
- Prescription or medication dispensing without proper authorization
- Diagnosis or medical certification



Unsafe or High-Risk Situations

- Handling violent, abusive, or dangerous individuals
- Care involving illegal substances or criminal activity
- Unsafe environments that may endanger care partners
- Heavy lifting or transfers requiring specialized hospital equipment without assistance



Non-Care Related Tasks

- Financial management or handling client bank accounts
- Legal representation or legal documentation
- Property maintenance, renovation, or contractor work
- Transporting clients without prior arrangement or proper vehicle setup



Restricted Requests

- Services beyond the booked duration or agreed scope without approval
- Requests that violate healthcare regulations or ethical standards
- Use of care partners for unrelated personal errands or unauthorized duties
- Any activity conflicting with TemanJaga's safety, compliance, or operational policies



Availability & Scheduling Limitations

- Immediate last-minute bookings may not always be available
- Specific care partner requests are subject to availability and matching
- Certain locations or long-distance areas may have limited coverage
- Continuous 24/7 care depends on staffing availability and scheduling feasibility.
- Late-night or odd-hour care sessions may require advance arrangement
- Overnight or extended-hour shifts may have limited matching options

Important Note: TemanJaga prioritizes the safety, dignity, and wellbeing of both clients and care partners. Some services may require prior assessment, additional support arrangements, or referral to appropriate healthcare facilities.

Foul weather, family disputes, & other reasons we might refuse service.

Our top priority is the safety of the client, the care partner, and everyone involved in the care session. If we believe a situation may put anyone at risk, we may decline, pause, or stop the service. If you have any questions about your booking, care requirements, or service limitations, please review our [Terms of Service](#) or contact the TemanJaga support team at [+6012 2216 586](tel:+60122216586)



Unsafe environments

- Severe weather, flooding, or unsafe travel conditions
- Unsafe or hazardous care environments
- Severe hygiene or biohazard risks
- Violent, abusive, threatening, or sexually inappropriate behaviour
- Situations that may endanger clients or care partners



Family or property conflicts

- Family disputes during care sessions
- Disagreements affecting the care process
- Unsafe household tensions or confrontations
- Lack of consent or cooperation from responsible parties



Unforeseen challenges

- Incorrect or incomplete booking details
- Inaccessible locations or entry restrictions
- Delays caused by traffic, emergencies, or road closures
- Requests beyond the agreed care scope
- Situations requiring additional support, manpower, or equipment

Cities we call home

Terengganu Darul Iman

Kuala Terengganu

Kuala Nerus

Hulu Terengganu

Besut

Setiu

Marang

Dungun

Kemaman

Buttons

would light up upon
hover and click.

and to many more cities and states to come

Caring can be challenging. We make it easy.

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