

Questions for Home Care Agency

Looking for a home care agency for a loved one can be quite overwhelming. Here are a sample of some questions you can ask when making your selection - you may have more questions - ask whatever makes you feel comfortable!

1. How long has your agency been in business?
2. How do you select your aides - what qualifications do you require?
3. Do you do background checks?
4. What kind of training do you provide?
5. Are your workers licensed and bonded?
6. How many aides would be assigned to my loved one?
7. Does the same worker come every day? If so, will we be notified if someone different will be coming? Will we be notified if no one is coming or they are late?
8. What is the process if we find our loved one is not compatible with the aide?
9. Do you require a minimum number of hours per visit? per week?
10. How are caregivers supervised and evaluated? Are there onsite, unannounced checks?
11. Do you work with long-term care insurance providers?

Here's some additional questions as well:

Describe the training that caregivers receive.

Are caregivers certified nursing assistants?

Do you require caregivers to have experience?

Describe the background checks that you perform. Do they include criminal checks and fingerprinting?

What licensing and certification do you hold?

What insurance do you carry against accidents in the home?

Would you please provide references?

Is there a dress code that includes rules for visible tattoos and piercings?

What hours for an overnight stay would be customary, practical, and allow consistency of experienced caregivers? That is, would 10-8, 11-9, or another schedule make it easier to maintain consistency?

How many caregivers would be assigned to our mother's case?

How will caregivers be introduced to our mother?

What if an assigned caregiver and our mother are incompatible?

Can you assure us that we will have the same caregivers from one week to the next, vacations and illnesses excepted?

If a caregiver can't show up, what notice should we expect to receive? How often does that happen?

If a substitute is necessary, how will we be notified? How will the substitute be introduced to our mother?

How are caregivers supervised and evaluated? Are there onsite, unannounced checks?

Do you work with long-term care insurance providers?

What are your rates and billing arrangements?