

Evaluating In-Home Care Services - A Check List

- Does the agency provide a written plan that details services to be provided by each caregiver?
- Do they provide documents about financial arrangements before service begins? It is important so that there's no misunderstanding about the service and cost to be provided.
- Are the providers of care, insured and bonded?
- Is there a criminal background check preformed prior to employment with agency?
- Does the company provide worker's compensation for employees? This is important so that you are not responsible for any injuries that occur on the job.
- What procedures does the agency have for emergencies? Are caregivers available twenty-four hours a day? Is there a supervisor on call and available to speak to on off hours and weekends?
- Is there a policy regarding replacing a sick employee? Or an employee that has an emergency?
- Does the agency have a policy in place on addressing and resolving problems? Who is the agencies main contact regarding any requests, questions or complaints?
- Is there a requirement that a primary family caregiver be available as a condition of qualifying for services? If so, what are the requirements of the family members?
- Ask the agency to provide references. References from doctors, hospital discharge planners, social workers and former customers of the agency.
- Is it possible to interview several potential aides and make a selection after those interviews?
- Who will be working in the home? Will there be regular staff providing continuity of care? What will be their specific duties?
- Will the family and the client be involved in planning for care or making changes to the care plan?
- Choosing home care services can feel overwhelming and stressful. For many aging seniors, the option to remain in their home is worth the time and energy it takes to investigate home care services. To be able to remain independent and safe, in the comfort of the familiar surroundings is the goal of many aging seniors. To feel in control of their life and choices is invaluable. Home care services make that option possible.