

Home Care Agencies... How Do You Choose?

Cost isn't the only factor...

Questions to ask a private pay home care agency:

1. Is the company licensed by the state?
 - a. Class A license – All services including “hands on”, non-medical care for the non-ambulatory.
 - b. Class B license- services from companionship to hands-on care for ambulatory individuals only.
 - c. Home Care Registry- Home helper/companionship services only.
2. How many years have they been providing home care?
3. What training and qualifications does the caregiver have?
4. Are the caregivers company employees verses independent contractors so you are not responsible for Workers Comp or payroll taxes?
5. Can the company provide client references?
6. Do they have staff on call 24-hrs/day, 7 days/week?
7. Does the company provide a consistent caregiver?
8. Does the company create a care plan for the senior? Is it evaluated and changed as the needs of the senior change?
9. Does the company work to make a match between the interests of the senior client and the caregiver to promote a strong relationship?
10. What is the company policy if your senior loved one doesn't like the caregiver that is sent to them?
11. Is there an RN available to create and monitor a plan should there be hands-on, help needed? (Required for work under class A license).
12. Can the company provide rides for errands, doctor appointments, outings, etc?
13. Do staff members have regular, open communication with family members or care managers in regards to client's health and well being?
14. Are the caregivers experienced, bonded, insured and trained?
15. Does the company have an hourly minimum for service?
16. What is the agency's role in hiring and supervising caregivers?
17. What feeling do you get when you talk to a company rep on the phone?
18. Does the company accept long term care insurance for reimbursement?
19. Does the company maintain a list of tested, high quality referral providers in the senior care industry in case you need information about another type of senior care service?
20. *Never discount your instincts. How does the company representative make you feel? What does your gut tell you about this company?*

