

QUESTIONS FOR HOME CARE ORGANIZATIONS

Planning Strategies That Work!



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Tips for Choosing a Caregiver

For seniors, staying at home and living independently, for as long as possible, enhances their quality of life. Providing home health care, can often delay or minimize the need for long term nursing home care. Home health care may include, speech or physical therapy, or skilled nursing care. Also, it may include help with activities of daily living, such as, bathing, dressing, cooking, monitoring prescription medication, and housekeeping jobs.

Most people who need help with their daily activities rely on unpaid care provided by family members and friends. However, many seniors and their families are recognizing the benefits of hiring caregivers, to help keep their loved ones in their homes longer, providing for their comfort and safety, and thus give everyone peace of mind. Here are some tips for choosing an in-home caregiver:

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- Can families request a representative to meet with the family? Cost?
- Is your agency licensed & by what state? For how long?
- Can families interview the caregiver; Cost to family?
- Does your agency pay workman's comp to protect family liability?
- Does your agency carry professional liability?
- Does your agency provide documentation of caregiver arrival & departure & proof that they are at the proper location at the proper time?
- What type of services does your agency provide? (companion, personal care & or skilled nursing)?
- Will your agency provide services in a hospital, Independent living facility, ALF (Assisted Living Facility) or Nursing Home?
- What is the certification of your caregivers (Companion, HHA, Home Health Aide; C.N.A., Certified Nursing Aide; GNA, Geriatric Nursing Aide; LPN, Licensed Practical Nurse; RN, Registered Nurse.
- Does the agency provide 24/7 contact with staff & agency?
- Does your agency provide service on holidays?
- Does your agency provide "live-in", as well as "live-out" services?
- Are all of your caregivers bonded?

- Does the company verify if caregivers are working legally in USA?
- Does your company perform Criminal Background Checks?
- Do your caregivers receive ongoing training, in-services? Are they given skills assessments by an RN?
- Does your agency conduct supervisory visits on a regular basis?
- Do you have an RN on staff to supervise home care services?
- Does your agency develop a care plan, POT (Plan Of Treatment)?
- Does your agency have a certified care-manager (Social Worker)?
- What is your minimum number of hours of service?
- What are your rates? Hourly rates? Live-in rates?
- Does your agency charge a premium for weekends or nights?
- Does your agency require any monies up front for services?
- Does your agency handle all the billing & scheduling?
- Notice required for termination of services?