

Important Questions to Ask When Choosing A Non-Medical Homecare Company!

Dear Friend,

Research shows that most older adults want to remain safely independent in their own home for as long as possible. Studies also indicate most families are concerned that their loved one receives quality care from an organization and a person they can trust – someone who understands and cares what they are going through.

Individuals faced with making a decision for themselves or their loved ones are often doing so in a rush. But even in a crisis, it is important to understand what choices you have. That's why we strive to inform seniors and their families before a crisis occurs about what questions to ask and what important factors to look for when selecting a homecare provider.

Today, there are more choices than ever before. But, all companies are not alike. We have designed the following list as a tool to help seniors and their families determine what is best for them and which company is best qualified to assist with their needs, while maintaining their independence and protecting their dignity. We sincerely hope you find this tool useful and it helps you in the selection of your homecare provider.

At Home Instead Senior Care, we not only understand and care what you are going through, but we have the *knowledge and experience* to provide appropriate, compassionate care, as well as to recommend other resources as needed. That's why all of us — owners, administrative staff, and CAREGivers pledge, *"To us, it's personal."*

We would welcome the opportunity to meet with you to discuss your needs and respond to any of these questions.

Sincerely,

HOME INSTEAD SENIOR CARE

Scott Radcliff
President


Home Instead
SENIOR CARE®
To us, it's personal.

Make An Informed Decision... Ask These Important Questions!

1. How long has your organization been providing homecare services locally?
2. Is your organization national (international)?
3. Do the employees of the company you are talking with receive support, education, training and more from a corporate office or main office?
4. Does the company bond/insure their caregivers to protect clients and their families from liability? If yes, please ask for documentation of bonding/insurance coverage.
5. Are those providing the care actual employees of your company? Do they receive a W-2 from the company? Is there a W-2 list to validate this?
6. Does the company cover workers' compensation for those providing care? Again, ask for verification of this coverage.
7. How does the company screen caregiver employees?
8. Does the company do criminal background checks? If so, ask for documentation.
9. What training do the caregivers receive? Is the training on-going? How often are the training sessions given? Do you have a list of the topics covered for last year's training sessions?
10. Has the agency/company been recognized by any third party organizations for their caregiver training program(s)?
11. Are drug tests administered to those providing care? If yes, get as much detail about this program as you can.
12. How does the company track their employee's arrival and departure from a client's home?
13. Do the caregivers maintain a log of their activities while providing care? Is this information available to family members?
14. Does a registered nurse handle client care?
15. Who directs the quality of care provided by your caregivers?
16. How is follow-up care handled to ensure proper care is being provided?

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17. Are back up caregivers provided by your agency if the primary caregiver is unavailable?
18. Are care plans developed for each individual client? What type of care plans are developed? Are sample plans available to review?
20. How are care plans communicated and administered?
21. Who is the contact person(s) with questions regarding the care provided?
22. What process is used to match caregivers with the needs and wishes of the client?
23. Is a live phone contact person available 24 hours a day, 7 days a week?
24. Is the office you are working with a member of National Private Duty Association (NPDA)?
Is the company in good standing with the Better Business Bureau?
25. Is a client reference list available?

This information presented to you by:



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