

Home Care Checklist

The following list of questions should encompass most care questions that need to be asked when seeking home care. It is meant as a guide to helping one find good, quality, dependable home care when appropriate.

Business/Services Provided

How long has your agency been in business? 23 years

What is the background/experience of the owner? Combined experience of over 75 years in home care services of all types

Does the agency have satisfied, long-term employees? Yes No

Does the agency have a fully staffed office? Yes No

Can I interview the caregiver before accepting care? Yes No

How do I know I can trust your employees? The agency is bonded and insured plus all employees must receive criminal background checks at hire

Does the agency have an automated telephone "time card" system to alert supervisors if a caregiver arrives late or leaves early? Yes No

Is a personalized plan of care developed with me during the assessment? Yes No

Is the care plan reviewed and updated with regularity? Yes No

Does this plan of care include goals and expected outcomes? Yes No

Does the agency coordinate care with other healthcare services? Yes No

Do you provide temporary as well as long term assistance? Yes No

Does the agency have the capacity to accommodate a full range of home care needs—from light duty companion care to heavy care, including end of life care? Yes No



What kind of care is provided? Nursing management Non-medical care Personal care
 Chores Companionship

What happens if I need different tasks done each week? Each plan of care is customized to the individual's needs

How many hours is a minimum shift? No minimum

How many hours is a maximum shift? No maximum

Can a shift be split (e.g., two hours in the morning and two in the evening)? Yes No

How soon could your care start? Within 12 - 24 hours

Is assistance on a weekend available? Yes No

Are there any restrictions against accompanying the client outside the home or driving a car? Yes No
Transportation must be in the client's car

Are home care workers agency employees (with benefits and insurance)? Yes No

Is your agency bonded (insured against theft)? Yes No

Are the workers who come into the home bonded? Yes No

Do you have proof of liability coverage? Yes No

If I need a ride to a doctor appointment or shopping, is there insurance coverage for that? Yes No

Is the agency licensed or certified (if required in your state)? Yes No Licensed in NC

Is the agency a member of any professional organizations? Yes No If yes, which? AHHC of NC, National Private Duty Association

How are caregivers assigned? Based upon skills and availability in order to limit the number of caregivers assigned to work with you

Is/are the caregiver(s) available for emergencies and/or on short notice? Yes No

Are they available on holidays? Yes No

Caregiver Qualifications (Training, Licensing, Background Checks)

Are all your home care workers licensed or certified? Yes No If not, what minimum qualifications do workers have? Agency utilizes both certified and non-certified aides depending upon the skills required for an individual

Do you require that your employees renew their state licenses (if appropriate), keeping them current? Yes No

Do you screen your workers? Yes No If so, what type of background checking is done? Criminal background screening; reference checks; nurse aide registry

What are the qualifications of the person who will do my initial assessment? RN - licensed

Does the agency require yearly screening, drug and alcohol screening and CPR training? Yes No

Do caregivers receive a thorough orientation by a supervisor to safety issues, agency procedures, and care goals and standards before placement? Yes No

Do caregivers write daily care notes with a copy available for the client and eligible family members? Yes No

Are care notes reviewed regularly? Yes No

Does the agency have a quality care program to ensure the highest standards of care? Yes No

Are workers trained, and is training ongoing? If so, does the training include:

- Safe bending and lifting practices? Yes No
- CPR/first aid? Yes No
- Infection control? Yes No
- Managing incontinence? Yes No
- Communicating with someone who is confused or forgetful? Yes No
- Managing difficult behaviors (e.g. wandering, paranoia, or memory loss)? Yes No
- Bathing someone in the tub/shower or in bed? Yes No
- Preserving client dignity? Yes No

Is/are the caregiver(s) experienced in any special services? Yes No Alzheimer's care

Can the caregiver(s) speak languages other than English, if needed? Yes No

Can you furnish references for your workers that I can check? Yes No

If not, do you have any client satisfaction survey results you can share with me? Yes No

References for the agency - Yes

Service Quality

Are workers supervised? Yes No If so, by whom? RN at least quarterly

Is there a written care plan specifying the home care worker's routine duties? Yes No
If so, can the family have a copy? Yes No How often is the plan updated? _____

Does the elder (and involved family members) have input into the client service plan? Yes No

Do you arrange regular conversations with the family about the client's case? Yes No

Will a supervisor visit or call the client's home? Yes No

To whom can the client or family ask questions or make complaints? Contact the agency 24/7

How do you ensure your clients' confidentiality? Through appropriate training and security measures; agency is in compliance with all laws and regulations

How does the agency follow up on/resolve problems or complaints? Agency meets all license requirements regarding complaints and follow up

Can a known agency worker be requested by name? Yes No _____

Can a different worker be requested, if there was a problem with the first one? Yes No

Are workers available 24 hours, 7 days a week? Yes No Agency has on call assistance 24/7 daily

Is there always someone available at your office to take a call? Yes No

Can a replacement worker be called if the worker does not come or cannot complete a shift? Yes No

Financing/Payment

Do you accept private health care or long term care insurance? Yes No

Does the agency pay the workers' Social Security and taxes? Yes No

If not, do I need to pay this? Yes No _____

What is the cost for overtime, if the worker stays late? Overtime is applicable when time exceeds 40 hours/week

When is payment due? (e.g. at the end of each visit? Weekly? Monthly?) Payment is due upon receipt of invoice which may be weekly or monthly depending upon number of hours

Does payment go to the agency? Yes No Or the home care worker directly? Yes No

Are there any additional costs for travel time or extra services (e.g. doing laundry or errands)? Yes No

Mileage is charged for doing errands

Are all costs and fees listed on a written statement? Yes No

What is your initial registration fee? No charge

Do you charge for the initial assessment? Yes No

Do you charge any other upfront fees or administrative costs? Yes No

Do you have a reassessment fee? Yes No

What is the hourly or daily charge for one person? Ranges from \$17-19 / hour

For a couple? Dependent upon needs of the couple

Do you charge mileage to and from my home? Yes No

Do you charge for staff time to and from my home? Yes No

What is the mileage charge for trips to the doctor or shopping? \$0.50 / mile

Are there extra fees for some of the services I might require? Yes No

If yes, how much are they? _____

Are bills itemized? Yes No

Are payment plan options provided? Yes No Depending upon total hours of care

Do you assist with billing my insurance company for home care? Yes No