

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? _____

Can I interview the caregiver before accepting care? Yes No _____

Is caregiver reliability guaranteed in writing? Yes No _____

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

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

How many hours is a minimum shift? _____

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? _____

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

Or contractors (e.g., private individuals on a referral registry)? Yes No _____

Is your agency (and the workers) bonded and insured? Yes No _____

If I need a ride to a doctor appointment or shopping, is there insurance coverage for that if the caregiver is driving my car? Yes No _____

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

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



Service Quality

Are workers supervised? Yes No If so, by whom? _____

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 _____

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 _____

How does the agency follow up on/resolve problems or complaints? _____

Are workers available 24 hours, 7 days a week? Yes No _____

Caregiver Qualifications (Training, Licensing, Background Checks)

Do you screen your workers? Yes No If so, what type of background checking is done? _____

Are workers trained, and is training ongoing? Yes No If so, does the training include: _____

- Safe bending and lifting practices? Yes No
- CPR/first aid? 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

Can you furnish references for your workers that I can check? If not, do you have any client satisfaction survey results you can share with me? 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? _____

When is payment due? (e.g. at the end of each visit? Weekly? Monthly?) _____

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

What is the hourly or daily charge? _____

Do you charge mileage or staff time to and from my home? Yes No _____

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

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