LIVING Grace
HOME CARE

Questions to Ask a HOME CARE PROVIDER

A HELPFUL CHECKLIST FOR FAMILIES

Choosing a home care provider is an important decision. Use this checklist to ask the right questions, compare your options, and find a provider you can trust.

COMPANY INFORMATION
Get to Know the Provider

- ☐ How long has the company been in business?
- ☐ Is the company locally owned and operated?
- ☐ What areas do you serve?
- ☐ Are you licensed, bonded, and insured?
- ☐ What makes your company different from others?
- ☐ Can you provide references or testimonials?

CAREGIVERS
Who Will Be Providing Care?

- ☐ How are caregivers screened and hired?
- ☐ Do you conduct background checks?
- ☐ Do you perform drug testing?
- ☐ Are caregivers trained? What type of training?
- ☐ Are caregivers employees or independent contractors?
- ☐ Will we have the same caregiver(s) consistently?
- ☐ Can we request a specific caregiver?
- ☐ What happens if our regular caregiver is not available?

SERVICES
What Care Do You Provide?

- ☐ What services do you offer?
- ☐ Can you help with personal care (bathing, dressing, toileting, etc.)?
- ☐ Do you provide companionship?
- ☐ Do you provide meal preparation?
- ☐ Can you help with light housekeeping?
- ☐ Do you provide transportation and errands?
- ☐ Do you offer respite care?
- ☐ Do you provide overnight or 24/7 care?
- ☐ Do you offer specialized care (dementia, memory care, end-of-life support, etc.)?

CARE PLANS
Personalized Support

- ☐ Do you complete an in-home assessment before starting care?
- ☐ Will a personalized care plan be created for my loved one?
- ☐ How often is the care plan reviewed?
- ☐ Can the care plan be adjusted as needs change?
- ☐ Will family members be involved in the care planning process?

SCHEDULING & AVAILABILITY
Flexible to Meet Your Needs

- ☐ What hours and days are you available?
- ☐ Do you offer weekend and holiday care?
- ☐ Can you provide short-term or temporary care?
- ☐ How quickly can care typically start?
- ☐ Do you have a minimum number of hours?
- ☐ Can you provide last-minute or as-needed care if available?

COMMUNICATION
Keeping Families Informed

- ☐ How will we receive updates about care?
- ☐ Do you provide daily logs or reports?
- ☐ Will we receive communication if there are changes in condition or concerns?
- ☐ Who is our main point of contact?
- ☐ How can we reach someone after hours if needed?
- ☐ Do you use an app, call, or text system for updates?

PRICING & PAYMENT
Understanding the Costs

- ☐ What are your hourly rates?
- ☐ Are there different rates for different services?
- ☐ Is there a minimum number of hours?
- ☐ Are there additional fees (holidays, mileage, cancellations, etc.)?
- ☐ What forms of payment do you accept?
- ☐ Do you work with long-term care insurance, Medicaid waivers, or other programs?

SAFETY & QUALITY
Peace of Mind

- ☐ What steps do you take to ensure client safety?
- ☐ How do you handle emergencies?
- ☐ Are caregivers trained in safety, fall prevention, and infection control?
- ☐ How do you monitor the quality of care?
- ☐ Do you conduct regular supervisor visits or check-ins?
- ☐ What happens if there are concerns or issues with a caregiver?

POLICIES & AGREEMENTS
Know the Details

- ☐ Do you have a written service agreement or contract?
- ☐ What is your cancellation policy?
- ☐ How do you handle schedule changes?
- ☐ What is your policy if a caregiver is sick or unable to work?
- ☐ Do you provide a list of client rights and responsibilities?
- ☐ Is there a trial period or short-term option to start?

OVERALL FIT
Is It the Right Provider for Your Family?

- ☐ Do you feel comfortable with their answers?
- ☐ Do they take time to listen to your concerns?
- ☐ Do they show compassion and understanding?
- ☐ Do they seem genuinely interested in meeting your loved one's needs?
- ☐ Do they align with your values and expectations?

ADDITIONAL QUESTIONS OR NOTES

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Serving with Grace, Caring with Heart.