



In Home Care Buyers Guide

We understand that budget is a primary consideration when you are making arrangements for in home care, and it is our expectation that you will “shop around” to find the best provider at a manageable cost. As you do, please consider the following points in order to ensure that you and your loved ones are provided the appropriate services and are given the correct information on the costs of services.

Do your homework:

Before you make your first phone call, thoroughly consider what your care needs are. Make sure to paint a realistic picture of the Client’s needs so that the right care provider match can be made:

- ♥ Do you need assistance with companionship, cooking and light housework?
- ♥ Do you need someone who can provide hands-on care? For example: assistance with bathing, showering, mobility, etc. (i.e. assisting getting in/out of bath, etc?)
- ♥ Do you need skilled medical assistance for things like blood pressure & blood sugar testing, medication administration, wound care or tube/drain/bag maintenance?
- ♥ Are Case Management services needed or required? (A Case Manager is trained to supervise providers, order supplies, set up medications, coordinate services with physicians, pharmacies, repair and maintenance companies, attend physician visits and monitor the overall plan of care and progress of the client.)
- ♥ Do you need a care provider who can drive you to social events, appointments or other outings?
- ♥ Is there a memory loss diagnosis such as: short term memory loss, dementia or Alzheimer’s disease or is the client becoming confused?
- ♥ Do you need a care provider trained to perform a special task of nursing, to use special equipment, to assist with transfers or ambulation, to manage medications, or provide end of life comfort care?
- ♥ Do you need a caregiver that speaks a particular language?
- ♥ Will your family have the support of a Home Health Agency or a Hospice Agency that the In Home Care Provider will need to work with?



Interview the agency

In order to protect yourself and your loved ones from potential liability, be sure to ask about and consider the following when selecting a homecare agency:

- ♥ What levels of care are available?
- ♥ Are you licensed for skilled caregiving or only companion care services?
- ♥ Are your care providers supervised by an RN?
- ♥ Who conducts the initial assessment before starting of care?
- ♥ Are all care providers employees of your agency?
- ♥ Is your agency licensed, bonded, and insured?
- ♥ What happens if a care provider is injured in my home?
- ♥ Do you take care of paying the taxes and withholdings for the care provider?
- ♥ If there is a personality conflict or other problem with a care provider, can a change be made?
- ♥ How is this handled?
- ♥ How much notice will you give me if a care provider I have been working with is leaving or will be unavailable for an extended period of time?
- ♥ What are your rates?
- ♥ Is there a minimum number of hours that I have to commit to each shift/day/week/month?
- ♥ How much deposit for services is required to start care?
- ♥ What happens if a care provider calls in sick or has an emergency?
- ♥ Will you send another care provider of equal skill and experience?
- ♥ Can I interview the care providers(s) before I commit to using your agency?
- ♥ Do you check references, criminal histories and drivers history's on all providers?
- ♥ Can I get a care provider that has worked with clients with similar care needs?
- ♥ Is your care provider trained to provide emergency assistance to me such as Basic First Aid or CPR?



Helpful hints

The following are a few suggestions on ways to make the process of obtaining quality In Home Care a little easier and eliminate any unwanted surprises:

- ♥ Before a new care provider starts, write out a basic daily and weekly schedule for the client. Be sure to include a list of likes and dislikes with respect to both foods and activities. This will make the transition much easier and less stressful for the client, and will allow the care provider to get up to speed quickly.
- ♥ Remember that you are the customer –do not hesitate to express your needs and give feedback, especially if you are dissatisfied or worried. The matching of a care provider to a client is as much an art as a science. Giving clear, accurate and constructive feedback will help us serve you better and facilitate everyone settling in quicker.
- ♥ A note on 24-hour care; Live-in care providers are often more convenient and cost-effective than utilizing multiple providers on 12-hour shifts. However, live-in providers do require some time off and private space for meals, sleeping, and grooming, while 12-hour providers generally do not sleep while on duty. Therefore, if the client requires lots of attention during the night, 12-hour shifts or an additional overnight care provider may be the right solution. Live-in care providers do need to sleep sometime in order to provide quality care!