



Stay at Home

SENIOR CARE

Here's a checklist of questions you should ask when interviewing a potential care provider for in-home care. Please call us with any questions you may have during this selection process - 919-556-3706.

20 QUESTIONS TO ASK POTENTIAL CARE PROVIDERS

STAY AT HOME
Yes / No

Agency A
Yes / No

Agency B
Yes / No

	STAY AT HOME Yes / No	Agency A Yes / No	Agency B Yes / No
1. Does your agency have an administrative staff I may contact for information?	Y		
2. Does your agency carry liability coverage?	Y		
3. Does your agency conduct national and local criminal background checks and driving records of all employees?	Y		
4. Are caregivers employees of your company (not contractors) and protected by Workers' Compensation?	Y		
5. Are caregivers bonded and insured for theft?	Y		
6. Does your agency have an electronic method for tracking caregiver arrival and departure times at the client's home?	Y		
7. Does your agency provide 24/7 overnight and weekend on-call services?	Y		
8. Does your agency provide backup coverage in the event a caregiver cannot make it to work?	Y		
9. Does your agency require a minimum number of hours per shift? If so, what is the minimum?	4 hrs.		
10. Does your agency's services include personal care such as bathing, incontinence care, and mobility assistance?	Y		
11. Does your agency provide transportation services for clients?	Y		
12. Does your agency maintain a business office where I can meet the office staff?	Y		
13. Does your agency have a nurse on staff?	Y		
14. Does your agency provide in writing the plan for care services, and clearly describe all rates and fees?	Y		
15. Does your agency make periodic supervisory visits to a client's home?	Y		
16. Can your agency provide documentation explaining the client's rights, your code of ethics, Workers' Compensation and HIPAA compliance?	Y		
17. Are private nursing services available if needed (i.e. manage medications, fill weekly pill box, insulin injections, wound care, etc.)	Y		
18. Will your agency provide a free in-home assessment prior to starting service?	Y		
19. How quickly can your agency initiate service?	48 hrs.		
20. Does your agency provide training to caregivers, including orientation and ongoing education?	Y		