

# HouseWorks

Inspired | Innovative | In-home Care



## Selecting Private Home Care

### Questions to ask *any* company

We know what a relief it is to have all the facts. For that reason, we have created a list of questions that can help you vet any number of private home care companies. Comparing answers will clarify important differences, and will help you determine which company is most likely to meet your needs and ease your worries.

#### **WHO PROVIDES THE IN-HOME CARE? WHAT ARE THEIR QUALIFICATIONS?**

How can you be confident that the company will always send you a great person? What if you're uncomfortable with the person who arrives at your door, even though he or she is qualified to provide the services you requested?

#### **IS THERE A MINIMUM-SHIFT POLICY?**

What if you want fewer hours on a particular day? Will you still be billed for the minimum shift? If you decide to reduce your hours below the minimum when you or your loved one is feeling stronger, will the company continue serving you or will you be referred to another provider?

#### **WHAT IS THE RESPONSE TIME?**

Can staff respond quickly to urgent requests for service? Can services be initiated 24 hours a day, 7 days a week? Can they accommodate last-minute changes?

#### **WHAT DO THE HOURLY RATES COVER?**

Is there a finders fee? Is a deposit required? Does the company pay mandatory payroll taxes for its direct-care staff or will that be your responsibility?

#### **WILL YOUR LONG-TERM CARE INSURANCE POLICY HELP PAY FOR SERVICES?**

Does the company meet your carrier's requirements? Can the company provide the necessary documentation?

#### **DOES THE COMPANY PROVIDE ANY SERVICES IN ADDITION TO PERSONAL CARE, HOMEMAKING, AND COMPANIONSHIP?**

Are there skilled support services? Do they supply and install adaptive equipment or provide other home modification services that may be needed?

#### **WHO SUPERVISES THE CARE?**

Who will be your main point of contact? Will you have one person you can call if you have questions about the service?

#### **DO STAFF CONDUCT HOME VISITS?**

How often? Who does them?

#### **HOW WILL THE CARE UPDATES BE COMMUNICATED?**

Is there a logbook? What happens if there is an emergency? Will I be told?