

Considering Senior Home Care?

# 7 Questions you **MUST**



# PREPARING FOR CARE

If you are considering personal care for yourself or a loved one, it is important to make an educated decision. It may seem that all providers offer similar services, but often there are drastic differences in the level of care, level of accountability, and cost of care from one agency to the next. Making the right choice requires you to be well-informed and knowledgeable about your options.

Start with an open and honest conversation about you or your loved ones' care needs, and when you are ready, keep the following topics in mind when choosing a care provider.



# What are your minimum hiring requirements?

## CAREGIVER TRAINING

Not all caregivers are equal. Skill level and experience expectations can vary widely from agency to agency. Depending on state requirements, the aide entering your home could be fully- trained with years of experience, or it could be their first day on the job. Ideally, to be competent, aides should have at least one year of experience or have passed the state's nurse's aide (CNA) certification.



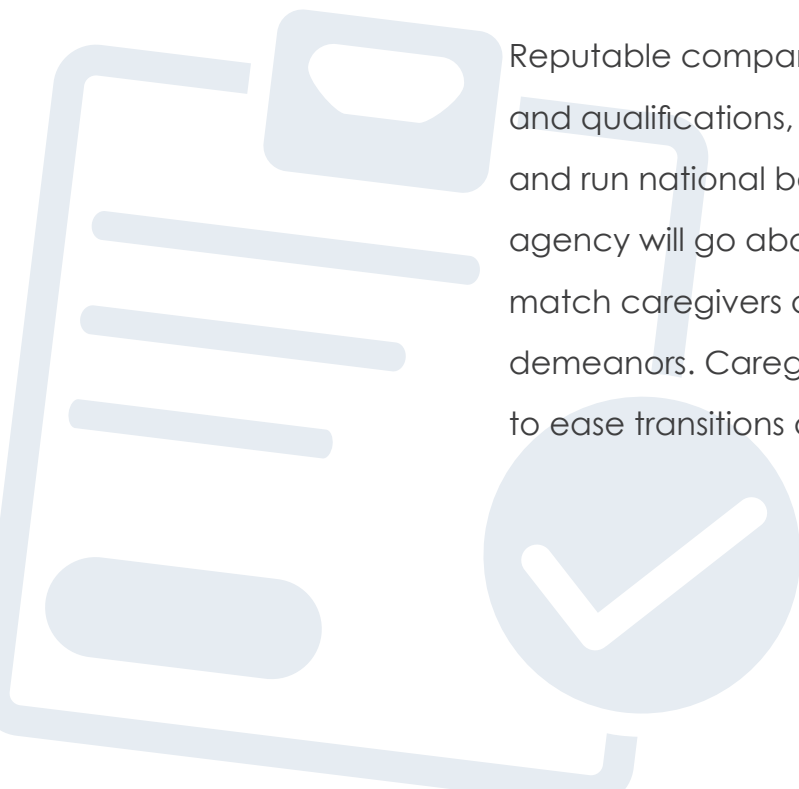


# What steps do you take to screen your caregivers?

## CAREGIVER SCREENING

If you allow someone to enter your home to provide care, you want to know as much about them as possible. Qualification and personality screening provides insight into the skills and character of your potential aide, and gives you peace-of-mind about the person coming into your home.

Reputable companies will screen candidates on their skills and qualifications, check references with past employers, and run national background checks. Additionally, a great agency will go above and beyond baseline screenings and match caregivers and clients with similar personalities and demeanors. Caregiver and client compatibility is important to ease transitions and foster lasting relationships.





# Are your caregivers employees of the agency or independent aides?

## CAREGIVER EMPLOYMENT

From care standards to accountability, it is essential to understand the differences between independent aides, aide registries, and inclusive care providers.

### **Independent Aides**

Many aides work for themselves, and they can be highly skilled caregivers, but the responsibility to vet their credentials and skills falls on you. You will also need to ensure that they carry sufficient insurance and are meeting care standards. If the aide needs a vacation, sick day, or terminates their employment it will be up to you to find a replacement.

### **Registries**

Similarly, there are registries that help independent aides find work. These companies do not employ caregivers, but rather refer them to clients in need. Registries often help ensure credentials and can provide stability by replacing aides. However, after the aide is referred, typically there is no follow-up visits from the registry and any issues must be resolved between yourself and the caregiver.

### **Personal Care Providers**

These are full service agencies that cater to their clients' care needs. The aides are in the full employ of the agency and are subject to their hiring standards, regulatory visits, and are covered by the company's insurance and bonding. These providers help place qualified caregivers, resolve any issues that may arise between the client and the aide, and provide replacement aides in the event of a caregiver's absence.



# Are you available 24/7?

## CAREGIVER AVAILABILITY

Life doesn't happen just from 9-5. Taking the step to hire a personal care provider means that you or a loved one needs help, and have needs that may not fit into a tidy schedule. It is important to choose a provider that will be available to answer questions or provide help outside of regular business hours. Ask what kind of help or advice they can provide, and make sure it fits with the level of care you may need at any time of the day.

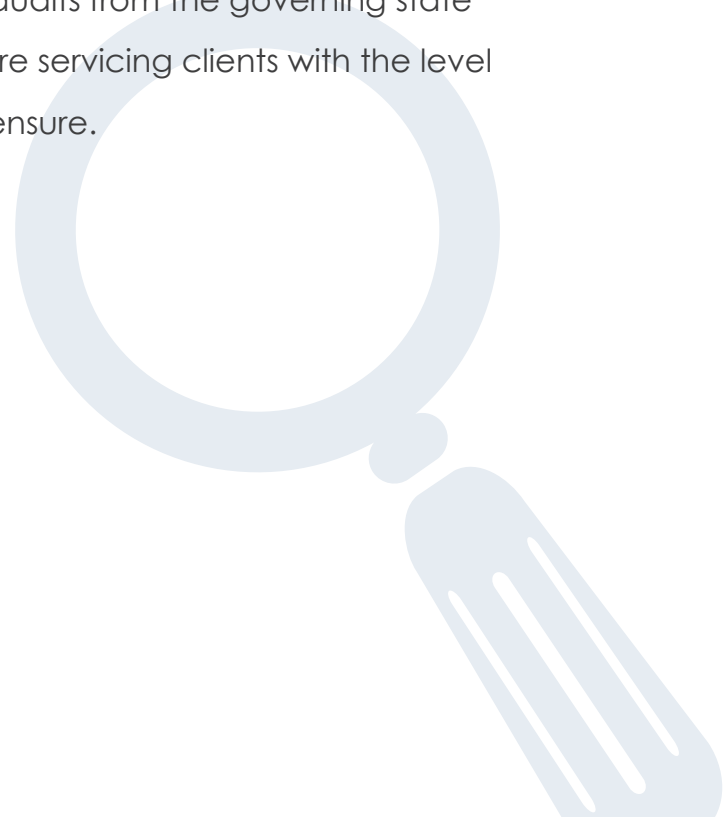




# Are you a licensed provider?

## STATE LICENSURE

Each state sets guidelines for in-home care companies to establish and enforce quality of care standards. While these standards vary, in general state licensed providers are required to check on aides and perform follow-up visits to client's homes. Companies in good standing will comply with regular audits from the governing state agency to ensure they are servicing clients with the level of care necessary for licensure.





# Is it a flat rate? Are there extra charges or fees?

## PRICING

Investing in high-quality care is important, but everyone has their own financial limits. Make sure that the price quoted for your care will stay the same from one bill to the next. Some providers add on fees and charges for additional services or different levels of care. It is important to know about these fees to make the best decision and avoid unexpected costs.







# Are you bonded and insured?

## PROVIDER ACCOUNTABILITY

A great in-home care provider will take all the steps necessary to ensure they maintain the highest quality of care, employ top caregivers, and strive every day to enhance the lives of their clients. However, if something does go wrong you need to know that your loved one's home, and finances are protected. Make sure the agency you choose is both bonded and insured.

### **BONDED**

Bonding employees is essential to safeguard clients from theft. If the client suffers a loss from an employee of the agency, the cost of the item(s) will be covered and paid to the client.

### **INSURED**

Workman's Compensation and Liability insurance protect the client in the event the caregiver, the client, or property are injured during care.

Choosing a personal care provider is an important life decision. If you are ready to start the conversation, Caring Senior Service is ready to listen. We would love the chance to answer these questions and many more.

- ✓ Experienced and Skilled Employee Caregivers
- ✓ 24/7 Availability
- ✓ Licensed, Insured, and Bonded
- ✓ Flat Rate Pricing

