Checklist Provided by ***GetCare.com***

Home Care Services Checklist

Use this checklist when you interview either agencies or individual caregivers who provide home care services (simply print out one checklist agency or individual you plan to review). The checklist is designed to help you know what to ask and to remember specific details. Use the back of the checklist to write down any additional comments. After reviewing the agencies and/or individuals use the checklists to compare one provider with another.

Agency/Caregiver Name: _____

Owner/Administrator: _____

Address: _____

Phone: _____ **Website or E-Mail :**_____

Who is Served?

Yes	No	
❑	❑	Can the agency or caregiver provide the level of assistance you require, given your medical condition?
❑	❑	Are there medical conditions they will not accept? If yes, what are these conditions? _____

Services

❑	❑	Are a client's home care needs assessed?
❑	❑	Is a written care plan created for each client?
❑	❑	Is the care plan updated as the client's needs change?
❑	❑	Can the caregiver(s) plan, cook and serve nutritious meals?
❑	❑	Will the caregiver(s) motivate and monitor a regular diet plan?
❑	❑	Can they remind clients to take medications?
❑	❑	Can they provide guidance and assistance with grooming and dress?
❑	❑	Can they assist with bathing and toileting?

Yes	No	
❑	❑	Can they help clients exercise?
❑	❑	Can they perform light domestic housework such as laundry and ironing?

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- ❑ ❑ Are they willing to do heavy cleaning?
- ❑ ❑ Can they drive clients to doctors' appointments, errands and social events?
- ❑ ❑ Can they assist with grocery and other shopping?
- ❑ ❑ Can they run errands for clients?
- ❑ ❑ Can they help with pet care?
- ❑ ❑ Can they monitor conditions in and around the home?
- ❑ ❑ Can they help to organize and clarify the clutter of incoming information and mail?
- ❑ ❑ Can they help with paying bills and record keeping?
- ❑ ❑ Can they provide companionship and conversation?
- ❑ ❑ Are they willing to read out loud to clients?

Staff

- ❑ ❑ Do/does the caregiver(s) have professional training?
- ❑ ❑ Do/does the caregiver(s) have First Aid and CPR training?
- ❑ ❑ Is/are the caregiver(s) experienced in any special services you require?
- ❑ ❑ Can the caregiver(s) speak languages other than English, if needed?
- ❑ ❑ Can the agency or the caregiver provide references for the caregiver(s)?
- ❑ ❑ Is/are the caregiver(s) available for emergencies and/or on short notice?
- ❑ ❑ Are they available on holidays?

If you're evaluating an agency:

- ❑ ❑ Is there a program for training staff who will be caregivers?
- ❑ ❑ Will you be able to indicate preferences for the type of caregiver you would like? (For example, male/female, non-smoking, etc.)
- ❑ ❑ Will you have the same caregiver each time you receive services, or will this person change over time?
- ❑ ❑ Can the agency provide references for its caregivers?
- ❑ ❑ Does the agency require criminal record checks for its caregivers?
- ❑ ❑ Does the agency have a supervisor on call 24 hours a day?

Yes No

- ❑ ❑ Are caregivers available 24 hours a day, 7 days a week?
- ❑ ❑ Is there some you can call with questions or complaints?
  If yes, who?_____
- ❑ ❑ Does the agency have procedures for resolving problems between caregivers and clients?

Credentials (for agencies)

- ❑ ❑ Is the agency licensed or certified (if required in your state)?

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❑ ❑ Is the agency a member of any professional organizations? If yes, which? (Contact these organizations to check accreditation standards).
_____

❑ ❑ Is the agency bonded?

❑ ❑ Will the agency provide a list of references?

How many years has the agency been in business? _____

Cost

❑ ❑ Are all costs and fees listed on a written statement?

What is the hourly or daily charge? _____

❑ ❑ Are these services covered by your long-term care insurance policy?

❑ ❑ Are there extra fees for some of the services you might require? If yes, how much are they? _____

❑ ❑ Are bills itemized?

❑ ❑ Are payment plan options provided?

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