



A Guide to Choosing Quality In-Home Care

Choosing in-home care is an important decision. Taking time to ask questions, and prioritize safety and compatibility helps ensure the right fit for you or your family. When its time for some assistance in your home, taking the time to choose the caregiver that knows and understands your needs and is a good fit is the key to a meaningful relationship and enjoyable independence at home. Here are some of the questions to ask and things to consider when looking for quality in-home care:

What Kind of Help Do You Want?

- Typical categories include:
 - Housekeeping
 - Socializing & Companionship
 - Hands On Personal Care (showers, walking, exercising, continence, etc.)
 - Memory Assistance
- How much care do you want and how often? Are you seeking task-based services or longer hours of care?
- What is your budget?

Reliability Matters

- Has your caregiver been background checked including federal and state criminal checks, drug screens, driving abstracts, etc.
- Is your caregiver insured?
- What regular training does your caregiver undergo every year to keep their skills updated?
- Is a supervisor available to help when you or your caregiver have a question?
- Does your caregiver have a backup to step in when they are sick or on vacation?

Expect a Personalized Care Plan

- A written care plan is required by State licensure to outline your needs, service tasks, frequency, and responsibilities.
- Plans must be reviewed regularly and updated as needs change.

- Supervisors or care coordinators should be accessible for questions.

Understand Costs and Services Upfront

- Choose caregivers who are transparent about costs. Request clear information about hourly rates, minimum hours, and billing practices.
- Make sure all services and fees are outlined in writing.
- Review policies for cancellations, holidays, and schedule changes.

Consistency and Compatibility

- Will you have the same caregiver? Consistent caregivers help build trust and comfort.
- How will you communicate with your caregiver? You should expect consistent communication and updates.
- Think about personality fit, language preferences, and scheduling needs.
- Families should receive consistent communication and updates.

Confirm Safety and Accountability

- Verify that the provider is licensed, bonded, and insured.
- Ask about plans for emergencies, disasters or caregiver absences.
- 24/7 or on-call support adds reassurance.

Taking a thoughtful and informed approach can help ensure reliable, safe, consistent, and compassionate support so you can focus on living your best life. If you need assistance, you can seek the assistance of a navigator or geriatric care manager, as well.