

Home Care Questions

Here are **20 essential questions** to ask when interviewing a **home care company** for your family member:

Company and Caregiver Credentials

1. **Is your agency licensed, bonded, and insured?** _____

2. **Do you conduct background checks on caregivers? If so, what does that include?** _____

3. **What type of training do your caregivers receive?** _____

4. **Are your caregivers certified in CPR and first aid?** _____

5. **Do you provide ongoing training for your staff? If so, what does the training look like (hands on or videos they are required to watch)** _____

Caregiver Assignments and Supervision

6. **How do you match caregivers with clients?** _____

7. **What happens if we are not happy with a caregiver?** _____

8. **Do you provide the same caregiver consistently?** _____

9. How do you handle caregiver absences or schedule changes? _____

10. Is there a care supervisor or nurse overseeing the caregivers? _____

Services and Care Plan

11. What types of services do you provide? (Personal care, companionship, medical assistance, etc.) _____

12. Can you customize a care plan based on my loved one's needs? _____

13. Do you assist with medication management? _____

14. Do you provide transportation for doctor appointments or errands? _____

15. How do you handle emergencies or sudden health issues? _____

Costs and Payment

16. What are your rates, and how is billing handled? _____

17. Do you accept long-term care insurance or other payment options? _____

18. Are there any additional fees we should be aware of? _____

19. Do you require a contract or minimum number of hours per week? _____

20. What is your cancellation policy if we need to stop services? _____

These questions will help ensure you choose a **trustworthy, professional, and compassionate home care provider** that meets your family member's needs.