

Interviewing In-Home Care Providers

When you interview in-home care providers, use these questions to guide your discussion.

Tell me about your agency. How long has your agency been in business?

Is the agency licensed by the state?

- Yes
- No

What services is your agency licensed to perform?

Are the caregivers agency employees or are they independent contractors?

- Employees
- Independent contractors

Do you send the same staff member out for every visit or do you assign different staff to a job?

- Same staff
- Different staff

Workman's compensation covers any injury to the aide that occurs on a person's property. Is the aide covered by Workman's compensation?

- Yes
- No

Does the agency have a minimum number of hours or days that service is required?

- Yes
- No

What type of employee screening is done when hiring?

Does the agency supply literature explaining its services, eligibility requirements, fees, and funding sources?

- Yes
- No

How much on the job training is required initially and throughout the year?

Any specialized training in dementia?

- Yes
- No

Is a nurse required to evaluate the patient's home care needs?

- Yes
- No

Do they provide a written care plan?

- Yes. How often is it updated?
- No

Does the agency assign a supervisor to oversee the quality of care patients are receiving in the home and how often are the patients visited in the home?

- Yes
- No

Who do you call if the aide doesn't show and what does the agency do about it?

Do you have an after-hours phone number someone can call in emergencies?

- Yes
- No