

What questions should a person ask when hiring a non-medical home care company?

- How long has the company been in business? Is it locally owned and operated?
- Are the caregivers employees of the company?
- What are the hiring practices?
- Is the company fully bonded and insured?
- Does the company have a detailed screening process – criminal background and driving record check, and reference checks before hire?
- Does the company provide initial and on-going education?
- Does the company provide an in home assessment and include family in developing the plan of care?
- Does the company utilize an agreement that includes cost and services?
- If you are unhappy with a caregiver, will the company honor your request for a change?
- Does the company visit client homes at intervals to check on client and caregiver relationships; check the plan of care for needed updates; look at safety issues, etc?
- Does the company have a responsive staff and 24 hours-a-day accessibility and accountability?
- Does the company keep a journal in the home to provide an accounting of daily activity and care?
- Is the company a member of the National Private Duty Association (NPDA)?