

Home Care Agency Checklist

You're ready to evaluate a home care agency. Use this checklist to fully assess the quality of your home care options, and choose a provider that's right for you.

AGENCY	<i>Agency 1</i>	<i>Agency 2</i>	<i>Agency 3</i>
Agency name			
Agency address			
Agency phone			
Agency person			
Service Area			

SERVICES	<i>Agency 1</i>	<i>Agency 2</i>	<i>Agency 3</i>
Does the agency provide hourly caregivers?			
Is there a minimum number of days per week for an hourly caregiver?			
Is there a minimum number of hours per day or per shift?			
Does the agency provide live-in caregivers?			

Is there a minimum number of days per week for a live-in person?			
Are agency caregivers able to transport clients in the client's car or in their own car?			
Does the agency have personnel on staff who can do medication set-ups?			
What types of care are caregivers permitted to give: assistance with personal care only, skin care, wound care, medications, other?			
What types of chores are caregivers able to do for clients?			
Other services offered?			

COSTS	<i>Agency 1</i>	<i>Agency 2</i>	<i>Agency 3</i>
Hourly caregiver			
Live-in caregiver			
Medication set-up			
Other services?			

Does the agency require a deposit?			
If so, when is the deposit returned?			
What forms of payment does the agency accept: checks, credit card, long-term care insurance, other?			

AGENCY POLICES & PROCEDURES	<i>Agency 1</i>	<i>Agency 2</i>	<i>Agency 3</i>
Is someone from the agency available by phone 24/7?			
Is a staff person on-call 24/7?			
Does the agency conduct an in-person assessment of the client prior to start of service?			
What are the credentials of the person conducting the assessment?			

Is the client allowed to interview the caregiver prior to start of service?			
Is there a charge for this interview?			
If the client does not like the caregiver working for them, how long does it take to replace the person?			
What does the agency do if a caregiver does not show up for a shift?			
Does the person who supervises the caregiver make supervisory home visits, and if so, how often?			
Are supervisory visits announced or unannounced?			

CAREGIVER SCREENING	<i>Agency 1</i>	<i>Agency 2</i>	<i>Agency 3</i>
What are typical caregiver backgrounds: licensed practical nurse (LPN), certified nursing assistant (CNA), homemaker, home health aide, other?			
How many references are required prior to hire?			
Does the agency run criminal background checks on caregivers prior to hire?			
Do the background checks look at national, state and/or county records?			
Are caregivers fingerprinted?			

Does the agency run a driver's license check on all caregivers?			
Does the agency require proof of current auto insurance from each caregiver who drives?			
Does the agency maintain proof of a current TB test on file for each caregiver?			
Are there other screening requirements?			
Does the agency either provide or require proof of ongoing caregiver training?			

AGENCY & STAFF	<i>Agency 1</i>	<i>Agency 2</i>	<i>Agency 3</i>
How long has this agency been in business at this location?			

Are all staff members employees of the agency? If not, explain.			
Are all caregivers employees of the agency? If not, explain.			
How many total employees work at this office or branch?			
Does the agency employ a nurse?			
Does the agency employ a social worker?			
How many caregivers work for the agency?			
How long has the current director worked for the agency?			
How long has each caregiver worked for the agency, on average?			

LICENSURE, INSURANCE & ACCREDITATION	<i>Agency 1</i>	<i>Agency 2</i>	<i>Agency 3</i>
Is the agency license in good standing (if a license is required in your state.)?			
Does the agency carry liability insurance that covers all employees?			
Does the agency carry worker's compensation insurance for all employees?			
Is the agency accredited by any accreditation organization?			

<p>Does the agency belong to any national professional organizations, such as the Home Care Association of America (formerly the National Private Duty Association) or other nationally recognized professional association(s).</p>			
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Notes and Personal Impressions: