

Defining the Differences

Some suggested questions to ask when comparing in-home care providers.

SCREENED & TRAINED CARE PROS

- What safety precautions do you put in place to minimize the risk of an infection?
PPE? Best practices for cleaning and sanitizing? Monitoring symptoms?
- What screening do your care pros go through?
Criminal background checks? Drug screening? Reference checks?
- What training do your care pros receive?
Ongoing? Alzheimer's? Personal care? Safety in providing care?

RESPONSIVE OFFICE TEAM/SUPPORT

- How long does it take to get to a consistent schedule with a consistent caregiver?
- Do you offer 24/7 office support?
- How easy is it to make changes to the client schedule once you become a client?

QUALITY CARE

- What steps do you take to help ensure compatibility and consistency between the care providers and clients?
- How often do you check in with clients and monitor changes to care or client conditions?
What do the visits/check ins cover?
- What care technologies or tools do you have available to ensure families are able to stay connected to what is happening in the client's home?



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