

HOME CARE SERVICE PROVIDER

Checklist of questions to ask a potential in-home care service provider.

- Do you employ your own carers?
- How have your carers been trained? What is the extent of their training? Who delivers their training? Does it include specialised dementia care training? Do they receive continuous professional development?
- How do you screen carers prior to employment? (i.e. reference checks, criminal background checks etc.)
- Are your carers insured?
- Do you visit your clients at home to develop their care plan services and regularly review their care?
- Will I get the same carers visiting each time?
- Can I choose the days and times my carers will visit?
- Can you guarantee back-up or replacement carers?
- Can I change my carers if they are unsuitable?
- Can I decide what services the carer will provide at each visit?
- Do you provide services in the evenings, weekends and overnight?
- Can I contact you after hours? Can I speak to someone 24/7 if I need to?
- Do you have a recognised quality management system?
- Do you manage your client's care needs and coordinate additional services if required?
- Do you provide care management? How much does it cost?
- How do you communicate with clients and their families to keep them informed?