



D&C HOME CARE
MAINE'S #1 IN-HOME ELDER CARE
SINCE 2005.

Questions to Ask an In-Home Care Agency

Choosing an in-home care agency can sound like a daunting task, but all it takes is asking the right questions. Call us to get the answers you're looking for.

How long has your company been in business?

- It's important to know how experienced the people that run the company are. If they haven't been around long, what makes them qualified to do so. Hiring an agency with a long history will often have more experienced caregivers, less turnover and extensive records of caregiver performance.

Are your caregivers bonded and insured?

- Accidents are an unfortunate part of life. Insurance protects against accidents, damage to property, theft, etc. There are agencies without insurance, so it's an important question to ask.

What type of background checks do you run?

- Checking the employment history, driving records, and criminal history are an important part of the hiring process for many, but not all agencies. When choosing someone to care for your loved one, it's vital to have peace of mind that they're in qualified, good hands.

Does your company provide in-home assessments?

- A representative of the company should come to the home to be able to create an in-depth care plan for your loved one. They can help identify safety hazards, recognize potential issues, learn about special diets and what is expected of caregivers in order to care for your family member.

Is the agency registered with the State of Maine?

- All agencies are required to register with the State of Maine so it's a good idea to ask just to be sure.

Does the agency provide a client bill of rights and responsibilities?

- It's always important to know what is expected of you and the company. All agencies will have rules to follow for things like payments, confidentiality, scheduling, etc. They should also have client rights regarding quality of care, treatment of clients and handling of complaints, etc.

Are all costs and fees clearly explained in the paperwork?

- No one wants to be caught off guard with hidden fees or extra expenses. Be sure to ask if there are additional fees such as mileage, that are in addition to the hourly cost of care.