

HOME CARE PREPARATION GUIDE

A VALUABLE RESOURCE FOR COMPARING IN-HOME CARE AGENCIES



DO YOUR RESEARCH!

Before making your first call, take some time to assess the care requirements for yourself or your loved one. It's important to have a clear understanding of the person's needs to ensure the best caregiver match.

- Do you only require companionship, or is hands-on care (e.g., transfers, help getting in and out of the bath/shower) necessary?
- Is it important for the caregiver to speak a specific language or know sign language?
- Do you need non-medical assistance for things such as: light housekeeping, safety and supervision, incontinence care, and medication reminders?
- Will the caregiver need to provide rides to appointments or social gatherings? If so, will the caregiver use their own vehicle or yours?
- Is memory loss (e.g., Alzheimer's, Dementia) a concern, or is the patient experiencing confusion or forgetfulness?
- Do you require a caregiver with specialized experience in areas like hospice care, memory loss (Alzheimer's, Dementia), or mobility limitations?



USEFUL TIPS

To simplify the process of securing quality home care and avoid unexpected challenges, All Heart Home Care recommends the following:


- Before your caregiver begins, create a daily and weekly schedule for your loved one, noting preferences for food, activities, and any likes or dislikes. This will help make the transition smoother, less stressful, and allow the caregiver to get up to speed quickly.
- Keep in mind that you are also a client—never hesitate to communicate your needs and provide feedback, especially if something isn't working well. Matching a caregiver is both an art and a science, and your clear, constructive feedback is always valuable!

INTERVIEWING THE AGENCY

To safeguard yourself and your loved ones from possible liability, it's important to ask the right questions when researching home care agencies.

Below is a list of key questions to ask, along with a comparison chart to help you evaluate the various agencies you speak with during your search.



		AGENCY #2	AGENCY #3
Does your office provide 24/7 availability to answer my calls?	YES		
Do you provide references from current or previous clients you've assisted?	YES		
Do you provide insurance for accidents, if they occur, in the home? (e.g. caregiver injuries)	YES		
Do you hold a license for providing non-medical (companion) care services?	YES		
Does your staff conduct an initial assessment before beginning each case?	YES		
Are all employees thoroughly background-checked, licensed, bonded, and insured? Are the caregivers' DMV records reviewed?	YES		
Do you handle employee payroll, including taxes and withholdings?	YES		
If my caregiver encounters an emergency, will you provide a replacement caregiver with the same skill set and experience?	YES		
Am I able to meet and interview the caregiver(s) before deciding to use your agency's services?	YES		
Does your agency offer a Caregiver/Client or Family personality match? Is a caregiver replacement available upon request?	YES		
Can you accommodate visit requests of any length, including as short as one hour per day? What are your hourly rates for such visits?	YES		
Can I request a caregiver who has experience working with a patient who has a similar condition as my loved one?	YES		

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