



If you are not sure that home care is the right choice for you or your loved one, keep in mind that there are many other options. Your circumstances may call for another form of care, or you may need a combination of services. Whatever the case, WellsBrooke is available to talk to you.



For A Review Of Your Unique Situation, Call:



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12 CRITICAL CHARACTERISTICS TO EVALUATE BEFORE HIRING A HOME CARE COMPANY



COMPLIMENTS OF:



YOUR HOME CARE COMPANY EVALUATION GUIDE

When You Need to Meet Life-Changing Challenges

When life changes due to an illness, accident or aging, it can be difficult to maintain one's independence. Help with errands, doctor's appointments, personal care, medication reminders, meal preparation, laundry and housekeeping can relieve much of the stress you may be experiencing.



Care provided by a qualified, professional and compassionate home care company is an ideal option for many families and can bring back the joy in life. Home care is a scalable service, designed to assist you in your unique situation.

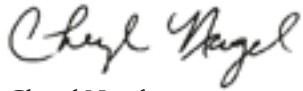
There are many companies available to provide service in the home; however, not all are the same.

That is why we have developed this handy guide to make you aware of

what to look for in a qualified home care company. We hope you will find it helpful.



Warmest Regards,



Cheryl Nagel
Executive Director
WellsBrooke

Home Care Company Interview Form

HOME CARE COMPANY: _____ PHONE: _____

CONTACT PERSON: _____

RATES: _____ START DATE: _____

Consulting more than one company is a good idea because it helps reveal which organization best suits your particular needs. Below are suggested questions for the interview.

Whom do you send for the initial in-home assessment?

Is it a licensed nurse? Yes No

Is this a free service? Yes No

How do you make sure your caregivers are qualified and trustworthy and that I'll be safe?

Do you screen your caregivers? Yes No

Are the caregivers and your company both bonded and insured? Yes No

Does your company conduct background checks? Yes No

How much experience does your average caregiver have?

Do the caregivers have at least one year of experience? Yes No

What tests and training do you require of your employees?

Do you conduct skill and competency testing? Yes No

Do you provide training? Yes No

What happens if your caregiver doesn't report to work?

Do you have a "backup plan"? Yes No

How do you know that your caregivers are doing their job?

Are the caregivers supervised? Yes No

How do you keep the family informed about what goes on during the day?

Does the company have a policy for keeping the lines of communication open? Yes No

How do you schedule regular and overtime hours?

Will the company accommodate the hours I need? Yes No

Does the company take responsibility for overtime hours that I did not schedule? Yes No

What types of service do you provide?

Do you offer skilled nursing or therapy, if needed? Yes No

Is there flexibility in scheduling?

Do you have around-the-clock availability? Yes No

Who handles Unemployment Insurance, Workers Compensation and other taxes?

Are you the employer? Yes No

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The 12 Most Important Evaluation Points When Considering a Home Care Company



Because good decisions result from good information, this guide was created to help you evaluate home care companies and make the best choice the first time. Please take a moment to review the important elements that characterize an excellent home care company.

1. IN-HOME ASSESSMENT WITH A LICENSED NURSE AT NO CHARGE:

It is important that your initial in-home assessment is provided by a licensed nurse at no charge and no obligation. This assures that your medical issues, personal needs and desires are understood and communicated by a professional.

2. CAREGIVER SCREENING:

When you hire a reputable home care company, you should expect their employees to possess previous experience or training, pass thorough background and reference checks, submit to random drug testing, and undergo periodic evaluation by nursing supervisors.

3. CAREGIVER EXPERIENCE:

To be certain that only the finest care is given, the home care company should actively seek candidates with at least one year of experience who are skilled in attending to your needs.

4. HEALTH, SKILL AND COMPETENCY TESTING:

A quality home care company is concerned with the personal health, capability and skill of its employees. TB testing and random drug screening results should be monitored. Pre-employment skill level should be assessed and ongoing competency testing should be required.

5. CAREGIVER TRAINING:

You should insist that the company you hire incorporates training that focuses on core values such as knowledge, experience and compassion. A training and certification program should be offered throughout the year to develop and enhance caregivers' skills in areas of social and client interaction.

6. "BACK-UP" CAREGIVER POLICY:

One problem that could occur in the home care setting is the failure of a caregiver to report at their scheduled time. Be certain that the company you choose has a "back-up plan" and can provide an alternate caregiver.

7. STAFF SUPERVISION:

A first-rate home care company conducts regular, in-home supervisory visits. During this time, they should review the care plan with you and suggest changes, as necessary, which better suit your needs.

8. REGULAR COMMUNICATION:

For peace of mind, you need a company that communicates. In order to provide a quick snapshot of the activities and services that have taken place, caregivers should keep careful notes, readily available for your review, of each visit in the home. The staff should alert family members as to any changes or concerns.

9. FLEXIBLE SCHEDULING:

You are the client and the home care company should accommodate your unique schedule. Service should be given when care is requested. Overtime should only occur at your discretion.

10. FULL RANGE OF SERVICE:

Everyone has distinctive needs. Choose a home care company that can aid clients with: activities of daily living • personal care • companionship • light housekeeping • meal preparation • errands and shopping • medication reminders • skilled nursing and therapy services

11. 24-HOUR, 7-DAY-A-WEEK AVAILABILITY:

You may need assistance in the middle of the night or very early in the morning. You may need care one day a week or three days a week. Make sure that the home care company you choose can accommodate you any time you require assistance. A nurse should be available for telephone consultation twenty-four hours a day, seven days a week.

12. AGENCY VERSUS REGISTRY:

There are two types of home care organizations: registries and agencies. A registry locates a caregiver for you to hire. In this situation, as the employer, you are responsible for Workman's Compensation, Unemployment Insurance and State and Federal taxes. To avoid this liability, hire a company or agency that shoulders the burden of human resources and provides caregivers who are direct employees of the company.

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CONTACT PERSON: Cheryl Nagel, Executive Director

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