

Critical Questions to Ask When Choosing a Home Care Agency

Deciding on a home care agency can be overwhelming. With so many home care agencies in San Diego County, how do you know you're choosing the best one for *you or your loved one*? It all starts by asking the right questions. When interviewing an agency that provides in-home caregivers, find the answers to these critical questions first.

Professionalism

- Is the agency licensed through the state of California as a Home Care Organization (HCO)? Ask for their 9 Digit License # from the California Department of Social Services.
- Are the caregivers employed by the agency, instead of being independent contractors? Someone is always the employer. If the agency does not provide this, then you are ultimately responsible.

Protection

- How do they protect you from Financial Abuse?
- What is their complaint policy if you suspect theft? Are you able to speak with an owner?
- Does the agency have workman's compensation, professional, and criminal liability insurance?

Caregivers

- How are the caregivers screened before being placed in your home?
- How are caregivers trained?
- How are caregivers supervised?

Experience

- Are they part of a franchise? What is their "Why I got into this business?"
- What is their experience?
- How long have they been in business?
- Do they have references?

Operations

- Does the agency lock you into a length of term contract? How hard is it to cancel services?
- Does the agency charge for different services, like bathing or supervisory visits?
- Does the agency handle billing Long Term Care Insurance?
- Do they have a lot of turnover?
- How big is the agency? How many caregivers do they have?

Customer Service

- How is it handled if a caregiver calls out sick? Do they guarantee care?
- Do they account for personality matching?
- How are calls answered on evenings and weekends? Are they handled by an agency staff member or are they routed to an answering machine or service?



*Let us help you navigate
the answers to these and
all your home care
questions!*