

Home Care Checklist

The following list of questions should encompass most care questions that need to be asked when seeking home care. It is meant as a guide to helping one find good, quality, dependable home care when appropriate.

Hillendale Home Care's response to the following questions:

Business/Services Provided

How long has your agency been in business? Yes No HHC was opened in June 2002.

What is the background/experience of the owner? Yes No Home Health RN

Does the agency have satisfied, long-term employees? Yes No Many have been with us for >5 years.

Does the agency have a fully staffed office? Yes No

Can I interview the caregiver before accepting care? Yes No

How do I know I can trust your employees? Yes No HHC conducts thorough background checks and ongoing supervision of all employees.

Do your employees smoke? Yes No The majority do not.

Will your employee call before arriving? Yes No Client will be well informed by HHC staffer as to when client should expect the Caregiver.

Is caregiver reliability guaranteed in writing? Yes No

Does the agency have an automated telephone "time card" system to alert supervisors if a caregiver arrives late or leaves early? Yes No

Is a personalized plan of care developed with me during the assessment? Yes No

Is the care plan reviewed and updated with regularity? Yes No

Does this plan of care include goals and expected outcomes? Yes No



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Does the agency coordinate care with other healthcare services? Yes No

Do you provide temporary as well as long-term assistance? Yes No

Does the agency have the capacity to accommodate a full range of home care needs – from light duty companion care to heavy care, including end of life care? Yes No

What kind of care is provided? Nursing care Non-medical care Personal care Chore Companionship

What happens if I need different tasks done each week? **HHC will accommodate requests as long as tasks are pertinent to scope of practice of Caregiver.**

How many hours is a minimum shift? **4**

How many hours is a maximum shift? **12**

Can a shift be split (e.g., two hours in the morning and two in the evening)? Yes No

How soon could your care start? **Within 24 hours of assessment visit.**

Is assistance on a weekend available? Yes No

Are there any restrictions against accompanying the client outside the home or driving a car? Yes No

Are home care workers agency employees (with benefits and insurance)? Yes No

Or contractors (e.g., private individuals on a referral registry)? Yes No

Is your agency bonded (insured against theft)? Yes No

Are the workers who come into the home bonded? Yes No

Do you have proof of liability coverage? Yes No

If I need a ride to a doctor appointment or shopping, is there insurance coverage for that? Yes No

Is the agency licensed or certified (if required in your state)? Yes No **N/A in California**

Is the agency a member of any professional organizations? Yes No If yes, which? **CAHSAH, NPDA**

How are caregivers assigned? **Skill matched and availability.**

Is/are the caregiver(s) available for emergencies and/or on short notice? Yes No

Are they available on holidays? Yes No

Will I be able to indicate preferences for the type of caregiver I would like? (For example, male/female, non-smoking, etc.) Yes No

Caregiver Qualifications (Training, Licensing, Background Checks)

Are all your home care workers licensed or certified? Yes No

If not, what minimum qualifications do workers have? *Most are CNA or HHA. Other Caregivers have to have at least 6 months relative experience and be proficient in understanding and communicating in English.*

Do you require that your employees renew their state licenses (if appropriate), keeping them current? Yes No

Do you screen your workers? Yes No If so, what type of background checking is done?

What are the qualifications of the person who will do my initial assessment? *RN*

Does the agency require yearly physicals/TB tests, drug and alcohol screening and CPR training? Yes No
HHC requires yearly TB tests and drug screening.

Do caregivers receive a thorough orientation by a supervisor on safety issues, agency procedures, and care goals and standards before placement? Yes No

Do caregivers write daily care notes with a copy left for the client and eligible family members? Yes No

Are care notes reviewed regularly? Yes No

Does the agency have a quality care program to ensure the highest standards of care? Yes No

Are workers trained, and is training ongoing? If so, does the training include:

- | | | |
|--|--------------------------------------|--------------------------|
| Safe bending and lifting practices? | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| CPR/first aid? | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| Infection control? | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| Managing incontinence? | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| Catheter care? | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| Communicating with someone who is confused or forgetful? | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| Managing difficult behaviors (e.g. wandering, paranoia, or memory loss)? | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| Bathing someone in the tub/shower or in bed? | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| Preserving client dignity? | <input checked="" type="radio"/> Yes | <input type="radio"/> No |

Is/are the caregiver(s) experienced in any special services? Yes No

Can the caregiver(s) speak languages other than English, if needed? Yes No

Can you furnish references for your workers that I can check? If not, do you have any client satisfaction survey results you can share with me? Yes No *Many client references available. We do not share Caregiver references however.*

Service Quality

Are workers supervised? Yes No If so, by whom? *Field Staff Supervisor and RNs.*

Is there a written care plan specifying the home care worker's routine duties? Yes No If so, can the family have a copy? Yes No How often is the plan updated?

Do the elder (and involved family members) have input into the client service plan? Yes No

Do you arrange regular conversations with the family about the client's case? Yes No

Will a supervisor visit or call the client's home? Yes No

To whom can the client or family ask questions or make complaints? *Any member of office team will assist with problems or concerns.*

How do you ensure your clients' confidentiality? *HHC follows all current guidelines and trains all Caregivers accordingly.*

How does the agency follow up on/resolve problems or complaints? *Immediately and ethically.*

Can a known agency worker be requested by name? Yes No

Can a different worker be requested, if there was a problem with the first one? Yes No

How fast can your agency respond to an emergency need? *Usually within 8 hours.*

Are workers available 24 hours, 7 days a week? Yes No

Is there always someone available at your office to take a call? Yes No

Can a replacement worker be called if the worker does not come or cannot complete a shift? Yes No

If so, how long does it usually take to get a replacement? *HHC strives to replace a Caregiver immediately. We never leave a non ambulatory client alone.*

Financing/Payment

Do you accept private health care or long-term care insurance? Yes No

Does the agency pay the worker's Social Security and taxes? Yes No

If not, do I need to pay this? Yes No

What is the cost for overtime, if the worker stays late? HHC does not charge for overtime.

When is payment due? (e.g. at the end of each visit? Weekly? Monthly?) Weekly

Does payment go to the agency? Yes No Or the home care worker directly? Yes No

Are there any additional costs for travel time or extra services (e.g. doing laundry or errands)? Yes No

Are all costs and fees listed on a written statement? Yes No

What is your initial registration fee? N/A

Do you charge for the initial assessment? Yes No

Do you charge any other upfront fees or administrative costs? Yes No

Do you have a reassessment fee? Yes No

What is the hourly or daily charge for one person?

For a couple?

Do you charge mileage to and from my home? Yes No

Do you charge for staff time to and from my home? Yes No

What is the mileage charge for trips to the doctor or shopping? HHC follows Federal guidelines.

Are there extra fees for some of the services I might require? Yes No If yes, how much are they?

Are bills itemized? Yes No

Are payment plan options provided? Yes No

Do you assist with billing my insurance company for home care? Yes No