



FirstLight Home Care of West Suburban Boston

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Questions to Ask when Evaluating a Home Care Agency

When choosing a home care partner, ask these key questions. We've crafted them to help you evaluate any agency.

1. What types of home care services do you provide, and can you tailor a care plan specifically to my or my loved one's needs?
2. Who are your caregivers (for example, CNAs, HHAs or companions), and what kind of experience do they typically have?
3. Are your caregivers employees of your agency rather than independent contractors, and what benefits or support do you provide to help retain high-quality caregivers?
4. How do you recruit and screen caregivers, and what background checks or competency assessments do you use before they ever come into a client's home?
5. What initial and ongoing training do your caregivers receive, especially around dementia, hospice, safety, and communication with families?
6. Who oversees and supervises the caregivers' work, and how often do you check in or visit to review the care being provided?
7. Is there a licensed social worker or clinical professional involved in the in-home assessment and care planning process, and what does that visit include?
8. If my needs change over time, how easily can the care plan and schedule be adjusted—both in terms of days, times, and level of support?
9. Is there a minimum number of hours per visit or per week, and do you offer anything from a few hours at a time to 24-hour care if needed?

10. If I am not comfortable with or satisfied with a particular caregiver, what is your process for addressing concerns and arranging a different caregiver?
11. How do you match caregivers to clients, and what steps do you take to ensure a good fit in terms of skills, personality, and schedule?
12. What kind of communication can I expect from your office—who do I call with questions or schedule changes, and is someone available 24/7?
13. How do you monitor quality of care and client satisfaction (for example, check-in calls, home visits, surveys, or unannounced visits)?
14. Do you have special expertise or additional training for clients living with dementia, Parkinson's disease, hospice needs, or other complex conditions?
15. If your agency has received recognition for caregiver training and quality, can you explain what those awards mean and how they benefit clients and families?
16. Please share your service rates and explain what they include (i.e., regular care coordination, periodic check-in visits by office staff, access to professional advice, etc.)