

# Choosing The Right In-Home Care Help

Selecting someone to care for a family member at home is one of the biggest decisions you'll ever make. It's important to determine which agency provides the best "fit" for your loved one's needs and will give your family peace of mind.

We are so proud of our compassionate caregivers and high-quality nurses, yet we realize you may want to compare a few agencies. Here are some aspects of care you may want to consider.

**What services does the agency offer?** Home care services can include companion care (helping with tasks like meal prep and providing socialization), personal care (assisting with Activities of Daily Living like dressing and bathing), skilled nursing (such as wound care and in-home infusions), specialized dementia and Alzheimer's care (to support a safe environment and meet the unique needs of those with memory challenges), or therapies (physical, occupational or speech). Some agencies can provide a continuum of care that supports transitions to different levels of services as needed.

**How are providers vetted?** Ask if the agency does comprehensive background checks and drug screens for caregivers and nurses. You'll also want to ask if the nurses are licensed, insured and bonded.

**What type of supervision and training do your caregivers, nurses and other staff receive?** Some agencies provide nurse oversight for caregivers so they can ensure your loved one's care is consistent and meets certain standards. Agencies that provide this oversight can help identify changes in your loved one's health and adapt the plan of care to fit their evolving needs.

**What is the availability of services?** You may want to ask: Is there a minimum number of hours? Do you offer overnight care? How do you handle it when a caregiver or nurse is sick and unable to carry out their shift? Is someone available for questions 24/7? Do I need to sign a long-term contract?

Now that you know some of the questions to ask, you can use the handy chart on the back of this page to compare agencies.

*\*Skilled nursing and medical service availability varies by location. Call 866-618-7827 for a full list of services or to schedule a free in-home assessment.*



## A Quick Look at Agency Details to Consider:

- Types of services?
- Specialty care offerings?
- Minimum number of hours?
- Thoroughness of background checks?
- Insured and bonded?
- 24/7 availability?

BrightStar Care

[brightstarcare.com](http://brightstarcare.com)

866-618-7827



*Our location has been accredited by The Joint Commission — a widely recognized organization that evaluates the nation's best hospitals and other healthcare organizations.*

# Home Care Agency Comparisons

If you decide to partner with a home care agency for your loved one's care, the chart below will help you ask the right questions and keep track of the answers so you can choose the best agency for your family's needs.

	BrightStarCare®	Agency 2	Agency 3
1. What types of home care services do you offer?*	Companion, Personal, Skilled/Medical Care		
2. Is your agency accredited by a national organization? (If so, which one?)	Yes		
3. Do you have a nurse who evaluates health and wellness, and creates a personalized plan of care?	Yes		
4. Does a nurse follow up with supervisory visits to ensure that the plan is being carried out?	Yes		
5. Are your caregivers experienced, trained and competency tested?	Yes		
6. Are all nurses and caregivers drug-screened, background checked, licensed, insured and bonded?	Yes		
7. Do you manage payment of all caregivers, including taxes?	Yes		
8. Do you recommend a caregiver based on personalities and compatibility?	Yes		
9. Are you insured for accidents in the home?	Yes		
10. Can you accommodate both short shifts or up to 24/7 coverage?	Yes		
11. Can you provide a caregiver trained in _____ (condition or need your loved one has; ex: Alzheimer's)?	Yes		
12. Is there someone on-call 24/7?	Yes		
13. What are your rates?	Please call for details.		

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Looking for additional guidance on choosing the right home care provider for your needs? Scan the QR code or visit [brightstarcare.com/home-care-guide](https://brightstarcare.com/home-care-guide) for more details about how to evaluate agencies for the right fit.