

Questions to Ask in Agency Interview

Get the quality care your loved one deserves and help protect both of you from liability. Ask the home care agencies you're researching the following questions.

	BrightStar Care	Agency 2	Agency 3
Are you licensed for skilled (medical) care? Companion or personal care?	Yes		
Do you have a nurse who assesses health and conducts home safety checks before service begins?	Yes		
Is a Registered Nurse involved in overseeing a plan of care and following up with supervisory visits to ensure that the plan is being carried out?	Yes		
Are your caregivers experienced, trained and competency-tested?	Yes		
Are all nurses and caregivers drug-tested, background-checked, licensed, bonded and insured?	Yes		
Do you manage pay of all caregivers, including taxes?	Yes		
Do you assign a caregiver based on personalities and compatibility?	Yes		
Does your agency have a system in place if there is a conflict of personalities?	Yes		
Does your agency use GPS to verify caregiver arrival and departure time?	Yes		
If my caregiver is sick or has an emergency, will you send another caregiver of equal skill?	Yes		
Are you insured for accidents in the home?	Yes		
Can you provide a caregiver trained in _____ (condition or need your loved one has)?	Yes		
Can you accommodate any length of visit, as short as one hour per day?	Yes		
Is there someone on-call 24/7—just in case?	Yes		
What are your rates?	Call us!		



Learn more about BrightStar Care.[®]

For a free in-home assessment or to schedule service, contact us.

**BrightStar Care of
Naples & Ft. Myers**

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HOW TO SELECT A HOME CARE AGENCY

Find the right home care provider for your loved one.

If you're taking care of a parent or other loved one, or you need support yourself, you may be thinking about finding someone to help. While hiring an individual on your own may be less expensive, choosing an agency has important advantages:

- Screening, background checks, hiring/firing, pay and taxes are taken care of
- Variety of caregiver skills and professional oversight
- Ability to accommodate inconsistent schedules
- Often covered by long-term care insurance

Getting started: what kind of help do you need?

Before you begin evaluating your options, make a list of what your loved one needs to continue living safely in their own home. Do they struggle with bathing or taking medication correctly? Cooking, cleaning and climbing stairs? Do they need social interaction or complex medical care?

Understanding the different levels of care.

Services provided by most home care agencies fall under two categories:

Companion care: Think of this as basic help with activities such as social engagement, light housekeeping, laundry, meal prep or getting to and from appointments.

Personal care: Think of this as "hands-on" help with daily activities such as bathing, personal hygiene, feeding, toileting, mobility assistance and medication reminders.

In addition to companion or personal care, BrightStar Care offers skilled nursing care, if needed:

Skilled care: Typically this is prescribed by a physician and requires a nurse. Services include assistance with medical equipment, medication administration, catheter and wound care, infusion therapy or other treatments.

See suggestions for interview questions on other side.