

## Non-Medical Home Care Services Checklist

Southern Maine Agency on Aging can provide you with information about non-medical home care agencies in York and Cumberland Counties. Contact a Resource Specialist or Family Caregiver Specialist at 1-800-427-7411 or send an email through the SMAA website ([www.smaaa.org](http://www.smaaa.org)) Information and Resource “request information” feature.

*If you plan to hire a non-medical home care agency to assist with care ,it is important to feel confident about your decision. The questions and checklists below are designed to help you evaluate the agency’s credentials, services and personnel.*

### Agency Reputation and Credentials

*When interviewing different agencies, use these questions to establish a baseline of acceptability:*

	Yes	No	Comments
Is the agency registered with the State of Maine?			
Does the agency provide a consumer’s bill of rights?			
Does the agency clearly define your rights and responsibilities?			
Does its literature detail services, requirements, fees, policies and funding sources?			
Is it clear what tasks workers are allowed/ not allowed to do?			
Are all costs and fees clearly explained in the contract?			
Is there a process for obtaining your feedback about services provided?			
Are references or client satisfaction surveys available for review?			
Does the agency deliver the care when promised?			

How long has the agency served the community?

Less than 2 years       2 to 5 years       More than 5 years

### Personnel

*When you interview agency personnel, ask how the staff are hired, trained and supervised. Specifically, find out whether employees are trained in the following areas (if applicable):*

- Safe bending and lifting techniques
- Infection control                       Managing incontinence
- Catheter care                               Communicating with someone who is confused or forgetful
- Bathing                                       Managing difficult behaviors

*You should also know the following:*

Are employees covered by malpractice and bonding insurance?  Yes  No

Hours in a minimum shift \_\_\_\_\_ Hours in a maximum shift \_\_\_\_\_

Does the agency provide a replacement worker if a scheduled worker does not arrive / cannot complete a shift? \_\_\_\_\_

## **Procedures**

Is a name and phone number provided to call in case of emergency?

During office hours: \_\_\_\_\_ After office hours: \_\_\_\_\_

How are problems or complaints handled? \_\_\_\_\_

## **Developing a Plan of Care**

*Be sure that the agency will work with you, your family, and others to develop a written Plan of Care that documents:*

- Specific tasks to be performed for the consumer
- Who will perform those tasks and when they will be performed
- Who will assess and monitor the consumer's care needs
- How services will be billed (per hour, per day, per visit)
- Will the agency provide a copy of the Plan of Care to you and your family?
- What happens if the consumer refuses care or is non-compliant with agency staff?
- What happens when the consumer's needs go beyond the scope of agency services?

*Find out who will be involved in evaluating and monitoring the consumer's need for care.*

- Consumer's physician or nurse practitioner
- Agency staff
- Primary family caregiver
- Other family members
- Private geriatric care manager

## **Payment for services and other considerations**

- How does the agency bill for services? \_\_\_\_\_
- Are any services covered by Medicaid, long-term care insurance, the Veterans' Administration or state-funded programs? \_\_\_\_\_
- Does the agency provide any financial assistance with the cost of care? \_\_\_\_\_
- How does the agency ensure confidentiality? \_\_\_\_\_
- How does staff communicate with consumers? \_\_\_\_\_

Updated 6/24/14