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| **Caregiver Qualifications and Training** |
| Are caregivers certified or trained in elder care? |
| Do they have specialized training for conditions like dementia, Alzheimer’s, or mobility issues? |
| Are background checks conducted on all staff members? |
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| **Quality of Care** |
| How do caregivers ensure emotional and social well-being? |
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| **Safety and Security** |
| Are there protocols for emergency situations like falls or medical emergencies? |
| How often are safety protocols reviewed and updated? |
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| **Daily Living Support** |
| Are the personnel able to assist elderly going to the rest room? |
| Are personal care needs (bathing, dressing, grooming) adequately met? |
| Is there support for meal preparation, housekeeping, and laundry? |
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| **Health and Wellness** |
| What is the approach in handling medical emergencies? (i.e. someone needs to go to the ER) |
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| **Cost and Financial Transparency** |
| Are costs clearly explained, including what services are included and which are extra? |
| Are there flexible payment options or assistance with insurance/Medicaid/Medicare claims? |
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| **References and Reputation** |
| Can the company provide references from other families who have used the service? |
| What do online reviews or ratings indicate? |
| Are there any complaints filed with regulatory agencies? |
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| **Licensing and Accreditation** |
| Is the company licensed and accredited by relevant local or national bodies? |
| Are there regular inspections or audits by governing authorities? |
| Are inspection reports and compliance records available for review? |
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| **Flexibility and Adaptability** |
| Can the care plan adjust as the resident’s needs change over time? |
| Are there flexible hours? Evenings, weekends, shifted hours? |
|  |
| **Communication and Updates** |
| What information is recorded about home visits? Are those records available to customers? |