



“ How to Make Smart Decisions in Selecting a Trustworthy Home Care Agency”

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Introduction:

My previous career included approximately (20) years of working within several Private Duty/Non-Medical Home Care agencies in Houston. This means that companions, personal care attendants, and caregivers were placed in the home of clients (including facilities), to provide assistance with assisted daily living activities.

Today's focus:

“Standards of Care in Selecting a Home Care agency, and the Selection Process.

Goal:

Today I want to talk about what crucial questions you may have for Home Care Agencies before they provide care for you or a loved one. I also want to discuss what top questions they may ask of you, so they can provide you or your loved one-top quality care.





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(3) Crucial questions you may have for Home Care Agencies:

- 1. Is your agency licensed, insured, and bonded?**
(Licensed by the Department of Aging a Disabilities (DADS))
(Insured-General Liability, Professional Liability, Workers' Compensation)
(Bonded-financial protection against those whom commit theft, fraud or other illegal practices and do not comply with regulations and standards)
- 2. Does your agency have a nurse on duty to answer medical questions and to fill pill boxes?**
(RNs may be hired for Home Care, but medical services are limited)
- 3. Do you have a minimum per hour shift requirement?**
(Most agencies have a 4-hour minimum)

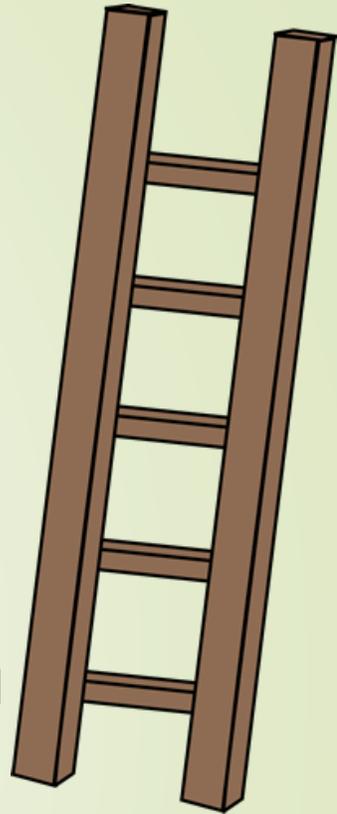


Scenario One:

Caregiver Diana cleans really high shelves in the home of Mrs. Jones. Diana falls and injures herself, and breaks several of Mrs. Jones' vases on her way down. The Home Care Agency that employed Diana is *NOT* licensed, insured, nor bonded.

****Diana will have to pay for her own medical expenses.**

****Mrs. Jones will not be compensated to replace her expensive vases.**





Scenario Two:

Mr. Bob called the office because his feeding tube is clogged and he needs the Home Care Nurse to come out and clear the tube.

(Home Care takes care of a “client’s” non-medical needs)

(Home Health takes care of a “patient’s” skilled medical needs)

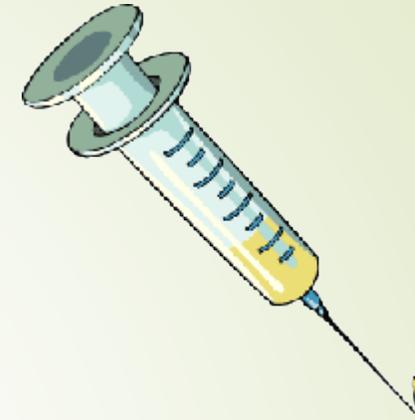
****The Home Care nurse (RN) cannot go out to assist this client. The company does not have the license to perform Skilled medical needs. An RN’s license is on the line, when DAD’s regulations are not followed properly.**

*****Mr. Bob will have to call 911 or his skilled Home Health agency.***

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(3) Crucial Questions Home Care Agencies may ask you or your loved one:

- 1. Do you have medical needs that require injections, wound care, or topical medication (ointments) ?**
(If clients have these needs, Home Care agencies can decline to provide caregivers for them because licenses are for non-medical care.)
- 2. Do you have weapons of any sort in your home?**
(During a home assessment, Managers assess safety measures and harmful items in the home. Services can be declined, if assessments prove that client lives in an unsafe environment.)
- 3. Do you have any pets in the home?**
(Pets come along with extra responsibilities-Home Care agencies can only feed, give water, and walk pets—No medical duties can be performed—Pets/Animals must be approved by Management. Caregivers may be allergic to pets—this is taken into consideration when selecting best fit staff.)



Scenario One:

Maria is excited to work for her new client, Mrs. Smith. As she arrives to the home, Mrs. Smith states that her hand is cramping and she cannot administer her own Insulin. Is Maria allowed to administer the insulin for her?

*****Home Care is generally licensed for Non-Skilled care only.***

*****Maria is to call her supervisor, and wait for a solution. Caregivers cannot administer any medications of any kind. (Some solutions may be that a family member or approved neighbor can administer the insulin for Mrs. Smith.***





Summary:

Hopefully you will leave today in a more confident manner, knowing that you are making the right decisions in choosing your future Home Care Agency. It is important to know the right questions to ask, and be prepared with the questions agencies may ask so they can provide you or your loved one with the top quality care you deserve.