



TOP 5 THINGS TO LOOK FOR IN A NON-MEDICAL HOME CARE AGENCY

Looking for a home care agency for your loved one can be a challenging and scary process. We at Babette Home Care want to make this process as stress free as possible for you and your family. Here are the top 5 things to look for in a home care agency:

- **Well trained and qualified caregivers:** It is important to ensure that their caregivers have proper licenses and qualifications; CNA/HHA. Also, make sure the agency requires caregivers to complete monthly in-services to keep them knowledgeable and atop changing industry standards. Caregivers are the greatest asset in a homecare agency so it is important that they are happy and well trained to provide quality care to clients. Lastly, it is important to ask if caregivers are ever subcontracted for any given reason.
- **Types of services:** Know the services that the agency offers. Does it offer the service(s) your loved one needs? Each client requires different types and levels of care; therefore it is essential that the agency comprise a care plan that is unique to the needs of the client. Timewise does it match with you and your loved one's goals and schedule? Become familiar with all the services offered and how it will help your loved one. Also, don't be afraid to ask questions about services that may not be listed. Many home care agencies offer special services. A phone call or booking a complimentary consultation is the best start to learn more.
- **Accredited:** Ensure that the Home Care Agency is accredited by a major non-governmental organization like BBB, which stand for Better Business Bureau. BBB receives customer complaints and rates the performance and reliability of the business based on specific criteria.
- **References:** Feel free to ask the agency for references of past and current clients or even their referral sources. There is no better way to get a genuine idea of the quality of care provided than from those who have a personal experience with the service. Prepare a list of questions, call the references and get an idea of what you should expect.
- **Continuity of care:** It is important to minimize the number of caregivers providing care to your loved one. Learn about the agency's policy on continuity of care. Will the same caregiver come every day or will there be a different caregiver each time? The best care comes from continuity of care, especially in the elderly. It will promote a healthy relationship between your loved one and their caregiver.

Lastly, don't be afraid to ask the home care agency questions during your consultation. Your loved one's health, safety, and happiness are most important and developing trust with the agency will make care easier for everyone. It is very important that the home care agency you chose for your loved one can be trusted. You will have a peace of mind entrusting your loved one in their care.