

# Guide to Choosing a Home Care Agency



**CAHOON CARE ASSOCIATES, LLC**  
*Real people. Real care.*



## 3 common pitfalls

Avoid these mistakes when selecting a home care provider:

### The Revolving Door Syndrome



Instead of assigning one caregiver to your loved one, many home care agencies will rotate who will be providing the care. Cahoon Care believes it is important that each client sees one main caregiver for a successful care experience.

### Schedule Mismanagement



The agency should have a way to make sure their caregivers arrive on time for their shifts. With Cahoon Care, you can log in to our online scheduler to confirm appointments.

### Unvetted Caregivers



The provider should have a process for screening its employees, including performing background checks. Cahoon Care carefully screens all of its caregivers so you know exactly who will be coming into your home.

## What to look for when you're considering home care

There are many home care providers to choose from, but they are not all the same. Here are five qualities to look for when evaluating potential agencies.

- 1 Ensure your needs are met with personalized care plans.**  
A quality agency will design a care plan for each of its clients to identify their specific needs and the best caregiving options for them.
- 2 Get matched with the right caregiver.** A care manager should find out what you want in a caregiver, and then do their best to find a person who is a great match.
- 3 Ensure reliable communication methods.** As you contact various agencies, you'll learn that some are better at communicating than others. Choose an agency with quick and straightforward communication habits.
- 4 Protect against accidents with adequate liability insurance.**  
Make sure that the agency is fully insured and bonded, and that it holds liability insurance.
- 5 Make sure your care plan will adjust to changing needs.**  
Even once the care plan is implemented, a provider should have a method of evaluating that plan and adjusting it in the future to suit your parent or loved one's changing needs.

*We'd love to have you join our Cahoon Care family. Please contact us today to learn more.*

## Checklist: 10 important questions to ask

To ensure the best care for your loved one—and avoid common mistakes—make sure you ask the right questions.

To simplify the process, use this checklist of ten questions as you compare and evaluate different home care companies.



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Company 2

Company 3

Do you do initial care assessments to ensure my care needs are met?

✓ Yes

Do you match your caregivers to the personality and needs of your clients?

✓ Yes

Will I get to see the same caregiver during most of my visits?

✓ Yes

Are your employees background checked and licensed?

✓ Yes

Once assigned, are caregivers regularly supervised and evaluated by a care manager?

✓ Yes

If I am dissatisfied with my caregiver, can I request a replacement?

✓ Yes

Do you have a way to monitor your caregivers and make sure they show up on time?

✓ Yes

Do you have experience in caring for specific conditions, such as Alzheimer's?

✓ Yes

Can your provide references from current or previous clients/family members?

✓ Yes

Are you available and on call 24 hours a day, 7 days a week, 365 days a year?

✓ Yes



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