

In-Home Care Interview Checklist

The questions to ask before you hire a home care or home health agency.

Ask every agency the same questions so you can compare them fairly. A reputable agency answers all of these clearly and in writing.

Licensing and people

- ☐ Is the agency licensed in North Carolina, and how long established?
- ☐ Are caregivers your employees (screened, bonded, insured) or contractors?
- ☐ What background checks, training, and supervision do caregivers receive?
- ☐ Is a nurse or care manager responsible for the care plan?

Service and reliability

- ☐ Is there a minimum number of hours per visit or per week?
- ☐ How quickly can care start, and can hours increase if needs change?
- ☐ Who covers a shift if the caregiver is sick, late, or not a good fit?
- ☐ How do you match a caregiver to the client, and can we request a change?
- ☐ Can you support dementia care, transfers, incontinence, or two-person assists?

Cost and communication

- ☐ What is the hourly rate, and what is and isn't included?
- ☐ Are there extra charges for holidays, mileage, or short-notice visits?
- ☐ How is the care plan documented, and how often is it reviewed?
- ☐ Who do we call after hours about a missed shift or urgent concern?
- ☐ Do you accept long-term care insurance, VA benefits, or Medicaid waivers?

Compare agencies at ashevilleseniorcareguide.com/guides/home-care-agencies