

# Identifying The Best Agency



## Questions to Identify the Best In-Home Care Agencies

When you decide that it may be time for you or your loved one to get a little extra help around the house, then hiring a home care agency might be a perfect solution. You or your loved one want to stay in their home, but it seems like it just takes a little longer or is a little harder to get some important and necessary activities done every day. In some cases, important daily activities are not being address at all on a regular basis. These are all signs that it may be time to get some help at home. Finding the right agency can alleviate all your concerns and get you or your loved ones the help they need to age in place with dignity and grace. A little help with transportation, cooking, cleaning, bathing, medication reminders can make a big difference in a person's daily life. It also allows you or your loved one to focus their time on energy on the important things like enjoying their life, family and friends. Home care agencies provide these types of services on an hourly basis, ranging from a few hours a week to live-in care. There are many companies in the Fort Worth area that offer this type of service and identifying the right one in important.

Here are some questions to ask:

- **Is the company licensed by the State, bonded, and insured?**

*It should be. Be very careful if not.*

- **Are all caregivers employees, not contracted labor?**

*Companies with caregivers as employees pay all of the necessary taxes and typically provide a higher quality service because they have the best caregivers. You should also make sure the agency you choose does not pay their caregivers minimum wage, which normally equals minimum quality.*

- **When and how often are thorough background check performed?**

*The Department of Human Services requires all licensed agencies to perform background checks on all caregivers before they meet with clients. The best agencies have a policy to perform these checks on an ongoing basis.*

- **If I have a question/concern/issue who can I speak with about it?**

*You should be able to speak with the owner. The owner is ultimately responsible for all activities at the agency and you deserve access when/if you need it.*

- **If the company offers transportation, what type of insurance do they carry?**

*You want to make sure the company carries "hired, non-owned" automobile coverage. This provides the maximum protection for you and the employee. Standard employee owned automobile insurance and general liability does not provide you the proper protection*

- **Are you locally owned and operated? How long have you been in business?**

*Big, national companies are putting franchises everywhere. This is not always bad, but you have probably visited different locations of the same fast food restaurant and have seen a huge difference in service and quality. The standard is not very high to open an in-home care franchise and unfortunately without a passionate owner you may be leaving the service and quality to chance –while you are just buying the big name. Providing great service and quality is not as easy as most think it is and you should make sure the company you choose has been in business at least for at least 10 years. Choose a locally owned company, its good for our local economy.*

**Compassionate Healthcare is locally owned and operated home health care company that provides high-quality, personalized non-medical care in your place of residence. Call (817) 570-9901 for a free in-home assessment.**