

# Become a Home Care Detective

Know the *right* questions to ask when choosing a home care provider.

**Question:** Are you licensed with the state of Illinois? Typical Answer: **YES!**



**FACT:** By law all companies providing caregiving services MUST be licensed by the Illinois Department of Public Health.

**Better Question: What licenses do you have?** Typical Answer: Home Services Placement Agency or Home Services Agency

**Partners in Senior Care's Answer: Home Services Agency & Home Nursing Agency**

**Questions:** Do you insure and bond the caregiver? Do you pay social security and employer taxes? Do you pay workers' compensation insurance? Typical Answers: **YES!**



**FACT:** By law, all agencies who are licensed as a Home Services Agency MUST insure and bond the caregiver, pay social security and employer taxes and workers' compensation insurance. If the agency is a Home Services Placement Agency they can NOT provide any of these as the caregiver is NOT their employee.

**Partners in Senior Care's Answer: We do as this is a requirement by law. We also provide our caregivers with vacation benefits and offer health insurance.**

**Question:** Do you supervise the caregiver? Typical Answer: **YES!**



**FACT:** By law, all agencies who are licensed as a Home Services Placement Agency, by definition, can not supervise the caregiver. Home Services Agencies must supervise the caregiver in the home every **90 days**.

**Better Question: What are the qualifications of the supervisor and how often are they visiting?**

**Partners in Senior Care's Answer: All caregivers are under the supervision of a Registered Nurse and Professional Geriatric Care Manager. Clients are visited in the home by the supervisor on average twice per month and no less than every 60 days.**

*Partners in Senior Care, Inc.*

Our COMPASS™ Points to Success



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**Question:** Do you check backgrounds and references on your caregiver? Typical Answers: **YES!**



**FACT:** By law, all agencies must have a criminal background check performed on every caregiver and are not allowed to hire those caregivers who have a disqualifying offense.

**Better Question: How do you screen and train your caregivers?**

**Partners in Senior Care's Answer:** Partners in Senior Care takes the role of the home caregiver seriously. Families have entrusted the care of their loved one to us and it our responsibility to ensure that the care is provided by responsible, dedicated caregivers.

1. **Screening:** All of our caregivers are interviewed by several members of our administrative team. Following the interview process, working references are checked for a history of quality care.
2. **Orientation:** All caregivers receive an extensive orientation to our philosophy and standards of care. This orientation is hands on, involves several members of the administrative team and led by an RN. It allows us to assess the caregiver's knowledge of senior care as well as their communication skills, and the ability to interact well with others.
3. **On-going Education** Each caregiver must complete twelve hours of continuing education annually. This training is completed in-person at our office. We also offer training in the form of: self study packets, workshops on pertinent senior care topics as well as individual training for the unique needs of the client receiving care.
4. **On-Going Evaluation:** All caregivers are supervised by a Care Manager. She ensures the caregiver understands the individual Plan of Care for the clients. She makes supervisory visits to update the Plan of Care and evaluate quality of care provided. Caregivers are evaluated on an ongoing basis and receive annual written performance evaluations by the Care Manager.

**Questions:** Is your agency available 24/7? In case of emergency do you replace the caregiver? Typical Answers: **YES!**



**FACT:** By law, all agencies who are licensed as a Home Services Agency MUST have a policy in place for emergencies and replacing a caregiver.

**Better Question: If I call nights or weekends, who answers the phone?**

**Partners in Senior Care's Answer:** Someone from the office answers **24 hours a day, 7 days a week**. We do not utilize an answering service. In addition, we have a **Registered Nurse** and **Professional Geriatric Care Manager** on-call **24/7**.

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www.partnersinseniorcare.com  
125 Hawley Street • Grayslake, IL 60030 • Phone: 847-548-1330 • Fax: 847-548-1374  
IDPH Home Service Agency License #3000139 • Home Nursing Agency License #4000114