

Life Changing Care

HOME CARE THAT KNOWS THE HARD PART.

What to Ask Before You Hire a Home Care Agency

You have already done the hard part. You made the decision. Now the question is who. Every agency will tell you they are the best. These questions will help you hear past that. Ask them of every agency you call, including us.

Seven questions to ask any home care agency

Print this page. Check each box as you make your calls.

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QUESTION 1

Does every caregiver hold a Direct Service Provider (DSP) credential?

The DSP credential is a nationally recognized standard for direct care workers. It covers person-centered care, behavioral support, documentation, and safety. Agencies that require it have caregivers who were trained and assessed before they walked into anyone's home. Agencies that do not require it are leaving that to chance.

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QUESTION 2

Is the agency licensed by the State of Ohio?

Ohio requires home care agencies to be licensed. Licensure means the agency is inspected and accountable. Ask for their license number if you want to verify.

**QUESTION 3****What happens when a caregiver calls off?**

Every agency will say they have backup caregivers. Ask specifically: how quickly, and from where? An agency with 10 active caregivers and 10 on standby can answer that question directly. One that cannot is hoping you will not need to find out.

**QUESTION 4****How does your agency handle behavioral or memory-related needs?**

Even if your loved one does not currently have a dementia diagnosis, this question reveals how experienced an agency is. Agencies built around complex behavioral care train their caregivers differently. That training matters even for care that seems straightforward.

**QUESTION 5****How often does a supervisor visit the home?**

Phone check-ins are not the same as in-person supervision. A good agency sends someone to the home regularly, not just when there is a problem. Ask how often and what that visit covers.

**QUESTION 6****How do you communicate with the family?**

You should not have to call to find out how things are going. Ask what the agency's communication standard is and what you can expect after each visit.

**QUESTION 7**

Can we speak with the owner or director directly?

The agencies that serve families well are the ones where someone at the top is still personally involved. If you cannot get to a decision-maker before you hire, you will not get to one when you need help.

What a good answer sounds like

Good agencies answer these questions specifically, not generally. They give you real numbers, real protocols, and real names. If an answer sounds like a script or you cannot get a straight response, that is useful information. You are not being difficult by asking. You are doing your job.

About the DSP credential

The DSP credential means a caregiver was trained and assessed against a national competency standard before they worked with any client. It covers how to support someone with complex needs, how to document what they observe, and how to respond when something changes. It is not common. Life Changing Care requires it for every caregiver on staff.

The question underneath all of these

The real question is not about credentials or license numbers. It is whether you can trust the person who will be in your loved one's home. These questions help you filter. The call is what builds the trust. Ask the questions, then pay attention to how the conversation feels.

Life Changing Care

Samuel Saunders, Owner

(216) 313-3865

info@lifechangingcareohio.com

lifechangingcareohio.com

Serving Cuyahoga, Lake, Lorain, Medina, and Geauga counties.

Live answers 7am to 9pm, seven days a week. No voicemail, no queue. A person picks up.

We welcome every question on this list. Call us and ask them.