

Choosing Home Care Checklist

10 Questions Every Family Should Ask Before Hiring a Home Care Agency

Presented by Divine Living Home Care | Hingham, MA (781) 919-0151 | www.divinelivinghomecare.com

Before You Sign Anything, Ask These Questions

Choosing a home care agency is one of the most important decisions your family will make. Not all agencies are created equal. Use this checklist to evaluate any provider you're considering — and don't settle until you're confident in your choice.

The 10 Essential Questions

1. Are you licensed and insured in Massachusetts?

Why it matters: An unlicensed agency puts your family at legal and financial risk. Always verify.

- Agency is licensed in MA
- Agency carries liability insurance
- Agency carries workers' compensation insurance

What Divine Living offers: Fully licensed and insured in Massachusetts.

2. How do you screen and hire your caregivers?

Why it matters: This person will be in your loved one's home. You need to know they've been thoroughly vetted.

Ask specifically about:

- Criminal background checks (CORI)
- Reference checks (at least 2–3)
- Skills assessment or competency testing
- CPR/First Aid certification
- Drug screening

What Divine Living offers: All caregivers are background-checked, reference-verified, and Red Cross CPR-certified.

3. Will my loved one have the same caregiver consistently?

Why it matters: Rotating caregivers destroy trust and routine. Consistency is critical, especially for seniors with memory issues.

- Agency prioritizes caregiver consistency
- Agency has a backup plan for caregiver absences
- Agency will introduce the caregiver before care begins

What Divine Living offers: We prioritize the same familiar face on every visit. Consistency is our standard, not an exception.

4. How do you match caregivers with clients?

Why it matters: A good skills match isn't enough — personality and compatibility matter just as much.

- Agency considers personality and interests
- Agency considers language and cultural needs
- Agency allows you to request a different caregiver if needed

What Divine Living offers: We hand-select caregivers based on skills, personality, and compatibility — not just availability.

5. What happens if my caregiver calls out sick?

Why it matters: You need to know there's a reliable backup plan so your loved one is never left without care.

- Agency has a clear backup/substitute policy
- Agency will notify you in advance of any changes
- Substitute caregivers are briefed on your loved one's care plan

What Divine Living offers: We maintain a reliable backup system and always communicate proactively with families.

6. How quickly can care begin?

Why it matters: If you're dealing with a hospital discharge or sudden change, you may need care within days — not weeks.

- Agency can start care within 24–72 hours
- Agency offers emergency or same-day placement
- Agency doesn't require long lead times

What Divine Living offers: We can often begin care within 24 hours of your initial call.

7. Is there a minimum number of hours required?

Why it matters: Some agencies require 4-hour minimums or weekly hour commitments that may not fit your situation.

- Agency's minimum hours work for your schedule
- Agency offers flexible scheduling (part-time to 24-hour)
- No long-term contracts required

What Divine Living offers: Flexible scheduling with no long-term contracts. Care starts when you need it.

8. How do you communicate with families?

Why it matters: You shouldn't have to chase your agency for updates. Communication should be proactive and accessible.

- You have a direct contact (not just a call center)
- Agency provides regular updates on your loved one
- Agency is responsive to calls and messages
- Agency involves you in care plan adjustments

What Divine Living offers: Direct access to our care team. We answer our phone — no voicemail mazes or call centers.

9. What training do your caregivers receive?

Why it matters: Ongoing training means better care, especially for specialized conditions like dementia or Parkinson's.

- Caregivers receive initial orientation/training
- Ongoing education is provided
- Specialized training for dementia, Parkinson's, etc.
- Caregivers are supervised and evaluated regularly

What Divine Living offers: All caregivers receive specialized training including dementia care, Parkinson's support, and fall prevention.

10. What do current families say about you?

Why it matters: Real reviews from real families tell you more than any brochure.

- Agency has verifiable Google reviews (4+ stars)
- Agency can provide family references
- Agency has a track record in your community

What Divine Living offers: 5-star Google reviews from real families across Southeastern MA. We're happy to provide references.

Your Scoring Summary

After evaluating an agency, count how many boxes you checked:

Score	Assessment
25–30 checks	Excellent — this agency meets high standards
18–24 checks	Good — but ask follow-up questions on gaps
12–17 checks	Concerning — consider other options
Below 12	Move on — this agency doesn't meet basic standards

Ready to Evaluate Divine Living Home Care?

We welcome your questions. Call us for a free, no-pressure consultation and ask us every question on this list. We're confident in our answers.

Phone: (781) 919-0151 **After Hours:** (508) 441-3453 **Website:** www.divinelivinghomecare.com

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