
Questions to Ask a Home Care Agency

Choosing home care is a big decision. Bring these questions to every agency you talk to, and write down the answers so you can compare.

About the agency

- ☐ Is the agency licensed or certified, and by whom? Can I see proof?
- ☐ How long has the agency served our area?
- ☐ Which services do you offer, and which do you not offer?
- ☐ What languages do your caregivers speak?

Caregivers

- ☐ How are caregivers screened (background checks, references)?
- ☐ What training do caregivers receive, and is it ongoing?
- ☐ Who supervises caregivers, and how often?
- ☐ Can we meet the caregiver first? What if it is not a good match?
- ☐ What happens if the regular caregiver is sick or on vacation?

The care plan

- ☐ Who creates the care plan, and is the family involved?
- ☐ How often is the plan reviewed and updated?
- ☐ How are changes in health or needs reported to the family and doctor?

Cost & payment

- ☐ What are the rates, and is there a minimum number of hours?
- ☐ Which insurance or programs do you accept (for example MassHealth or Medicare, where it applies)?
- ☐ What is included in the price, and are there extra fees?
- ☐ What is the cancellation policy?

Communication & safety

- ☐ Who do we call with questions or concerns, and when can we reach them?
- ☐ How are complaints handled?
- ☐ How do you protect our privacy and personal information?

☐ What is your plan for emergencies and bad weather?

Agency name & notes:

Questions about care at home? Contact Right Care Services Inc

599 Canal St, 1st Floor, Suite 14, Lawrence, MA 01840 · (978) 641-6909 · info@rightcare.me · rightcarehc.com
Personal Care · Companion Care · CNA · Home Health Aides · Physical Therapy · Occupational Therapy · Skilled Nursing. Caregivers speak English and Spanish.

This is general information, not medical advice. Always talk with your doctor, nurse or pharmacist about your own health and care.

Prepared October 2026.