



Choosing The Right In-Home Care Provider

KNOW THE DIFFERENCE: Agency, Registry, or Private Caregiver

Choosing care for your loved one can be an overwhelming task. For many families, understanding the difference between a home care agency, nurse registry, or hiring a private caregiver can be very difficult and confusing at times.

We believe that the process of hiring care for your loved one should be simple and less complex. It should be comfortable transition for the person receiving care and for your family. Every step of the way we believe you should be part of your loved one's care, but not have to actively manage all aspects of their care.

We take pride in hiring qualified, compassionate employees who can provide excellent health care to all of our clients. As employees of our agency they are:

- Bonded and insured
- Covered by worker's compensation
- CPR certified
- Required to participate in Continuing Education/In Service Training and Skills Assessments
- Demonstrate competencies
- Are monitored with performance evaluations regularly

Description	 NEST & CARE IN-HOME CARE AND NURSING SERVICES	Nurse Registry	Private Caregiver
Is Caregiver Employee?	✓	✗	✗
Level II Background Check?	✓	✓	✗
Drug Screening?	✓	Maybe	✗
CPR Certified?	✓	✓	Maybe
License Verification?	✓	✓	✗
Provides Caregiver Training?	✓	✗	✗
Provides CEU Opportunities?	✓	Maybe	✗
Company handles Federal and State tax withholding?	✓	✗	✗
Handles FICA and Medicare withholding?	✓	✗	✗
Handles Unemployment Insurance?	✓	✗	✗
Provides workers' compensation insurance for caregivers?	✓	✗	✗
Company carries professional liability insurance for the caregiver?	✓	✗	✗
Bonded and insured for theft?	✓	Maybe	✗
Creates a written plan of care?	✓	✗	✗
Conducts random supervisory visits?	✓	Maybe	✗
Monitored care by office staff?	✓	✗	✗
Provide replacement staff if caregiver cannot make the shift?	✓	Maybe	Maybe
Answer phones 24/7?	✓	Maybe	Maybe



QUESTIONS YOU SHOULD ASK YOUR HOME CARE PROVIDER

We know that finding quality home care services isn't always easy. Once you have determined the type of home care services your loved one needs it's a good idea to interview and evaluate the companies to compare them. Use the following checklist to help you ask the right questions when hiring help at home.

Questions to ask while interviewing your home care provider	 NEST & CARE <small>IN-HOME CARE AND NURSING SERVICES</small>	Company B
Is your company licensed by the state?	Nest & Care is a licensed Residential Service Agency by the Maryland Department of Health Office of Health Care Quality, RSA # R4387	
Will you provide a complimentary in-home consultation prior to starting services.	Yes, our no-pressure consultations are free of charge. To schedule, call our office today!	
What range of home care services do you provide?	We provide a wide range of non-medical services from personal care, custodial care, and companionship.	
Can you meet any special needs I may have?	Yes, we a personalized caregiving approach and are able to meet specific needs of our clients.	
How do you hire your staff?	To provide excellent care, we must hire quality employees that go through a rigorous process to join our team. We conduct background check, reference checks on each employee. They also demonstrate competencies, and must communicate well.	
Is there a formal care plan? Do you include the client and his or her family members in developing the plan of care?	Yes, each client goes through a comprehensive care plan consultation. At this meeting, family can assist with identifying the tasks necessary for the care plan.	
How soon can you provide care to me or my loved one?	Nest and Care is available 24 hours a day, 7 days a week. Our staff answers our phones around the clock to be able to start care as soon as possible.	
Does your company provide coverage in the event that the scheduled employee cannot make the shift?	Yes, we are dedicated to ensuring you or a loved one does not go without services. Our full time staff will be able to support in the absence of the scheduled caregiver.	
Does your company have a minimum of hours per shift?	We believe that you should be able to get exactly the amount of care you need, whether it is a lot or a little. We will work around the needs of our clients but scheduled care in four hours or more to help with consistency.	
Do I have to sign a long term contract with your company? Do I have to pre-pay for services?	No, with Nest and Care there are NO long term contracts. We ask our clients for a courtesy of 48 hour cancellation period.	
Do you accept long term care insurance?	Yes, we work with most long term care insurance companies in order for our clients to get reimbursed for the money spent on services.	
What if there was a change in condition and the care plan need to be updated?	We understand that care needs can change regularly. You would call our office 24/7 and speak with our operations staff to update the care plan. Our staff will communicate all information to our caregivers immediately.	

HOME CARE CHECKLIST

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| <input type="checkbox"/> Personal Care | <input type="checkbox"/> Grocery Shopping & Errands |
| <input type="checkbox"/> Companionship | <input type="checkbox"/> Light Housekeeping and Laundry |
| <input type="checkbox"/> Meal Preparation | <input type="checkbox"/> Assist with Exercise Regimens |
| <input type="checkbox"/> Medication Reminders | <input type="checkbox"/> Safe transfers and injury prevention |
| <input type="checkbox"/> Transportation Services | <input type="checkbox"/> Respite Care |
| <input type="checkbox"/> Ambulation Support | <input type="checkbox"/> 24/7 Care |

If you or a loved one can benefit from any of the home care services listed on the checklist feel free to schedule your **FREE**, no pressure, in-home consultation.

Schedule your visit today!

(240) 690-9900