

EVALUATING CARE PROVIDERS

Choosing the right care provider is one of the most important and challenging decisions caregivers make. Whether care is provided at home or in a facility, asking the right questions helps ensure safety, quality, and the best possible fit for the person living with dementia and their family.

1	Why careful evaluation matters
• Quality of care directly impacts safety, health, and quality of life • Dementia care requires specific skills, training, and consistency • The right provider can reduce caregiver stress and prevent crises	

2	Where to Start
• Clarify care needs (personal care, companion care, medical support, memory care) • Consider preferences, routines, and cultural or language needs • Use trusted referral sources such as the Dubin Center, healthcare providers, or the Area Agency on Aging	

3	Key Questions for In-Home Care Providers
Caregiver Training & Experience • What training do caregivers receive in dementia care? • How are caregivers supervised and supported? • Is the same caregiver assigned consistently? Safety & Oversight • How are emergencies handled? • Are background checks completed on all caregivers? • How are changes in condition communicated to families? Care & Services • What services are included (personal care, meals, medication reminders)? • What services cost extra? • How is care adjusted as needs increase? Scheduling & Costs • What are the minimum hours required? • How are absences or caregiver changes handled? • What are the costs, billing practices, and cancellation policies?	

4	Key Questions for Facility-Based Care
Staffing & Training • What dementia-specific training do staff receive? • What is the staff-to-resident ratio during the day, night, and weekends? • Is there on-site nursing or medical support? Safety & Environment • How is wandering prevented or managed? • Are spaces secure yet designed to support independence? • How are falls, emergencies, and behavioral changes addressed? Daily Life & Quality of Care • What does a typical day look like? • How are personal routines, preferences, and dignity respected? • How are families kept informed and involved? Care Planning & Transitions • How often are care plans reviewed? • What happens if care needs increase? • Under what circumstances would a resident need to move? Costs & Contracts • What is included in the base rate? • What services cost extra? • How much notice is required for discharge or rate changes?	

5	Warning Signs to Watch For
• Reluctance to answer questions or provide clear information • High staff turnover or understaffing • Lack of dementia-specific training • Poor communication with families Need a recommendation? Call to speak with a social worker about your options.	



If something doesn't feel right, it's okay to ask more questions or look elsewhere. The best care providers welcome transparency and partnership with families.