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.

★ Trust Your Instincts ★

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.

For more information, resources, or support- please call and schedule a consultation with a social worker.