

CareSpotter

Caregiver Interview Questions

Finding a senior caregiver for your loved one is one of the toughest choices you'll ever have to make. We suggest a phone interview to begin the process, you can tell a lot by a person's voice and presentation on the phone. The phone interview can be 15 to 20 minutes. If they pass the phone interview, follow up with an in-person interview, some families choose to have their loved one participate in this interview and the decision process as well.

We've included an Interview Notes printout you can use to keep notes of the interview to review and help you make your decision. Be analytical, but above all go with your gut. No one knows your loved one like you.

Intro Questions:

Tell me about yourself ...

Why: First this is always a great way to start any interview, it sets a conversational tone for the interview and gives you a chance to learn the Caregiver's background, which is important when making a match for your loved one. Listen for where the caregiver is from, their life experiences, and what connections they may already share with your loved one. Also, be vigilant of the caregiver's tone, are they conversational, do they seem friendly, serious, professional, ect.

Why did you become a senior caregiver?

Why: This gives you a chance to learn the Caregiver's motivations to enter such a challenging field. Being a caregiver is technically and emotionally challenging job, and the job itself is often a big reward for Caregivers. Like any profession, it's important that the Caregiver is passionate about caring for seniors and not there just to find a quick job. A professional, compassionate caregiver who's properly compensated for their work can empower your loved one and the entire family.

Tell me about past clients you've cared for?

Why: You want to learn about their experience and ability as a caregiver. What were their techniques for working with patients? What were their techniques for working with the family? How did they handle the challenges of that job, where did they succeed? Where did they fail? It's important to get a feel for how the Caregiver handles working situations and stress, and if they're able to articulate that experience.

What do you like best about caring for seniors? What do you like least?

Why: This is similar to the previous question, it helps you learn their motivations for becoming a caregiver. Learning what they like least about caregiving is very revealing as well in terms of if it's something trivial or a reason that may be unprofessional.

Technical Questions:

What are your techniques for connecting with a patient?

Why: Chances are that you or your loved one may not instantly connect with the caregiver, trust needs to be established. Good, experienced caregivers develop techniques for connecting with patients. Some will ask them to talk about a picture in the house, some will ask them to talk about themselves, ect. The important thing is that the Caregiver is experienced in connecting with a patient, because trust and connection is critical to a good caregiver/patient relationship.

Do you have CPR or First Aid Training? Do you have formal caregiver training or certification?

Why: You never know what situation will arise, and it's important to for your caregiver to know how to handle a medical emergency. Most states require that CNA's receive annually training, and you can check if their credentials are current at this link: <http://ww2.doh.state.fl.us/IRM00PRAES/PRASLIST.ASP>

What type of car do you have? Is your insurance up to date? Do you have working A/C?

Why: If the caregiver will be providing transportation, it's important that they have a properly working vehicle and all their information up to date. Depending on your loved one's physical condition, an SUV or van may not be the best car to ride in because it may be difficult to get into. Also, it's important that caregivers have working Air Conditioners, especially in hotter climates. If you do a physical inspection of the care, check this out as well as if the car is clean and orderly and in good working condition. Some caregivers drive the patient's car, and in that case, they should have a clean driving record and up to date license.

Do you have restrictions we should be aware of?

Why: It's important to be aware of the Caregiver's physical limits, if they are able to pick up heavy loads or if they are allergic to anything. These things are listed in the caregiver profile, but it's important to ask for specifics.

What makes you specifically qualified to work with my loved one?

Why: Here's where you ask about specific training or courses pertaining to in-home health work. Also ask for details that apply to your loved one's needs, such as experience bathing, feeding, dressing, cooking, cleaning, or lifting from, for example, a wheelchair to a toilet or bed.

Do you have backup if you cannot make it one day?

Why: There are some days the Caregiver just cannot make it, and they should know how to handle that situation. Do they have Caregiver colleagues they would refer? Can you speak to them ahead of time? How would they let you know if they couldn't make it, and how have they dealt with that situation in the past?

Are you insured and bonded?

Why: CareSpotter insures and bonds all site caregivers working through our system (emailing, using the care journal, ect), but some caregivers carry their own additional insurance.

Can I contact your references?

Why: All caregivers have two references listed on their profile, and we recommend you contact those references as well as others they may have. Ask the references about their experience with the caregiver, what were their strengths and weaknesses, and most importantly would they recommend them to care for a person's loved one. A good reference will be detailed in their experiences and open to speak with you.

CareSpotter

Caregiver Interview Notes Checklist

1. Tell me about yourself ...
2. Why did you become a senior caregiver?
3. Tell me about past clients you've cared for?
4. What are your techniques for connecting with a patient?
5. Do you have CPR or First Aid Training? Do you have formal caregiver training or certification?
6. What do you like best about caring for seniors? What do you like least?
7. What type of car do you have? Is your insurance up to date? Do you have working A/C?
8. Do you have restrictions we should be aware of?
9. What makes you specifically qualified to work with my loved one?
10. Do you have backup if you cannot make it one day?
11. Are you insured and bonded?
12. Can I contact your references?

Traits	Score (1-10)	Notes
Compassion		
Professionalism		
Technical Ability		
Cultural/Patient Fit		
Over All Score		