

Prestigious Best of Home Care Awards – 10 Consecutive Years



Top 100 Home Care Agency in North America and the Only Recipient in Southwest Florida.



2016-2025



2016-2025



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Assisting Hands®
Home Care
NAPLES



Key Questions to Ask

When Choosing a Florida Home Care Agency

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1. Is 24/7 Customer Support Available?

Does the company offer round-the-clock support to handle emergencies or issues that may arise during nights or weekends?

2. Is the Company a Nurse Registry or a Full-Service Private Agency?

Does the company merely refer clients to independent caregivers, or does it directly hire, train, and supervise its staff to ensure consistent, high-quality care?

3. How are Caregiver Assignments Managed and Monitored?

Does the company have a system for regularly monitoring, evaluating, and supervising caregivers to ensure consistent and high-quality care?

4. What Kind of Training Do Caregivers Receive?

Are caregivers regularly trained in essential and specialized care areas, such as dementia care, mobility assistance, and chronic condition management?

5. Can Family Members Participate in the Care Plan?

Does the company involve family members in the care planning process? How frequently are updates provided?

6. Will My Loved One Have the Same Caregiver Each Week?

Does the company prioritize caregiver continuity, or do they assign different caregivers based on availability?

7. How Easily Can Caregiver Changes Be Made?

Does the agency allow easy replacements if a client is not comfortable with their assigned caregiver? Is there a structured feedback system to address concerns?

8. What Types of Services are Offered?

Does the company provide a comprehensive range of services, including personal care, companionship, specialized care for conditions like Alzheimer's or Parkinson's, and hospice care?

9. How Does the Company Handle Emergency Situations?

What protocols are in place for urgent situations or sudden changes in a patient's condition? How quickly does the company respond?

10. What Experience Does the Company Have with Specific Conditions?

Does the agency specialize in caring for clients with Alzheimer's, Parkinson's, stroke recovery, or chronic illnesses?

11. What Happens if a Caregiver is Unavailable?

Does the agency have a procedure for immediately providing a qualified replacement if a caregiver is sick or unable to work?

12. Is the Company Fully Insured?

Does the agency carry insurance to protect clients and caregivers, including Professional Liability Insurance and Workers' Compensation for caregivers?

13. What is the Company's Communication Policy?

How does the agency communicate with clients and their families? Is there a dedicated point of contact or care coordinator available 24/7? Are regular updates provided?

14. Are Customized Care Plans Developed?

Does the agency create individualized care plans tailored to each client's needs? How flexible are these plans for modifications? How frequently are they reviewed?

15. Does the Company Provide Written Agreements?

Is there a formal written agreement that clearly outlines the services, costs, responsibilities, and expectations for both the company and the client?

16. How Are Billing and Payments Handled?

What is the company's billing process, and what payment options are available? Do they offer transparent billing practices without hidden fees?

17. How Much Does Home Care Cost?

What are the typical costs of home care services, and are there financial assistance options available, such as Medicare/Medicaid?

18. Do The Owners and Staff Genuinely Care About My Concerns Regarding My Loved One. Do the Owners and

Staff Genuinely Care About Clients?

- You've collected several answers, were they genuine?
- Do you feel confident making a decision?
- Did they go out of their way to make sure you had all the information you wanted?
- Beyond just answering these questions, did the company take the time to address your concerns with empathy and transparency?
- Do you feel confident in their ability to provide compassionate care?

19. How Does the Agency Ensure Quality Assurance?

Does the company conduct regular check-ins directly with the client, regular caregiver evaluations, and client satisfaction assessments to maintain high standards of care for your loved one?

20. Why are we different?

Assisting Hands Naples Home Care is the only provider in Southwest Florida to have received all four prestigious 2025 Best of Home Care Awards, including:

- Best of Home Care – Top 100 Leader (Awarded Top 100 Agencies in North America)
- Best of Home Care – Leader in Experience (Awarded for the 10th consecutive year)
- Best of Home Care – Provider of Choice (Awarded for the 10th consecutive year)
- Best of Home Care – Employer of Choice (Awarded for the 10th consecutive year)

Assisting Hands Naples, home of the **AssuredCare** Program administered by our nurses, is an included premier feature your loved one will benefit from. With this exclusive program, your loved one receives regular, one-on-one, in-person consultations with their **AssuredCare** nurse supervisor—every week in most cases—allowing them to discuss their care and voice any needs or concerns. The **AssuredCare** nurse supervisor also consults with your loved one's assigned caregiver, ensuring a complete understanding. This significant personalized oversight is about gathering feedback and continuously enhancing the day-to-day quality of care to meet the highest standards. No other provider offers this level of attention or commitment. It's one of many reasons why Assisting Hands Naples is so highly regarded and routinely recognized for its award-winning care.

AssuredCare—It's a promise that only Assisting Hands Naples delivers.

**At Assisting Hands Naples,
home care isn't just a service—it's a promise.**

CHOOSE A TRUSTED HOME CARE PROVIDER, CONTACT US TODAY.

239.593.4873 • ebrown@assistinghands.com



LET US PROVIDE THE CARE YOUR LOVED ONES DESERVE. PEACE OF MIND IS JUST A CALL AWAY.

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