

Questions families ask

Choosing home care for someone you love brings a lot of questions. These are the ones families ask us most often, answered plainly so you can share them with the rest of your family.

1. What exactly does home care include?

Home care includes companionship, personal care, transportation, meal preparation, medication reminders, light housekeeping, dementia support, safety monitoring, and more.

2. How many hours do we need?

A La Carte provides care around the clock, including day, evening, and overnight care, including weekends. We do require a minimum of 12 hours per week of care.

3. What's the difference between home care and home health?

Home care is non-medical and provides the everyday support your loved one needs to live safely and independently at home. Home health focuses on skilled medical care and treats medical needs. Caregivers at A La Carte focus on personal care, companionship, meal preparation, medication reminders, and dementia support.

4. How do you match caregivers with clients?

Every match begins with understanding the client's core profile, their care needs, personality, daily routines, and home environment. We select a caregiver whose skills, strengths, and personality align with the client's profile.

5. Are your caregivers trained, background-checked, and insured?

All A La Carte caregivers are fully experienced, trained, background-checked, and insured before they enter a client's home. Caregivers also receive one-on-one training at the start of services whenever needed, and ongoing support is always available.

6. How quickly can services start?

Depending on the client's needs, A La Carte services could start within 5 days.

7. What happens if a caregiver calls out or can't make it?

If a caregiver needs to call out or cannot make a scheduled shift, A La Carte will notify the client and request permission to send a qualified replacement.

The Best Care in The Best Place, Your Own Home.

8. Can we meet the caregiver before services begin?

Yes. A La Carte is happy to arrange a meet-and-greet before services begin. This gives the client an opportunity to meet the caregiver in advance, ask questions, share preferences, and express any concerns. It's an important step in making sure the match feels comfortable, personal, and right from the very start.

9. Do you provide dementia-specific care?

Yes. A La Carte provides specialized, dementia-specific care tailored to each individual's stage and needs. Our caregivers are trained to support clients through memory changes, behavioral shifts, and daily challenges with patience, structure, and compassion. As the disease progresses, we adjust the care plan one step at a time and offer additional guidance and support to the family.

10. How do you supervise and support caregivers?

A La Carte supervises and supports caregivers through a structured, hands-on approach. We set clear expectations from the start, maintain open lines of communication, and provide daily or weekly check-ins depending on the client's needs. Caregivers have a direct line for urgent concerns, so help is always available. We also use respectful, scheduled observations to ensure care is delivered safely and consistently, and supervisors provide timely, specific feedback, reinforce best practices, and offer ongoing guidance.

Ready to talk?

Get a free consultation — Patricia answers every inquiry personally, and there is no cost or obligation.

Call 774-503-9312

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