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The Family Guide to Home Care Rights



Know your rights. Protect your loved one. Navigate care with confidence.





Why This Guide Matters

When you invite care into your home, you're not just hiring a service — you're entrusting someone with your loved one's safety, dignity, and daily comfort. Yet many families don't realize that home care is governed by real laws and enforceable rights.

This guide helps you understand those rights, recognize when something isn't right, and know exactly how to take action — step by step.

Your 7 Core Rights in Home Care

These rights apply whether care is funded through Medicaid, private insurance, or paid out of pocket. They protect both care recipients and their family advocates.

1

The Right to Respect and Dignity

Your loved one must be treated with courtesy, kindness, and cultural sensitivity, regardless of their condition, age, or background.

2

The Right to Privacy

Caregivers must protect personal information and provide private space for bathing, dressing, and personal care.

3

The Right to Safe and Consistent Care

Agencies are legally required to ensure that caregivers are trained, background-checked, and show up as scheduled. Missed visits are a violation, not an inconvenience.

4

The Right to Clear Information

Families have a right to copies of care plans, schedules, and any updates to them. You should know what tasks are being done and who is coming into your home.

5

The Right to Participate in Care Decisions

You or your loved one have the right to be involved in every care decision — including plan changes, substitutions, or discontinuations.

6

The Right to Complain Without Fear

It's illegal for an agency or caregiver to retaliate against you for filing a complaint. You cannot be dropped or mistreated for speaking up.

7

The Right to Quality Oversight

State and federal regulations require agencies to maintain quality standards and respond promptly to complaints. If they don't, you have escalation options.

The Step-by-Step Complaint Process

Step 2

Contact the Care Coordinator

Start with clear, polite communication.

Example:

"We noticed two missed visits this week. Could you confirm next steps and caregiver coverage?"

timeline phase by phase in detail and effective.

Step 4

File a State Complaint

Visit your state's health department site: Search: "Home Care Complaint [Your State]".

Step 6

Seek Advocacy or Legal Support

If neglect or retaliation occurs, contact your Long-Term Care Ombudsman or Adult Protective Services.

Step 1

Document Everything

Record dates, times, details, and staff names. Keep screenshots or logs.

Step 3

Escalate to the Administrator

Explain the product's development timeline in full, describing each milestone.

Step 5

Notify the Payer

For Medicaid-funded services, contact your case manager or Managed Care Organization.



Resources & Advocacy

Situation	Who to Contact	Website / Phone
Missed visits or untrained staff	Agency Coordinator	Listed on care plan
No response from agency	State Dept. of Health	Home Care Complaint [State]
Medicaid service issues	Case Manager / MCO	Member ID helpline
Suspected abuse or theft	Adult Protective Services	1-800-677-1116
Legal advice for seniors	National Legal Resource Center	nlrc.acl.gov
Peer connection & advocacy	Wellnior Peer Circles	wellnior.com



Your Role as an Advocate + Closing

Empowered Families Create Safer Care



Keep a Home Care Binder

- Care plan, visit schedules, and staff names
- Communication log and complaint follow-ups
- Emergency contacts and medications



When to Act Immediately:

- Harm, neglect, or unsafe conditions.
- Caregiver intoxication or theft.
- Missing medications.



Wellnior Helps You Stay Informed:

- Peer Circles: Join small groups who understand your experience.
- Knowledge Exchange: Real solutions from real families.
- Advocacy Voice: Turning individual stories into community power.