

## *Licensing and regulations: How are in-home care agencies licensed?*

Providers of chore services may or may not be licensed agencies. If an agency provides a caregiver who offers hands-on care, then a license is required.

The Department of Health extends both Home Care and Home Health Care licenses.

A Home care license allows for hands-on care; whereas a Home Health Care agency allows for nursing, nurse delegation, treatments and therapies. A Registered Nurse or a Health Care Professional oversees a Home Health Care Agency.

Licensed agencies are subject to annual reviews at a minimum. They are also subject to complaint investigations or concerns filed with the Ombudsman's Office. All providers of in-home care, whether licensed or not, are considered to be "mandatory reporters," which means they are required to self-report to the state any concerns of abuse or neglect of older adults.

*Unique solution ID: #1033*

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*Last update: 2007-05-07 02:35*