

Checklist: Household support

Support in the household can be a real relief and create free space. Because between work, childcare, caring for a relative and private life, there is sometimes hardly any time for it.

However, it is sometimes difficult to find reputable providers and reliable support, especially in the domestic sector.

A good guide is the checklist of the Bundesarbeitsgemeinschaft der Senior Citizens' Organisations e.V. (BAGSO), the federal working group for senior affairs:

Important questions about financing services:

- o Is there a free initial consultation?
- o Do I receive a contract in which services and prices are precisely listed?
- o Will I receive an invoice?
- o What are the qualifications of those helping me?
- o In the case of regular services (e.g. cleaning), is it possible that those are always carried out by the same employee?
- o What are my notice periods - as short as possible?
- o Can I cancel appointments at short notice?
- o Is the service provider insured for any damage he may cause?
- o If I hand over a key to the service provider, will it be kept safe?

Source: Bundesarbeitsgemeinschaft der Senioren-Organisationen e.V. BAGSO (Ed.): Well cared for at home.

Information and tips for elderly people. 2nd edition 2016. Bonn. p. 19