



FREE LOUISVILLE FAMILY RESOURCE

A Louisville Family Guide to Choosing In-Home Care

How to compare care options prepare questions and plan the help your family wants to discuss

Choosing care is easier when a family separates three questions: what kind of support is needed, when help would be useful, and what each provider can reliably deliver. This guide helps Louisville-area families organize those questions before making a decision.

Peacemaker Elder Care is a locally owned Kentucky Personal Services Agency providing in-home, non-medical support. Peacemaker does not provide skilled nursing or therapy.

Inside this guide

- Compare non-medical home care, home health, and assisted living
- Map the days and times when help would be useful
- Ask providers about scope, matching, scheduling, communication, and price
- Review the full decision before signing an agreement

General educational information | Reviewed September 16, 2026

Start with the kind of support

The words home care and home health sound similar, but they describe different services. Assisted living changes the setting as well as the support. Start by identifying the type of help involved before comparing providers or prices.

Compare	Non medical home care	Home health	Assisted living
Where	The person's existing home	The person's existing home	A residential community
Main purpose	Daily routines personal assistance and companionship	Skilled clinical treatment or rehabilitation	Housing with supportive services
Typical providers	Non medical caregivers	Licensed clinical professionals	Community staff with services that vary
How it begins	Care conversation and schedule review	Clinical and payer requirements	Community assessment agreement and availability
Peacemaker role	Provides this type of support	Does not provide skilled nursing or therapy	Does not operate an assisted living residence

When non medical home care may fit

Families often explore non-medical home care when someone wants to remain at home and would benefit from help with daily routines. Peacemaker can discuss personal routines, meals, light housekeeping, companionship, transportation, and mobility through daily routines, subject to the agreed care plan and safe service scope.

Questions that require clinical assessment, treatment, medication instructions, skilled nursing, or therapy should be directed to an appropriate licensed professional.

Families may use more than one provider

A licensed home-health team may provide qualifying clinical treatment while a non-medical caregiver helps with daily routines between visits. Each provider should have a clear role, plan, contact person, and payment pathway.

Map the help your family wants to discuss

Use one ordinary week. Mark the periods when another person's help would make the routine more manageable, then subtract the help relatives or friends can reliably provide. The result is a planning estimate, not a clinical assessment or prescribed amount of care.

Days to consider ☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Saturday ☐ Sunday

Time period	Days and times	Non medical routines to discuss
Morning		
Midday		
Evening		
Overnight		
Variable or weekend		

Family or friend coverage we can reliably count on

Preferred start date or decision date _____

Questions or scheduling constraints _____

Keep the first contact privacy safe

A ZIP code, preferred schedule, and general description of the daily routines are enough to begin. Do not put names, diagnoses, medication details, medical records, insurance documents, or an exact home address in a public Facebook comment. Save private details for the appropriate secure or direct conversation.

Private planning tool [Use Peacemaker's care-hours estimator](#)

Questions to ask every home care provider

Ask for concrete answers that apply to the requested service and schedule. Keep notes so the family can compare providers on the same terms.

Service scope

- ☐ Which requested tasks can your caregivers perform, and which tasks are outside your scope
- ☐ How is the care plan created, explained to the caregiver, and updated
- ☐ What should the family do if the person's needs or routines change

Caregiver matching and oversight

- ☐ What screening, experience, and training are required for the requested service
- ☐ Which factors inform the caregiver match, including routine, communication style, schedule, and household preferences
- ☐ Who reviews concerns about the caregiver, plan, or service

Schedule and communication

- ☐ What visit lengths, days, overnight options, or extended schedules are currently available
- ☐ How schedule changes, late arrivals, absences, and backup coverage are handled
- ☐ Who receives family updates and whom the family contacts after office hours

Pricing and agreement

- ☐ What schedule the written rate is based on and what may change the price
- ☐ Whether assessment, travel, holidays, cancellations, deposits, or other charges apply
- ☐ When billing begins, how the agreement can be changed or ended, and who decides insurance or benefit coverage

Review the whole decision before you agree

- ☐ The service type matches the help being requested
- ☐ The approved tasks and service boundaries are written clearly
- ☐ The requested schedule, start timing, and current availability are confirmed
- ☐ The caregiver matching and orientation process has been explained
- ☐ The family knows who receives updates and who handles concerns
- ☐ Rates, minimums, schedule changes, cancellation terms, and additional charges are in writing
- ☐ Any insurer or VA authorization has been confirmed by the payer rather than assumed
- ☐ The family has a backup plan if needs, timing, or availability change

A practical next step with Peacemaker

Bring the care ZIP code, preferred days and times, and the non-medical routines the family wants to discuss. Peacemaker reviews the exact location, requested schedule, requested tasks, and current caregiver availability before confirming service, timing, or price. Care may be available 24 hours a day, 7 days a week. Office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. ET.

Call [\(502\) 572-7377](tel:5025727377)

Visit peacemakereldercare.com

Schedule [Request a consultation](#)

Important limits

This guide provides general education. It is not a medical assessment, safety decision, care recommendation, staffing promise, price quote, or insurance or VA coverage decision. In an emergency, call 911.

Sources

- [National Institute on Aging Caregiver Worksheets](https://nia.nih.gov) nia.nih.gov
- [National Institute on Aging Questions to Ask Before Hiring a Care Provider](https://nia.nih.gov) nia.nih.gov
- [Medicare Home Health Services Coverage](https://medicare.gov) medicare.gov
- [Kentucky Health Care Facilities and Assisted Living Information](https://chfs.ky.gov) chfs.ky.gov
- [Peacemaker Family Resources](https://peacemakereldercare.com) peacemakereldercare.com

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