

# HOME CARE

## AGENCY CHECKLIST

These questions may be useful when considering using the services of a home care (domiciliary) provider to help you build up a picture of how your care needs will be met in your own home.

Agency 1 .....	£ ..... p/w
Agency 2 .....	£ ..... p/w
Agency 3 .....	£ ..... p/w

### Agencies

What experience does the agency have in your particular field of need? Can they supply references for you to check?

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How long has the agency been operating?

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How many carers would the agency assign to care for you and would you see the same one every day? If not, how does the staff rota operate and what happens if your carer goes on holiday or is sick? Will you be notified in advance that a different carer will be attending?

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How can you contact the agency in an emergency or outside office hours?

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How hard or easy would it be to make a complaint and how are things then put right?

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Home care agencies providing personal care, must be registered and inspected by the Care Quality Commission. Ask to see a copy of their registration certificate.

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If this is a private contract ask for a copy of the agency's contract terms and read these carefully with someone you trust. Get as much help as you can going over it and ask any questions you may have before signing anything. The Citizens Advice Bureau or Age UK (sometimes called Age Concern in some areas) can help with this.

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### Carers

You should expect your personal preferences, dignity and privacy to be respected. Discuss this with the agency and ask how the most suitable carers for your particular care are chosen. Can you talk to them before deciding?

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Carers should be fully trained or be in ongoing training. Ask the agency about their policies on this.

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You will have a care plan drawn up by the agency which the carers will work to. Ask how often this plan will be reviewed by the agency.

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The Citizens Advice Bureau or Age Concern (now called Age UK in some areas) could help with this.

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### Paying

If your care needs do not meet Health & Adult Services' eligibility criteria and have been arranged privately you should check carefully the fee rates charged and exactly what the payment you make covers.

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