

Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you have paper with you when speaking with home care agencies so you can make notes. You can download and print this checklist at www.carechoices.co.uk/checklists

About the agency

- How long has the agency been operating?
- How long are staff allocated per visit?
- Can you contact the agency in an emergency or outside office hours?
- Does the agency have experience with your specific needs?

Staff

- Are you likely to be visited by different staff each day?
- Are all staff checked with the Disclosure and Barring Service?
- Will you be notified in advance if your care worker is on holiday or sick?
- Are staff matched to you specifically, based on your needs and preferences?
- Can you meet your care worker(s) before they start?
- Does the agency have both male and female staff?

Accommodating your needs

- Can the agency accommodate your needs if they increase? Ask about the process for this.
- Does the agency have a training scheme in place?
- Are all staff trained to a certain level?
- Are staff able to help with administering medication if required?
- Is there a way for staff to communicate with each other about the support they provide when they visit you? How?

Regulation

- Will your support plan be reviewed at regular intervals?
- Can you see the agency's contract terms?
- Can you lodge a complaint easily?
- Are complaints dealt with quickly?
- Can you see a copy of the agency's CQC registration certificate and quality rating?

Notes

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*See page xx.