

**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.

## 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?

## Notes

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## 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?

\*Visit [www.carechoices.co.uk/important-information](http://www.carechoices.co.uk/important-information) for more details.