

Home Care Agency Checklist

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

1. 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
2. What experience does the Agency have in your particular field of need? Can they supply references for you to check?
3. How long has the Agency been operating?
4. How many care workers would the agency assign to care for you and would you see the same one everyday? 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 care worker will be attending?
5. How can you contact the Agency in an emergency or outside office hours?
6. How hard or easy would it be to make a complaint and how are things put right?
7. If this is a private contract, ask for a copy of the Agencies 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 could help with this.
8. You should expect your personal preferences, dignity, and privacy to be respected. Discuss this with the Agency and ask how the most suitable care workers for your particular care are chosen. Can you talk to them before deciding?
9. Care workers should be fully trained or be in ongoing training. Ask the Agency about their policies on this.
10. You will have a care plan drawn up by the Agency which the care workers will work to. Ask how often this plan will be reviewed by the Agency.
11. Care workers must be checked with the Disclosure and Barring Service (DBS) and have a criminal records disclosure – make sure this is the case and ask to see the DBS certificate.
12. What are the rates charged per call and per hour including any additional fees and bank holidays.