



Your Guide to Care at Home



Home care which is also known as ‘Domiciliary Care’ is the practice of providing care and support to an individual in their own home

This form of care is suited to those people who can **retain their own independence** with some outside assistance from family, friends and/or a professional care provider



Home care providers **offer a broad range** of services specifically tailored to the tasks which the individual struggles with on their own. All home care providers **will tailor their care plans to the specific needs** and requirements of the individual, as each person and their circumstances are different.

These services can range from light support such as:

- **Companionship**
- **Collecting shopping**
- **Cleaning and domestic duties**
- **Cooking meals**

To more personal care services such as:

- **Assistance getting in and out of bed**
- **Assistance getting dressed**
- **Assistance with bathing, washing or showering**
- **Assistance with medication**
- **Assistance with toileting**

Home Care is not just a service for the elderly, it is open to all age groups and individuals who require assistance and support in retaining their independence, for a long or short period of time.

An example of this might be an individual who has been discharged from hospital following an illness or accident and requires only light support with domestic duties until they are fully recovered.

1 Choosing a Home Care Provider

It is important that you are comfortable in your choice of home care provider and that they are able to **deliver the right services and support to meet your needs**

There are a great number of home care providers out there and our online directory www.trustedcare.co.uk helps you understand who they are and what services they provide.

Choosing a home care provider is a very important decision to make for yourself or even more so on behalf of a loved one. You want to be confident in their abilities to provide the care and support which you need and are relaxed with them entering your home. Finding out as much as you can about a home care provider will help you to make an informed choice.

This handy guide contains some of the questions that you might want to ask, with space on each page for your comments and a separate page for you to note down any other questions of your own.

! Remember that if you're not happy with something, you can ask the provider for an explanation.

This checklist will aid you in identifying those factors that are important when choosing a home care provider, this list of questions is not exhaustive but is intended as a guide to help you find out as much as you can about the provider and the services which they offer.



2 Details of the Home Care Provider

Name of provider _____

Address of provider _____

Manager's name or Point of contact's name _____

Telephone number _____

Out of hours telephone number _____

3 Care Planning

Will my thoughts and views be included within my care planning?

How often is my care plan reviewed?

Can I choose the hours when I receive the service?

What is your minimum call duration? (e.g. 15 minutes, 20 minutes, 30 minutes etc.)

What is the notice period I need to give to cancel an individual call?
(24 hours notice or 48 hours notice?)

Can you see a Statement of Purpose?

Can you see a Service User's Guide?

Can you see a copy of the provider's latest Care Quality Commission report?

What is the complaints procedure?

What is the procedure if my carer is delayed or unable to attend?

4 Staff

How many members of staff does the provider have?

How are the staff trained and how often?

Are the carers trained in your specific needs?

E.g. dementia, Parkinson's, Stroke

Are your carers trained in First Aid?

Are your carers trained in infection control?

Are your carers trained in food hygiene?

Will I receive the same carers each time?

How big is the group of carers which will visit me?

Can you meet your carers before receiving the service?

Will new carers be introduced to me before they visit my home to perform a service?

Can I refuse to receive care from certain carers with cause?

Is there a manager or senior carer available to contact 24 hours a day?

5 Personal Choice

Do I have a choice in what food I have?

Do I have a choice what clothes I wear?

Do I have a choice about staying in bed or not should I wish?

Do I have a choice in what time I get up or go to bed?

6 Health and Wellbeing

How will my family and friends be notified if I am taken ill and / or in an emergency situation?

Can the carers administer medication?

Will the service be able to support you if your needs change over time?

Will the service be able to provide support right up until your passing?
(palliative care)

Does the service provide facilities to carry out my end of life wishes?
For example who should be informed first if I pass away or any special requirements at your passing?

7 Fees and Contracts

Can you see a copy of the home care contract and Terms & Conditions?

What are the fees?

Is there a set-up fee?

Are there extra charges for bank holidays and weekends calls?

Is it clear how the fees are structured and calculated?

How are fees collected?

What are the notice conditions of the contract?
