



Guide to finding a care provider

What to ask when looking for care



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Regulations



Is the provider registered with the Care Quality Commission?



Is the provider regulated by the Care Quality Commission?



What is their rating?



Is the service managed?



Do they provide the care themselves, or do they refer carers from



external providers?



Service



How soon can the provider start care?



Do they offer face-to-face assessments and tailored care plans?



How long will the carer stay?



What plans are in place if a carer is unwell?



Do they offer regular visits from a care manager?



What procedures are in place to facilitate smooth carer changeovers?



Who do I speak to if I have any concerns?



Carers



Are all carers trained to British Care Standards?



Have they undergone an Enhanced DBS check, provided references, and proof of right to work?



Do they receive adequate breaks and annual leave?



Can I ask for the same carer every time?



Am I responsible for the carer's tax, NI, pension, and holiday pay?



Cost



How much does my care package cost?



Does the price include VAT?



Are there any additional fees?



How do I pay my bills?



What financial assistance is available to me?



Are care assessment, care plan, care management, carer travel and



bank holidays included in the price?