



## Home Care Provider Checklist

At SweetTree we believe that choosing a care provider is one of the most important decisions that you will ever have to make and therefore we have devised the checklist below which may help you to prepare a list of questions you may wish to consider during your discussions with possible providers.

When considering the appointment of a care agency it is most important to keep in mind that providing care is an extremely personal service. In addition to the questions that you can answer 'Yes' and 'No' as detailed below, please consider the quality of the service you have received to date. Were the people on the phone polite and friendly? Were you treated as an individual and afforded the time to discuss your needs and learn more about the agency? Did you receive information on the agency promptly and did it answer all of your questions?

Given the importance of the decision being made, wherever possible we would always recommend that you ask a relative, friend or someone else that you trust to participate in the review process to ensure that you are entirely happy with the decision made.

		SweetTree		Provider 2		Provider 3	
1	Is there a detailed brochure that gives information about the agency and the services provided?	Yes	No	Yes	No	Yes	No
2	Does the agency require a registration fee? If so why and what happens if you are not satisfied with the services provided?	Yes	No	Yes	No	Yes	No
3	Is the pricing structure clearly stated with details of what happens if your needs change or you require extra services?	Yes	No	Yes	No	Yes	No
4	Will you be visited by a qualified individual from the agency to ensure that your needs are fully understood and that an appropriate carer is identified to support you? Can you see a copy of the assessment form that will be used?	Yes	No	Yes	No	Yes	No
5	Are all staff interviewed in person and references checked in writing and verbally? Feel free to ask for details of the carer's interests, training and experience and as it is you who will be spending time with them.	Yes	No	Yes	No	Yes	No
6	Does the agency provide in-house training? Would they be willing to discuss the contents of the training program with	Yes	No	Yes	No	Yes	No

	you?				
7	Does the agency provide a 24 hour service? In an emergency will definitely speak to a person or is it going to be an answering machine? Agencies prove themselves in how they respond in emergency.	Yes	No	Yes	No
8	Are the carers employed by the agency directly and if not, have the legal and obligations on the client been clearly explained?	Yes	No	Yes	No
9	Does the agency carry out regular quality assurance reviews? What is the timing of these and what form do the reviews take? What happens to the feedback received? Can you see the feedback from the last review?	Yes	No	Yes	No
10	Are you introduced to carers personally by the agency or does the carer just arrive on your doorstep? What happens if you are not happy with the carer or support being provided?	Yes	No	Yes	No
11	Has the agency ever been recognised for the quality of its services, e.g. Industry Awards, Investors in People, Best Companies to Work for...?	Yes	No	Yes	No
12	Is the agency registered with the Care Quality Commission? Would they be willing to provide you with a copy of their last CQC report? (It is always advisable to read CQC reports for care providers as these can often be very revealing.	Yes	No	Yes	No
13	Is a member of the United Kingdom Home Care Association (UKHCA)?	Yes	No	Yes	No
14	Does the agency publish any Newsletters or Service Information so you can get a better sense of the culture of the provider and how it operates?	Yes	No	Yes	No
15	Are there existing clients of the agency that you can speak with? What do these clients say?	Yes	No	Yes	No
16	Do you like the people you have spoken to or met from the provider and do you feel that they provide you with the highest quality care and support possible?	Yes	No	Yes	No
17		Yes	No	Yes	No
18		Yes	No	Yes	No
19		Yes	No	Yes	No