



Guide to finding a care provider

What to ask when looking for care



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Guide to finding a Care Provider: What to ask when looking for care



Regulations

- ②4 Is the provider registered with the Care Quality Commission?
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- ②4 What is their rating?
- ②4 Is the service managed?
- ②4 Do they provide the care themselves, or do they refer carers from external providers?



Service

- ②4 How soon can the provider start care?
- ②4 Do they offer face-to-face assessments and tailored care plans?
- ②4 How long will the carer stay?
- ②4 What plans are in place if a carer is unwell?
- ②4 Do they offer regular visits from a care manager?
- ②4 What procedures are in place to facilitate smooth carer changeovers?
- ②4 Who do I speak to if I have any concerns?



Carers

- ②4 Are all carers trained to British Care Standards?
- ②4 Have they undergone an Enhanced DBS check, provided references, and proof of right to work?
- ②4 Do they receive adequate breaks and annual leave?
- ②4 Can I ask for the same carer every time?
- ②4 Am I responsible for the carer's tax, NI, pension, and holiday pay?



Cost

- ②4 How much does my care package cost?
- ②4 Does the price include VAT?
- ②4 Are there any additional fees?
- ②4 How do I pay my bills?
- ②4 What financial assistance is available to me?
- ②4 Are care assessment, care plan, care management, carer travel and bank holidays included in the price?