

The top questions to ask when hiring a Home Care Agency*

Can you provide the care that I need and meet my personal preferences?

How will you and your staff respect my privacy and dignity?

Have you cared for someone with similar needs to mine?

How will you match the most suitable carer for my needs?

Would it be the same carers every time?

Can I meet my carer(s) before they start working with me?

What are your recruiting procedures?

Are you required to register with a statutory regulator and if so, are you currently registered?

Is your organisation insured in order to protect my safety and interests?

Is your organisation a member of UK Home Care Association?

Do you have a standard contract that I can read before signing?

Can I contact your agency during the day, outside office hours and in an emergency?

What charges, if any, will I be expected to pay?

What payment methods are available (cheque, direct debit etc)?

Is there a minimum charge if I only need a small amount of care?

**Source: UKHCA*

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