



At the *Heart* of Caring

7 Questions you should ask a home care provider



Selecting a home care provider is an important decision. You want to make sure that you choose the right agency and that they care about your care and support needs.

Before you sign on the dotted line here are a few questions you might ask any prospective home care provider. Remember it is **YOUR** choice.

- 1. Can you provide the care that I need and meet my personal preferences?**
- 2. How will you match the most suitable careworker for my needs?**
- 3. Is your organisation a member of UKHCA and are you committed to complying with the UKHCA Code of Practice?**
- 4. Can I contact you during the day and outside of office hours or in an emergency?**
- 5. What sort of training do your careworkers receive and do all your careworkers undergo a criminal record disclosure from the Disclosure and Barring Service (DBS)?**
- 6. Is your organisation registered with a statutory regulator?**
- 7. How will you respect my privacy and dignity?**

Any good home care agency should be able to answer these questions openly and honestly. You need to feel comfortable that the organisation genuinely cares for your well-being and will take all reasonable steps to ensure your safety, dignity and privacy.

At Essential we have 12 years experience of providing care to people in their own homes and we pride ourselves on the caring nature of all of our staff, not just our care workers. We look after our staff and in turn they look after you.

All our staff are trained to a very high standard and receive on-going training.

Caring is at the very heart of what we do, it is why the company was set up, it is at the core of our training and it is why you can trust us to care for you or your loved one.



**Essential
Nursing**
& CARE AGENCY

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