

Questions to ask when looking for a Home Care Package provider

General

- What is unique, or better, about your home care service?
- How long has the organisation been providing home care services?

Care services

- How can you guarantee that I will have the same care worker who will support me or the person that I care for?
- Do you have your own care staff or do you use sub-contractors?
- Can you provide staff who speak a particular language?
- What are your hours for providing services? Can you provide overnight support?

Costs

Questions that affect your package funds

- How much will each service that I need cost?
- What is the care management cost for my home care package level?
- What services are included as part of the care management costs?
- Do you charge for package management? If so, what is included and how much does it cost?
- Would you charge an exit amount if I were to cancel my service arrangement with you and if you do, how much does it cost?
- What other costs should I be aware of?
- What does my package budget look like? Can you take me through an example?

Questions around what you personally will have to pay for

- How much will I have to personally contribute?
- How do I pay you these costs?

Quality

- Can you guarantee qualified, experienced and caring staff?
- How do you check for quality of delivery by your staff?
- What do I do if I have a complaint about the quality of the service I am receiving?
- How do you obtain and use feedback from your clients?
- Have you had any recent sanctions or notices of non-compliance?
If so, what were they for, and what did you do / are you doing to address them?
- What process do you have in place if I want to request a change of care worker?
Are there any notice periods or cost implications if I were to do this?