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 about 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?