



What should you expect of a good care provider ?

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Five things to expect from a good care at home or live-in care service

The National Institute for Health and Care Excellence has published a guide for older people who arrange their own care at home. The guide includes things you should expect from a good care service.



1. Have care workers who are able to meet your needs

Care workers should have the right skills needed to support you, for example if you have dementia or are deaf or blind. They should also respect your cultural and religious values and make sure that your needs are met.



2. Feel comfortable with your care workers

You should expect to see the same care workers regularly, so they can get to know you and be familiar with your needs including how you like to communicate and your likes and dislikes. This is even more important if it is a live-in carer, the longer they can stay with you the better the relationship can develop.



3. Be kept informed of any changes or team members

You should be told in advance that a different care worker is coming at changeover times if it is a 6 week stay live-in care arrangement. If it is daily care then you should know in advance if it is a different person coming to support you.



4. Be given a care diary that's regularly updated

Home care workers and others who help you at home such as physiotherapists or community nurses should update your care diary each time they visit or record into their daily log all the things that are happening during the day if it is a live-in carer.



5. Be given a home care plan that meets your needs

You could be given a plan that describes the care the care provider will be providing that is focused on what is important to you and includes any specific health problems or disabilities you may have.

Ideally the care company will be regulated by the care Quality Commission and you can check the CQC website www.cqc.org.uk for all providers and see if they are rated as Excellent, Good or worse. It is recommended only contact those who are rated 'Good'.

To make sure that the plan is meeting your needs you should have regular reviews that the plan. Make sure you have input into the plan to ensure it is supporting your independence and wellbeing as well as care needs.

Need more help to decide the care support that is right for you?

NHS Choices offers further help on deciding the care that is right for you, the different types of care that are available, as well as advice about funding your care and your rights.



01254 375023 07419 111981

g.derbyshire@promedica24.co.uk

www.promedica24careathome.co.uk



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please get in touch with our friendly team on:

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g.derbyshire@promedica24.co.uk

www.promedica24careathome.co.uk



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Promedica24 UK Ltd, Cassiobury House, 11-19 Station Road, Watford, WD17 1AP.