



Selecting the Right Homecare Provider
WHAT TO ASK!



Welcome To **THE CARE WITH CONFIDENCE FAQ GUIDE**

Finding the right homecare provider for yourself or a loved one is a big decision, and we know you have important questions. At Care with Confidence, we're here to make the process simpler, clearer, and stress-free by providing expert guidance, transparent pricing, and trusted provider recommendations—all in one place.

This FAQ guide is designed to answer the most common questions families ask when searching for homecare, including:

- ♥ **How to choose** a trusted provider and what to look for
- ♥ **How much homecare costs** and what funding options are available
- ♥ **What to expect** from a care plan and how care is monitored
- ♥ **How to ensure** safety, quality, and continuity of care
- ♥ **What makes Care with Confidence different** from going directly to a provider

With our locked-in rates, expert advisors, and no-obligation support, we help you find the best care for your loved one—without the confusion or hidden fees.



Need more help? Our team is always here to guide you. Get in touch today for **a free consultation!**

Explore Your Homecare Options Now

Care with Confidence
**FREQUENTLY ASKED
QUESTIONS**



What is *Care with Confidence*?

Care with Confidence is a trusted advisory service designed to help families find the best homecare provider without the stress, confusion, or uncertainty of doing it alone. We offer expert guidance, transparent pricing, and pre-vetted homecare providers, ensuring you make an informed decision with clarity and confidence. You contract directly with us to ensure an extra layer of quality control in your loved one's care.

Why should I use *Care with Confidence* instead of going directly to a homecare provider?

Finding the right homecare provider can be overwhelming—with so many options, hidden fees, and varying service levels, it's easy to feel lost. Here's why working with us gives you an advantage:

- ♥ **Locked-In Rates & No Hidden Fees** – We've negotiated exclusive pricing with trusted providers, so you get fair, transparent costs without unexpected charges
- ♥ **Expert Guidance** – Our advisors understand the homecare industry inside out and can answer all your questions, from care options to funding.
- ♥ **Pre-Vetted, High-Quality Providers** – We only work with providers that meet strict safety, quality, and compliance standards, ensuring your loved one gets the best care.
- ♥ **Personalised Recommendations** – Instead of spending hours researching, we match you with providers that suit your loved one's specific needs and preferences.
- ♥ **Ongoing Support & Advocacy** – We're here for you before, during, and after you choose a provider, ensuring your care experience is smooth and stress-free.

Does it cost anything to use *Care with Confidence*?

No! Our advisory service is completely free to families. You'll pay the same (or less) than if you went directly to a provider—without the stress

How does *the process* work?

- ♥ **Free Consultation** – Speak to one of our expert advisors about your care needs.
- ♥ **Personalised Recommendations** – We match you with trusted, high-quality homecare providers that suit your budget and preferences.
- ♥ **Compare & Choose with Confidence** – We provide transparent pricing, care details, and support so you can make an informed choice.
- ♥ **Ongoing Support** – Need to adjust care plans or have concerns? We're here to help at any stage of your journey.

Can I still *choose* my own provider?

Absolutely! We don't pressure you to choose a specific provider—our role is to give you expert advice, transparent pricing, and personalised options so you can make the best decision for your loved one.

How do I *get started*?

It's simple! **Book a free consultation** with one of our advisors today, and we'll guide you through the process of finding high-quality, reliable homecare—without the hassle.

Get Started Now

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Questions to Ask Your Shortlisted Providers.

Frequently Asked Questions **SAFETY & QUALITY OF CARE**



Is *the homecare provider* regulated by the CQC (Care Quality Commission)?

Yes, all legitimate homecare providers in England must be registered and regulated by the CQC (Care Quality Commission). This ensures that they meet strict safety, quality, and care standards.

How to check: Every provider should display their CQC rating on their website, or you can verify their registration directly on the [CQC website](#). We also upload this onto our Care with Confidence directory of providers.

What is their CQC rating, and *where can I read* their latest inspection report?

CQC ratings are an independent assessment of a homecare provider's quality. Ratings are classified as:

- ♥ **Outstanding – Exceeding standards of care.**
- ♥ **Good – Meeting all regulatory requirements.**
- ♥ **Requires Improvement – Some areas need work.**
- ♥ **Inadequate – Fails to meet essential standards.**

How to check: Every provider is legally required to display their rating. If it's not listed on their website, ask to see their latest inspection report or search for them on the [CQC website](#). All Care with Confidence registered businesses have a rating of Good or Outstanding. We also accept those who are waiting for their inspection. For those businesses we conduct thorough reference assessments.

What *qualifications* and training do the carers have?

A well-trained care team is essential for delivering safe, high-quality care. Ask providers about:

Mandatory training:

- ♥ **Moving & Handling**
- ♥ **Medication Administration**
- ♥ **Infection Control**
- ♥ **First Aid & CPR**
- ♥ **Safeguarding Adults & Children**

Ongoing training & qualifications:

- ♥ **Many carers** hold or are working towards a Level 2 or Level 3 Diploma in Health & Social Care.
- ♥ **Reputable providers** offer continuous professional development to keep staff trained in the latest care techniques.

At Care with Confidence, **we help families understand** what to look for in a provider to ensure their Carers are properly trained and qualified.

Are the carers DBS (*Disclosure and Barring Service*) checked?

Yes, all professional homecare carers must undergo an Enhanced DBS check before they can work with vulnerable adults.

What this means for your loved one:

- ♥ This screening identifies any past criminal convictions that would prevent them from working in care.
- ♥ Some providers carry out regular rechecks to ensure ongoing safety.

Tip: Always ask a provider how often they update their DBS checks.

How does the provider *ensure the safety* and well-being of clients?

High-quality care providers will have robust safety protocols in place, including:

- ♥ **Personalised Care Plans:** Every client should have an individual care plan that is regularly reviewed and updated.
- ♥ **Risk Assessments:** Before care starts, the provider should conduct a home risk assessment to ensure a safe environment.
- ♥ **Ongoing Monitoring:** The best providers offer real-time care tracking and family updates via digital care plans.
- ♥ **Trained Carers:** Staff should be trained in safeguarding, emergency response, and specialist care needs.

At Care with Confidence, we help families find providers who put safety first.

How do they handle *medical emergencies* or unexpected situations?

A good homecare provider should have clear emergency procedures in place to keep clients safe in urgent situations.

Emergency response protocols should include:

- ♥ Carers being trained in first aid & CPR.
- ♥ A 24/7 emergency support system to handle urgent needs.
- ♥ A protocol for escalating medical concerns to GPs, emergency services, or family members.
- ♥ Incident reporting procedures to ensure families are always kept informed.

Tip: Ask a provider how they handle out-of-hours emergencies—not all providers offer 24/7 support.

Can they provide care for *complex needs* such as dementia, stroke recovery, or palliative care?

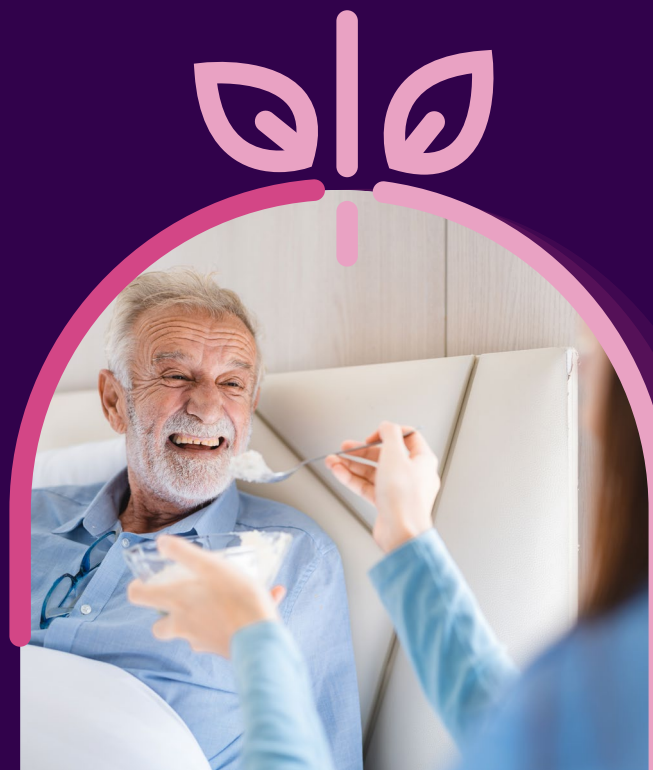
Yes, many providers offer specialist care services tailored to complex medical conditions. If your loved one has specific care needs, check whether the provider offers:

- ♥ **Dementia & Alzheimer's Care** – Trained carers who understand memory loss, behavioral changes, and safety concerns.
- ♥ **Stroke Recovery Support** – Assistance with mobility, rehabilitation, speech therapy, and daily living tasks.
- ♥ **Palliative & End-of-Life Care** – Compassionate, dignified care for those needing pain management and emotional support.
- ♥ **Other Conditions** – Many providers cater to Parkinson's, Multiple Sclerosis, diabetes, and long-term disabilities.

Tip: Always ask if carers receive specialist training for the specific condition your loved one has.

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Frequently Asked Questions **PERSONALISATION & COMPATIBILITY**



Finding the right homecare provider isn't just about experience and qualifications—it's about finding someone who fits well with your loved one's personality, preferences, and lifestyle. At Care with Confidence, we help families find providers that prioritise person-centred care, ensuring the best possible experience for your loved one.



Can I *meet the carer* before care begins?

Yes, most reputable providers offer a Meet & Greet service, allowing you and your loved one to meet the carer before care officially starts.

Why this is important:

- ♥ It helps your loved one feel comfortable and familiar with their carer.
- ♥ It gives you the chance to ask questions and discuss specific needs.
- ♥ It ensures there's a good personality match between the carer and the client.

At Care with Confidence, we can organise those meetings for you, with shortlisted providers.

Tip: Ask if the provider offers a trial visit or an introductory session to see if the carer is a good fit.

Do they offer person-centred care *tailored to individual needs* and preferences?

Yes! Person-centred care means that support is tailored to the unique needs, routines, and preferences of the individual. This could include:

- ♥ **Daily routines & lifestyle preferences** – Maintaining existing habits and schedules.
- ♥ **Personal interests & hobbies** – Encouraging engagement in activities they love.
- ♥ **Emotional & social needs** – Providing companionship and conversation.
- ♥ **Respecting independence** – Supporting clients to make choices about their care.

At Care with Confidence, we help families find providers that prioritise person-centred care, ensuring every client is treated as an individual, not just a task list.

Will my loved one have the *same carer consistently*, or will it change frequently?

Continuity of care is essential for building trust, familiarity, and emotional well-being. While occasional changes may be unavoidable, reputable homecare providers aim for:

- ♥ **A dedicated care team**, ensuring your loved one sees the same carers regularly.
- ♥ **A small, consistent rotation** to maintain familiarity if multiple carers are needed.
- ♥ **Clear scheduling** & communication, so you always know who is visiting.

Tip: Ask the provider how they manage staff scheduling and what happens if your regular carer is unavailable.

Can carers *assist with* specific cultural, religious, or dietary needs?

Absolutely! High-quality care providers recognise the importance of cultural and religious traditions in daily life.

- ♥ **Cultural Sensitivity** – Matching carers who understand or share your loved one's cultural background.
- ♥ **Religious Observance** – Supporting prayer times, fasting, or attending religious services.
- ♥ **Dietary Needs** – Preparing Halal, Kosher, vegetarian, or allergy-friendly meals.

Let the provider know specific cultural or religious needs during the assessment to ensure a good match.

How do they *match carers* with clients?

A good homecare provider will have a structured matching process to ensure compatibility.

Key matching criteria:

- ♥ **Personality & Interests** – Matching carers based on hobbies, lifestyle, and communication styles.
- ♥ **Care Needs & Experience** – Ensuring the carer has experience with specific health conditions.
- ♥ **Cultural & Language Preferences** – Finding carers who align with personal values and backgrounds.

Tip: Ask if you can be involved in the carer selection process to help find the best fit.

Can they provide *companionship* as well as practical care?

Yes! Homecare isn't just about tasks—it's about well-being, emotional support, and social connection. Many providers offer:

- ♥ **Companionship visits** – Friendly chats, reading, or playing games.
- ♥ **Social outings** – Walks, community events, or trips to favourite places.
- ♥ **Emotional support** – Someone to talk to, reducing loneliness and isolation.

Tip: If your loved one mainly needs companionship rather than personal care, ask about dedicated companionship services.

What happens if *we don't get along* with a carer—can we request a change?

Yes! A good homecare provider will always prioritise your loved one's comfort and happiness.

If the carer isn't the right fit:

- ♥ You can request a change at any time.
- ♥ The provider will find a new carer based on your feedback.
- ♥ A professional provider will want to ensure a positive relationship between the carer and client.

Tip: If something feels off, don't hesitate to speak up—your loved one deserves the best possible care experience.



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Frequently Asked Questions
**AVAILABILITY &
FLEXIBILITY**



When choosing a homecare provider, availability and flexibility are just as important as quality of care. Families need to know that their loved one will receive the right support when they need it, whether it's urgent care, additional hours, or a temporary pause in service.



At Care with Confidence, we help families find providers that offer reliable, adaptable, and responsive care solutions. Here's what you need to know.

How *quickly* can care be arranged?

The time it takes to arrange care depends on your provider, but most can start care within 24–72 hours, especially in urgent cases.

Factors that affect care start time:

- ♥ **Assessment & Care Planning:** Providers usually conduct a care assessment first to create a personalised care plan. This can be done in person or virtually.
- ♥ **Availability of Carers:** If the provider has carers readily available, care can start almost immediately.
- ♥ **Urgency of Needs:** Some providers offer emergency or same-day care for urgent cases.

Tip: If you need care urgently, ask about fast-track assessments and emergency care options.

Do they *provide care 24/7*, including evenings and weekends?

Yes, many homecare providers offer round-the-clock care, including:

- ♥ **Overnight Care** – A carer stays overnight to assist with mobility, toileting, or reassurance.
- ♥ **Live-in Care** – A full-time carer lives with your loved one for 24/7 support.
- ♥ **Weekend & Holiday Care** – Many providers offer care 7 days a week, including bank holidays.

Tip: Always check out-of-hours pricing—some providers charge extra for evenings, weekends, or overnight care.

What happens if my loved one *needs extra care* unexpectedly?

A good provider will offer flexible care plans, allowing you to increase care hours if your loved one's needs change.

How this works:

- ♥ You can request additional hours as needed (subject to carer availability).
- ♥ Many providers offer temporary or permanent care adjustments.
- ♥ Some providers have on-call services for urgent care needs.

Tip: Ask whether care plans can be adjusted at short notice and if there are any minimum or maximum hour requirements.

Can they accommodate *short-term care* or respite care?

Yes! Many providers offer temporary care solutions, including:

- ♥ **Short-Term Care** – For recovery after surgery, illness, or hospital discharge.
- ♥ **Respite Care** – A short-term break for family carers.
- ♥ **Holiday Cover** – Temporary care while family members are away.

Tip: If you need short-term care, ask about:

- ♥ Minimum booking durations (e.g., some providers require a 2-week minimum for respite care).
- ♥ Availability of carers on short notice.

What happens if we *need to pause or stop* care?

If your loved one's needs change, you may need to pause or cancel care. A good provider will have a clear cancellation policy that outlines:

- ♥ How much notice you need to give (e.g., 7–30 days depending on the provider).
- ♥ Any cancellation fees or refund policies.
- ♥ Options to restart care later if needed.

Tip: If your loved one goes into hospital or moves to a care home, check if the provider can hold the care package open for a period of time.

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Frequently Asked Questions
**COSTS & FUNDING
OPTIONS**



One of the biggest concerns when arranging homecare is cost—families want to know how much they'll need to pay, what funding options are available, and if there are any hidden charges. At Care with Confidence, we help you navigate homecare costs so you can make informed decisions with clarity and peace of mind.



How much does *homecare cost* per hour/week?

The cost of homecare in the UK varies depending on location, provider, and level of care needed.

Average homecare costs:

- ♥ **Hourly care:** £20–£35 per hour
- ♥ **Live-in care:** £900–£1,600 per week
- ♥ **Overnight care:** £100–£200 per night

Factors that affect pricing:

- ♥ The level of care required (e.g., personal care, medical needs, specialist support).
- ♥ The provider's location and whether they charge based on local council rates.
- ♥ Whether care is provided privately or funded by the local council/NHS.

Tip: Always ask for a detailed breakdown of costs before committing to a care provider.

Are there *any hidden fees*, such as travel costs or weekend surcharges?

Some providers charge additional fees that may not be obvious upfront, however Care with Confidence providers have clear upfront pricing. Always ask about:

- ♥ **Travel costs** – Some providers charge extra for mileage if carers travel long distances.
- ♥ **Weekend/evening rates** – Care during evenings, weekends, and bank holidays may be charged at a higher rate.
- ♥ **Minimum visit times** – Some providers require a minimum visit duration (e.g., 30 or 60 minutes).
- ♥ **Cancellation fees** – Ask how much notice is required if you need to pause or cancel care

Tip: A reputable provider will give you a full cost breakdown in writing, so there are no surprises.

Is funding *available* through the local council or NHS?

Yes, some people qualify for funded homecare through:

Local Council Support (Means-Tested):

- ♥ If your loved one has limited savings (under £23,250 in England), they may qualify for council-funded homecare.
- ♥ The council will conduct a care needs assessment and a financial assessment to determine how much funding is available.

NHS Continuing Healthcare (CHC) (Non-Means Tested):

- ♥ If your loved one has a long-term complex health condition, they may qualify for fully funded NHS Continuing Healthcare (CHC).
- ♥ This is not means-tested (savings don't affect eligibility), but only those with severe medical needs qualify.

Tip: Request a care needs assessment from your local council to check eligibility for funding.

Can they help with *Direct Payments* or **Personal Health Budgets**?

Yes! If your loved one is eligible for council or NHS funding, they may receive the money as:

- ♥ **Direct Payments (Council Funding)** – A cash payment allowing you to arrange care privately instead of using council-approved providers.
- ♥ **Personal Health Budgets (NHS Funding)** – An allocated budget that gives you control over how NHS-funded care is delivered.

Tip: Not all homecare providers accept Direct Payments or Personal Health Budgets, so always check in advance.

Do they accept *Attendance Allowance* or other benefits as payment?

Yes! If your loved one doesn't qualify for full funding, they may be able to use benefits to help cover homecare costs.

Key benefits that can help pay for care:

- | | | |
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| ♥ Attendance Allowance (Up to £108.55 per week) – For people over State Pension age needing help at home. | ♥ Personal Independence Payment (PIP) – For people under State Pension age with disabilities or long-term illnesses. | ♥ Carer's Allowance (£81.90 per week) – If a family member provides care for 35+ hours per week. |
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Tip: These benefits can be used to pay for private homecare, helping reduce the financial burden.

What are the *payment terms*—do we pay weekly, monthly, or upfront?

Care with Confidence has different payment terms depending on your needs. We offer

- ♥ **Weekly or monthly invoicing** (common for ongoing care).
- ♥ **Upfront payments** for short-term care or respite care.
- ♥ **Direct debit options** for ease of payment.

Tip: Always ask for a written contract detailing payment schedules and cancellation policies.

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Frequently Asked Questions **CARE PLANS & MONITORING**



A well-structured care plan and monitoring system ensures that your loved one receives the right care at the right time while keeping families informed. At Care with Confidence, we help families find providers that offer transparent, person-centred care planning and real-time monitoring—so you can feel reassured every step of the way.



How is *the care plan* created, and how often is it reviewed?

A care plan is a detailed document outlining your loved one's specific needs, preferences, and goals. The process typically involves:

- ♥ **Initial Care Assessment:** The provider's care team meets with you and your loved one to discuss their needs, routines, and preferences.
- ♥ **Personalised Care Plan Creation:** The provider develops a tailored care plan, covering daily tasks, medication management, mobility support, and social activities.
- ♥ **Regular Reviews & Adjustments:** Care plans should be reviewed every 6–12 months or whenever there is a change in health or circumstances.

Tip: Always ask a provider how often they update care plans and how families are involved in the review process.

Will my loved one *be involved* in decisions about their care?

Yes! Person-centred care means that your loved one should be actively involved in decisions about their care plan.

This means:

- ♥ Their preferences, routines, and choices are prioritised.
- ♥ They have input on who provides their care (where possible).
- ♥ Care is adapted if their needs or preferences change.

Tip: A good provider will always listen to your loved one's wishes and involve them in all decisions affecting their care.

How do they *keep families informed* about the well-being of their loved ones?

Families want peace of mind, knowing how their loved one is doing day to day. High-quality homecare providers offer:

- ♥ **Daily Care Notes** – Carers log what support was provided during each visit.
- ♥ **Digital Care Apps** – Some providers offer apps where families can track care in real time.
- ♥ **Regular Updates** – Some providers offer weekly or monthly check-in calls for families.
- ♥ **Direct Communication with Carers** – Some providers allow families to speak directly with the care team when needed.

Tip: Ask a provider how they communicate with families and how often updates are provided.

Do they use *digital care records* that families can access remotely?

Many modern homecare providers use digital care records, allowing families to check in on their loved one's care from anywhere.

Digital care platforms may include:

- ♥ **Visit logs** – See when carers arrive and leave.
- ♥ **Daily updates** – View notes on what care was provided.
- ♥ **Medication tracking** – Ensure medication is given correctly.
- ♥ **Alerts & notifications** – Get instant updates if something changes.

Tip: Ask if the provider offers a secure app or online portal for family access to care records.

How do they *monitor and report* concerns about a client's health or well-being?

A good homecare provider has clear protocols for monitoring health changes and reporting concerns.

What should be in place:

- ♥ **Carer Observations** – Carers are trained to notice changes in appetite, mobility, mood, or behaviour.
- ♥ **Family Notifications** – Families should be informed immediately if there are any concerns.
- ♥ **Incident Reporting** – Any health concerns (e.g., sudden weight loss, falls, medication issues) should be logged and escalated to the care manager or GP.
- ♥ **Emergency Action Plan** – If urgent medical attention is needed, carers should know who to contact and what steps to take.

Tip: Ask a provider how they track changes in a client's health and escalate concerns to families or medical professionals.

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Frequently Asked Questions
**LEGAL &
CONTRACTUAL**



Before choosing a homecare provider, it's essential to understand the legal and contractual terms to ensure there are no surprises. At Care with Confidence, we help families navigate care contracts, cancellation policies, and insurance coverage so you can make informed decisions with clarity and confidence.



What's included in *the care contract*, and what are the terms of service?

A care contract is a formal agreement between you and the homecare provider, outlining the services, responsibilities, and costs.

A care contract should include:

- ♥ **Type of Care Provided** – Personal care, companionship, medical support, live-in care, etc.
- ♥ **Schedule & Duration** – Agreed days/times and whether care is short-term or ongoing.
- ♥ **Care Plan & Flexibility** – How care can be adjusted if needs change.
- ♥ **Costs & Payment Terms** – Hourly rates, weekly/monthly payments, and any extra charges.
- ♥ **Cancellation & Notice Period** – The terms for stopping or pausing care.
- ♥ **Complaints & Dispute Resolution** – How issues are handled if you're not satisfied.

Tip: Always ask for a written contract before care begins and read the terms carefully. If anything is unclear, request an explanation before signing.

What happens if we *need to cancel or change* our care arrangements?

Life is unpredictable, and you may need to adjust or cancel your care plan due to changing circumstances. A reputable provider will have a clear cancellation and amendment policy in place.

Key things to check:

- ♥ **Notice Period** – Most providers require 7–30 days' notice to cancel care without a penalty.
- ♥ **Refund Policy** – If care is prepaid, check if refunds or credits are available.
- ♥ **Temporary Pauses** – If your loved one is admitted to hospital, can care be put on hold without losing your carer?
- ♥ **Urgent Adjustments** – Can you increase or decrease care hours quickly if needed?

Tip: Always ask about cancellation fees, minimum contract lengths, and flexibility for changes before signing.

Are they *insured*, and what does the insurance cover?

Yes! All professional homecare providers should have insurance coverage to protect both clients and carers.

Key types of insurance to check for:

- ♥ **Public Liability Insurance** – Covers accidents, injuries, or property damage caused during care visits.
- ♥ **Employer's Liability Insurance** – Protects care staff in case of work-related injuries.
- ♥ **Professional Indemnity Insurance** – Covers mistakes or negligence in care delivery.
- ♥ **Car Insurance** (If Transporting Clients) – If carers drive clients, they should have business-use vehicle insurance.

Tip: Ask for proof of insurance and check if there's any financial protection for missed or inadequate care services.

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Frequently Asked Questions **REPUTATION & REVIEWS**



Choosing a homecare provider is a big decision, and families want proof that they're selecting the right one. At Care with Confidence, we help families find providers with strong reputations, positive reviews, and professional accreditations—so you can feel assured that your loved one is in safe, trusted hands.



Can I see *testimonials* or speak to current clients for feedback?

Yes! Reputable providers will have client testimonials, case studies, or references to demonstrate their quality of care.

Ways to check provider feedback:

- ♥ **Online Reviews** – Check Google, Trustpilot, and Carehome.co.uk for real client feedback.
- ♥ **CQC Reports** – Inspection reports often include feedback from service users.
- ♥ **Client Testimonials** – Providers should have reviews on their website or brochures.
- ♥ **Word-of-Mouth** – Ask for personal recommendations from local community groups or friends.
- ♥ **Request a Reference** – Some providers allow you to speak with current clients or their families.

Tip: Be cautious if a provider has no reviews or refuses to provide client feedback—this could be a red flag.

How long *has the provider* been operating in my local area?

Experience matters. A provider that has been established for years will likely have:

- ♥ A track record of success & client satisfaction.
- ♥ Experienced management & well-trained staff.
- ♥ Strong local relationships with GPs, social services, and community groups.

Tip: Ask how long they've been in operation and how many clients they currently support in your area.

Are they part of *any industry bodies* or associations (e.g., UKHCA, Skills for Care)?

Membership in professional organisations demonstrates a commitment to high standards.

Look for accreditation with:

- ♥ **UK Homecare Association (UKHCA)** – The UK’s leading homecare membership body.
- ♥ **Skills for Care** – Supports best practices in staff training and development.
- ♥ **Living Wage Foundation** – Shows they pay carers a fair wage, improving staff retention.
- ♥ **Dementia Friends or End-of-Life Care Partnerships** – Indicates specialist training.

Tip: If a provider is not affiliated with any industry bodies, ask about their commitment to ongoing staff training and compliance.

What makes *this provider different* from others?

With so many homecare providers, what sets one apart?

Look for:

- ♥ **Award-Winning Services** – Have they received industry recognition?
- ♥ **Specialist Expertise** – Do they offer dementia care, palliative support, or complex medical care?
- ♥ **Technology-Driven Care** – Do they use digital records, real-time updates, or care monitoring apps?
- ♥ **Continuity of Care** – Do they provide the same regular carers for consistency?
- ♥ **Community Involvement** – Are they locally recognised for supporting the elderly or vulnerable?

Tip: Ask, “**Why should I choose you over another provider?**”—a good provider will have a clear, compelling answer.



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