

Living Well in Halton: Care at Home Checklist*



Care at Home

Care at home (also known as domiciliary care) is an excellent way to retain your freedom and independence whilst getting the help you need to stay happy and safe. It can offer the opportunity to stay at home, in your own familiar surroundings, and to retain a quality of life you might have feared lost.

Care workers can call in daily to assist you with day-to-day tasks like washing and dressing. The length of visit depends on the level of help you need. The hourly rate for these types of services are dependent on the services required, the time of day and the location.

If you are unsure about what type of care could meet your needs, you can contact Haton Borough Council [0303 333 4300](tel:03033334300) hdl@halton.gov.uk.

It's a good idea to consider the following questions before choosing a home care provider. You can also download this check list [here](#). *© 2023 Care Choices Ltd

You can find details of some Home Care providers in Halton [here](#)*.

You can also find out more about providers from the CQC [website](#)

Further support regarding care options can be found [here](#)

**This is not an endorsement or recommendation by Halton Borough Council of any Home Care provider*

Home care agency checklist

Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you have paper with you when speaking with home care agencies so you can make notes. You can download and print this checklist at www.carechoices.co.uk/checklists

About the agency

How long has the agency been operating? ☐ ☐ ☐

How long are staff allocated per visit? ☐ ☐ ☐

Can you contact the agency in an emergency or outside office hours? ☐ ☐ ☐

Does the agency have experience with your specific needs? ☐ ☐ ☐

Staff

Are you likely to be visited by different staff each day? ☐ ☐ ☐

Are all staff checked with the Disclosure and Barring Service? ☐ ☐ ☐

Will you be notified in advance if your care worker is on holiday or sick? ☐ ☐ ☐

Are staff matched to you specifically, based on your needs and preferences? ☐ ☐ ☐

Can you meet your care worker(s) before they start? ☐ ☐ ☐

Does the agency have both male and female staff? ☐ ☐ ☐

Accommodating your needs

Can the agency accommodate your needs if they increase? Ask about the process for this. ☐ ☐ ☐

Does the agency have a training scheme in place? ☐ ☐ ☐

Are all staff trained to a certain level? ☐ ☐ ☐

Are staff able to help with administering medication if required? ☐ ☐ ☐

Is there a way for staff to communicate with each other about the support they provide when they visit you? How? ☐ ☐ ☐

Regulation

Will your support plan be reviewed at regular intervals? ☐ ☐ ☐

Can you see the agency's contract terms? ☐ ☐ ☐

Can you lodge a complaint easily? ☐ ☐ ☐

Are complaints dealt with quickly? ☐ ☐ ☐

Can you see a copy of the agency's CQC registration certificate and quality rating? ☐ ☐ ☐

Notes

.....

.....

.....

.....

.....