Good Care *Checklist*

When it comes to choosing home care, it helps to know what "good" really looks like. This checklist is designed to help you quickly assess any home care provider. Simply tick "yes" or "no" to each point, and highlight anything you'd like to ask more questions about during your conversations with a care company.

- [ ] Registered and assessed by the appropriate healthcare regulator.
- [ ] Have a recent positive inspection report.
- [ ] Recommended by other healthcare professionals.
- [ ] Highly rated by families (e.g. homecare.co.uk, Trustpilot).
- [ ] Employes experienced Care Professionals.
- [ ] Care Professionals are well rewarded.
- [ ] Care Professionals receive thorough, ongoing training.
- [ ] Care Professionals understand specific conditions and care needs.
- [ ] Are Dementia experts.
- [ ] Provides face-to-face initial assessments.
- [ ] Consultations can be done at weekends or in the evenings.
- [ ] Provides a 24/7 helpline for queries or concerns.
- [ ] Pricing is transparent and easy to understand.
- [ ] Has clear processes to monitor quality of care.
- [ ] Has clear protocols for staff sickness or absence.
- [ ] Offers a broad range of services if needs change.
- [ ] Provides access to additional advice and services (e.g. health or financial planning).
- [ ] Is easy to contact, you always know who to speak to.
- [ ] You feel you can genuinely trust the people you meet.
- [ ] Meets any other priorities that matter to you (e.g. pet care, personal values).

If you can tick most of the boxes, you are looking at a high-quality home care provider. If there are several gaps, it may be worth exploring other options or asking more detailed questions before deciding. Want us to help your loved one live a healthier, more fulfilling life at home?

01225 863 565 wiltshirenorth@bluebirdcare.co.uk