



YORK  
bluebird  
care®



# Home

is where the heart is



FREQUENTLY ASKED QUESTIONS (FAQ'S)

**Proud to be a good care  
provider in York**



# What do I need to know?



In this leaflet you will find the answers to some of the most important questions about how to get started. Deciding on having care, whether this is a daily or weekly visit, right the way through to our live-in care service is a big decision and can feel daunting. We are here as your specialists in ensuring that your care needs are met and more importantly are continued to be met when and if things change.

## How will Bluebird Care assess my care needs?

We will arrange a meeting called an initial assessment with you. We will have a friendly and detailed discussion about your care needs. A caring representative, such as a Supervisor, will visit your home to conduct a thorough assessment. They'll ask questions and listen to understand your unique requirements and preferences.

## What happens after the assessment?

Based on the assessment, we will be able to confirm if we can provide you with a personalised care plan to suit your needs. If we can, we will start to agree next steps and arrange a start date.

## How do I get my home care started?

If you're happy with the home care services we can provide, you'll proceed to complete a contract/terms and conditions with us. This agreement ensures that both parties understand and agree to the the care arrangements.

## Who will be my Care Assistants?

Your care assistants will be a committed member of our care delivery team. We strive for continuity of care so will always try to offer you regular carers.





Our support team will speak with you regularly

### Who will look after my care plan and organise my schedule?

We have an extensive office team who are extremely experienced in the care industry. Your care plan will be written by a member of our senior care team and your schedule will be organised by our team of coordinators.

### Can I adjust my care plan if my needs change?

Of course! This is your care plan and will be fully suited to your needs. If this changes then so does your care plan.

### How swiftly can my care begin?

Although our services are sought after, we aim to get people up and running with their care whenever they need it to. However, we do understand that sometimes it may take a little longer to ensure we have everything required to get started.

### What do I need to do before my care starts?

Nothing! Once the contract is signed and the deposit is fully paid, we should be all set for the agreed start date.

### How can I increase my care?

Certainly. If your care needs change and you can increase your care you can by contacting our office. We may need a little time to get this in place, but we will look to do this as soon as possible.

### Can my care assistant take me out places?

Yes, of course. However, if a car is used you will be required to pay for mileage as part of the service. A breakdown of this will be added on to your invoices.

We will send out a welcome pack at the start of your care package



### Cancellation policy:

You have the right to cancel our agreement within 14 days after signing the contract/terms and conditions. However, if the company provides any services during the cancellation period, you will be obliged to pay for those services, at the rates agreed in accordance with the contract

Following the 14 day cooling off period, any care that is cancelled for whatever reason will be charged at the full rate that is outlined in your weekly hours.

You have the right to reduce the care outlined in the weekly hours, however you would need to give 28 days' notice, whereby care and support can be reduced, you will still be charged the original fees for a period of 28 days.

### Deposit:

We require a 4 week deposit before our services commence. Following your issued contract we will send an invoice with the amount equal to 4 weeks of our services. This will be payable via bank transfer.

### Invoicing:

Unless alternative billing arrangements have been agreed and recorded in the contract we will deliver invoices for our fees two weeks in arrears. Our invoices will contain a breakdown of the services provided.

### Direct debit:

Our preferred method of payment is direct debit. The invoice amount will be collected from your bank account the week following the invoice date.



We are extremely proud to have been rated as overall Good by our regulators CQC, this second to highest grade that can be achieved and is testament to the whole team for their commitment and dedication to living our values every single day.



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