

Finding a Care Provider

Finding a trustworthy and reputable domiciliary care provider can seem daunting. There are lots of organisations out there all with their own claims and specialities and it can be hard to decide which care provider will best suit your loved one's needs.

We have compiled a list of five characteristics which we think indicate a trustworthy and honest care provider.

Good culture: Find out who owns the business, who is their CEO, what is their track record, what do people say about them and are they respected in the community? Once you have satisfactorily answered these questions, meet with the Care Manager of your preferred domiciliary care provider. Transparency is essential and they should be open to telling you about themselves and the experience they have gained within the care industry. A great manager will hire and develop great staff and they are more likely to take good care of your loved one.

Open and honest: When you speak to an organisation, they should always be open and honest about any past mistakes and what they have learned from them. Do not be afraid to ask difficult questions. If they become cagey or defensive, they may not be right for you.





Accepts constructive feedback: An honest domiciliary care provider should always be keen to learn and improve, if you have any suggestions for them about how they can do things better, then let them know. The information you give them should be received in a positive way and acted upon appropriately.

Local people providing a local service: A trustworthy care organisation should always have a presence in their local community. This demonstrates that they have a real local investment and a good local reputation. It also ensures accountability, builds trust and shows that they care about the people and communities around them.

Hire to right type of people: A reputable domiciliary care provider will demand a very high quality of care staff. Ask them about their recruitment and training process. Good providers will always have a thorough and robust process for both.