

Interviewing a domiciliary care provider

Finding the right domiciliary care provider to look after a loved one can be a time-consuming process. Our recommended key questions to ask a prospective Carer will help you to make the right choice when looking for the right elderly care.

Asking the right questions can improve the selection process and allow you to make decisions quickly and with full peace of mind. Below are our recommended key questions to ask to a prospective domiciliary care provider. Their answers should give you a clear understanding of how they operate and to decide if they are the best choice for your loved one's care needs.

Interview questions for a domiciliary care provider

- How does the organisation screen and recruit its staff?
- Will your loved one receive the same regular carers?
- What happens if staff are ill or on holiday?
- What characteristics does the organisation value most highly when hiring care staff?
- What characteristics would make someone unsuitable for working in their organisation?





- How do they train new staff and what ongoing training is there for existing staff?
- What are the costs associated with the service?
- Are there any set up fees and ongoing management fees?
- How can you get in touch in an emergency?
- What were their Care Inspectorate/ Care Commission grades at their last inspection and which areas are they currently working on developing and improving?
- How would you describe the culture of the organisation and what are their values?
- How will I stay involved with my loved one's care and how will I be informed of their wellbeing?
- How do they ensure that their carers respect my loved one's personal choices?

Bright Care has experience in providing fully managed elderly care and companionship in the peaceful comfort of your loved one's own home. As a reputable domiciliary care provider, we would be happy to answer all of your questions.