Factsheet

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# How to compare home care providers

**1.**

## Remember it's personal

Seeing familiar faces and working with people you like is key to getting the most out of your Home Care. You may be new to home care services, but you know when you feel listened to and understood.

**Ask** **Has the service taken time to ask about your situation and desires?**

**2.**

## Get clear about communication

Many providers rely on call centres, which can slow down response times, and lead to miscommunication.

**Ask** **Do you provide direct phone access to my care manager and team?**

**3.**

## Be specific about needs

Speak openly about what matters most for you, and any challenges you're dealing with. This helps you understand if they can provide the services and quality care you require.

**Ask** **About services and how they maintain quality of staff & skills.**

**4.**

## Check head count

Some Home Care providers can send a revolving door of carers and service providers, so you never know who you'll see one visit to the next. This can feel pretty intrusive, and your care can be less cohesive as a result.

**Ask** **Do they have their own support staff, or use agency staff?**

**5.**

## Check on follow up

How your Home Care provider responds and checks in on you can make a big difference to your care & progress towards your goals.

**Ask** **Ask how often you can expect a call or visit from your Care Manager, and how quickly they can respond to your calls?**

**6.**

## Life outside of hours

Life doesn't only happen during business hours, so you'll want to understand who you can speak to outside of this time if things come up.

**Ask** **Who can you can contact & what are the processes outside of office hours?**

7.

## Know what happens if your needs change

Your care should be flexible enough to respond if your health, mobility, living arrangements or personal goals change.

A provider should be able to explain who monitors your care, how concerns are escalated and how your family or supporter can be involved—with your permission.

Ask **How will you review my care, and what support will you provide if my needs increase or I need reassessment?**

**Balancing needs & budget**
Being able to balance your health and care goals, and your financial circumstances, is critical now that co-contribution applies.

Ask lots of questions about your service options, and what you might have to contribute.

**Staff training**
Ask about what training programs and upskilling their staff undertake to ensure they can confidently support you to make the most of your funding under Support at Home.

8.

## Be aware if they're selling or solving.

A special offer can be valuable, but it shouldn't be the main reason you choose a provider. Look for someone who takes time to understand your needs, clearly explains your options and recommends care that genuinely suits you.

Ask yourself:

**Do I feel informed and supported to make my own decision? Is this provider focused on finding the right solution for me?**

Why not speak to our friendly Home Care experts today

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