



Some things to think about when you're looking for care or support

How do you know the person or organisation is going to be reliable?

Ask things like...

- How long has your enterprise been running?
- What is your track record?
- Can you supply references from other people you have supported?

How does the person or organisation ensure the safety of the people that they support?

Ask things like...

- How do you assess and manage risks?
- Do you have policies (and use them!) on things like health and safety, safeguarding and abuse?
- Have you and your workers had a criminal records (DBS) check? Can I see it?
- Do you have all the insurance cover you need for example public liability insurance?

Do you and your workers have the skills they need to deliver the services and supports they offer?

Ask things like...

- What training have people done?
- How do you make sure that people's skills and knowledge are kept up to date?

What are everyone's rights and responsibilities in the arrangement?

Ask things like...

- Is there a contract that we both have to sign that will clearly set out who will do what, when, where and how?
- How much will I have to pay and how will this happen in practice?

How will they ensure that the information they have about you is kept confidential?

Ask things like...

- Can I see your policies on confidentiality and General Data Protection Regulation (GDPR)?



How will they find out whether or not you are happy with the service? (and do something about it if you're not happy!)

Ask things like...

- What happens if things go wrong?
- Can I see your complaints procedure?

If you are worried about how the person is working with you or someone you care for you then you can speak to the Safeguarding Team at your Local Authority.

If the person or organisation is helping you with your personal care (e.g. bathing, dressing, using the toilet) in the place where you live, they may need to be registered with the Care Quality Commission. There is an exemption from registration if the provider is an individual, contracted directly by you and working under your control and direction.

Ask things like...

- Is your service registered with the Care Quality Commission/Care Inspectorate Wales?
- If you are can, I see a copy of your last inspection report?

Do they have the right employment status?

Ask things like...

- Are you registered with HMRC?
- Do you have a Unique Tax Reference number?
- Ask HMRC on 0300 200 3300

Small print stuff

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