

Fact Sheet No 6

How do you find the right Care provider?

What makes a care provider “Right?”

- The care provider must support the care lifestyle that is right for you: whether this is care in your own home or in a retirement living scheme or in a care home (See My Care My Home Fact Sheet No 3 “Choosing the lifestyle you want”).
- The Care lifestyle must appeal to you and suit you: an otherwise excellent retirement scheme in the city when you want the countryside is not right for you
- The size and character of care homes varies with size; (20 - 40 places as compared with 60 - 100 places) and from the “hotel” to the “homely”; to the level of involvement which residents and relatives are encouraged to have.
- There are many other factors as well, which is wise to consider; we can explain these in more detail if you wish.

The key Factors

- The local leadership of the Care Provider; it is critically important to find a care provider with a good local manager.
- A good manager creates a happy and organised environment for staff, which helps provide the best care.
- The staff must be well trained: good care requires not only a loving and caring attitude but also technical competence.
- Many who need care need help with getting out of bed or out of a chair and those helping must be well trained in moving and handling people.
- People needing care are more liable to lose weight, or to put on weight, to be more vulnerable to skin damage etc. Carers need to be well trained to anticipate, recognise and to manage these and other risks.
- The staff providing the care must be absolutely trustworthy as well as kindly; and the care provider must understand this and insist upon it.
- There is a lot of legislation and regulation which is designed to protect those who are cared for. The care provider must be able to demonstrate that they can and do comply with this.
- The environment for which the care provider is responsible should be clean, fresh, well cared for and well furnished.

How can My Care My Home help you find the right care provider?

- Meet you in your own home (if you wish) and talk through with you just exactly what you are looking for and how we can help you to find it. There is no charge for this advice and visit(s).
- Having agreed with you (and your family if they join you in this/these initial meetings) we can then short list the three care providers who best suit your requirements.

- We may already have conducted our own assessment of the extent to which these care providers supply the key factors listed above; if so you will find it on our website.
- If not then a My Care My Home trained care advisor will visit the three short listed care providers (in the case of domiciliary care providers, this means visiting their local office) and assess how far the care provider matches up to the key factors listed above.
- We will then provide you (and your family if you wish) with a written report of our findings in respect of each of the three care providers. This will focus on how each provider will seek to meet your specific care needs and choices.