

Fact Sheet No 7

How can you be sure that the Care Provider really cares?



What is good care?

We know it when we see it - and sadly even more clearly when we don't. Good care is what is naturally provided by kindly, patient, well-trained carers who are confident in their values and their own competence; carers who have the time to care and carers who are led by managers who are passionate that those to whom they provide care, receive the quality of care that they would want for their own family.



How can you find good care in the locality you want it?

Once you have decided on the care lifestyle you want (see Fact Sheet No 3) you then:

Search for a Care Provider or Care Facility in the locality which best suits you. There are two ways in which My Care My Home can help you:

Either: ask the My Care my Home Advisor to talk you through your options (with your family if they can attend) in your own home at a time that suits you and them.

Or: Look on the website www.mycaremyhome.co.uk and click on the "Find your nearest Care Service" then choose one of the three lifestyle buttons (Domiciliary care - ie care provided in your own home: Extra Care or Care Home. Then review the list of Care schemes or Care Providers displayed.

Choose the three or so care providers who appear to best meet your criteria

Our Care Advisor can talk you through the list that the search shows up and help you identify the key features that are most important to you from all those shown on the lists.



Check out these three care providers

- Click on the link to the Regulator's latest report on that home or care service; at the front of the Regulator's reports are list of green ticks (hopefully) indicating that the provider was compliant with regulations in respect of the three or four of the 16 outcomes required by the regulations that were inspected on the Regulator's most recent inspection. If there are any crosses, look at the reason for the crosses; some are more easily and quickly corrected than others. Remember that like any medical or mechanical check it isn't necessarily proof of good health - but an indication that the particular areas examined were not found to be at fault.
- Do try and visit at least a few of the facilities (or in the case of Domiciliary care services, the local office) on your shortlist: look for friendly and welcoming staff; look for positive, friendly but respectful interactions between staff and residents (in an Extra Care facility or in a care home); meet the manager and check out how open and welcoming the home is to visitors. Family members should normally be expected to be given the same access to the home or Extra Care scheme as the residents themselves have. Check for odours - always a sign of a home that is not well run.

- If you are not able to do this yourself for any reason, My Care My Home would be pleased to do this for you. The price quoted in the Chargeable Services for this assumes that our Advisor provides a comprehensive report of three homes/domiciliary care offices or Extra Care developments but will vary if you wish us to investigate few or more. A Care Advisor, who has also been manager of a similar establishment and can recognise the presence or absence of the key indicators of good care, normally carries out the investigation.