

How to Choose the Right Home Care

Choosing a home care provider is a big decision. We've compiled some of the most important questions to ask when looking for care for a loved one.

Safety & Trust

- Is the provider registered with the regulatory body CQC?
- Do they have good reviews and testimonials?
- Are their team trained, DBS-checked, and supported to deliver consistent, high-quality support?
- Is there transparency in pricing and what is included in the service?
- Are the caregivers trained in the necessary specialisms, such as dementia care? And can they adapt if needs change over time?

Relationships and Continuity of Care

- Does the provider take time to understand the person as an individual, including what matters to them, their goals, and their needs?
- Do they thoughtfully match them with a carer or companion who complements their personality, interests, and way of life?
- Are your questions, worries, and hesitations listened to with care, helping you feel confident and reassured?
- Will support be provided by a small, consistent team, so trusting relationships can grow over time?
- Are there clear and open lines of communication, so you always know who to speak to and feel supported along the way?

Thriving, Not Just Surviving


- Does the provider take a holistic approach, with a care plan that supports not just needs, but also wellbeing and quality of life?
- Do they actively encourage independence, confidence, and meaningful social connection?
- Can they facilitate days out and make every day interesting?
- Will they support the activities, interests, and moments that bring joy, purpose, and a sense of meaning to everyday life?
- Are care plans regularly reviewed and adapted as needs, goals, and aspirations change?

Discover how our relationship-centred approach to care & wellbeing can support your loved one to thrive

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