



## Choosing at-home care Questions to ask

At Vitale, we believe in openness and transparency. We created this checklist to help you do your research on us and our competitors. Look for answers to the questions that matter most to you or your loved one. We want you to choose the right at-home care provider for you.

### My Care

- Do you support people with needs like mine?  
-----
- What types of care do you provide?  
-----
- Do you offer an assessment and will I have a care plan?  
-----
- How will my Care Professional follow the plan?  
-----
- How will you match a Care Professional to my needs?  
-----
- Will I always have the same Care Professional?  
-----
- What happens if I think my Care Professional isn't right for me?  
-----
- How do you keep records of my care and visits?  
-----
- Can you offer visits when I need them?  
-----
- Can I change the time or frequency of my visits?  
-----
- What happens when my Care Professional is on holiday or ill?  
-----
- If I can't get to the door how with my Care Professional get in?  
-----





## Contract & Payment

- Do you have a contract that you can send?  
.....
- Do you have a brochure and price list?  
.....
- How much do you charge per hour?  
.....
- What do you charge for weekends, bank holidays and at night?  
.....
- Is there a minimum charge?  
.....
- Are there any other fees?  
.....
- What are your cancellation terms for a visit or the whole contract?  
.....
- Do I pay a deposit?  
.....
- What happens if I go into hospital?  
.....





# The Carers & the Company

- Are all the Care Professionals employed by you?  
.....
- What is your recruitment process?  
.....
- Does everyone undergo a DBS criminal record check?  
.....
- What training, qualifications and experience do your carers have?  
.....
- Are they trained to support my condition and needs?  
.....
- How long have you been in business?  
.....
- Are you CQC regulated, and when were you inspected?  
.....
- Are you a member of the Homecare Association?  
.....
- Who is my point of contact and how and when can I reach them?  
.....
- Does your insurance cover accidents or damage to my home?  
.....
- How do I complain if I'm not happy with the service?  
.....
- How quickly can you start?  
.....
- What happens next?  
.....

We understand that choosing at-home care for yourself or a loved one can be daunting. Our friendly, experienced team are here to guide you through the process. Offering hourly, night-time and live in care, our team of fully-check, highly trained Care Professionals are matched to you. We look forward to hearing from you.

