

Home Care Provider Choosing Checklist

Use this checklist as you compare home care providers for your loved one. The more boxes you can tick, the more confident you can feel in your choice. Print it out, take it to meetings, and tick as you go.

Regulation & Safety

- Registered with the CQC (or the relevant national regulator)
- Recent inspection report available and positive
- Enhanced DBS background checks carried out on all carers
- Fully insured and compliant with current regulations

Care Quality

- Offers the specific type of care your loved one needs
- Provides specialist support if required (e.g. dementia care)
- Carries out a thorough initial assessment
- Creates a personalised, person-centred care plan
- Reviews and updates care plans regularly

Staff & Consistency

- Carers are properly trained and training is refreshed
- A small, consistent team supports your loved one
- Staff are kind, respectful and a good personality match

Communication

- A clear main point of contact is provided
- Regular updates are shared with the family
- Emergency and out-of-hours contact is available

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(continued)

Costs & Flexibility

- Transparent, written pricing with no hidden fees
- Flexible enough to adapt as needs change
- Clear notice and cancellation terms
- Guidance offered on funding options

Reputation

- Positive independent reviews and testimonials
- Recommended by professionals or other families
- Responds well to feedback and concerns

Key Questions to Ask Before You Decide

- ? Are you registered with the CQC, and may I see your latest inspection report?
- ? What training and background checks do your carers complete?
- ? Will my loved one have a consistent team of carers?
- ? How do you create and review care plans?
- ? How will you keep our family informed?
- ? What happens in an emergency or if a carer is unwell?
- ? Can you clearly explain all your costs and any funding support available?

Need a hand making the right choice?

As a CQC registered home care provider, Kuremara delivers safe, compassionate, person-centred care across the UK. Talk to our friendly team for a free, no-obligation consultation — no pressure, just honest guidance.