

# Choosing a care at home service What can I expect?



Many people use care at home services, which are sometimes combined with housing support. These services support people who need it to live in their own homes.

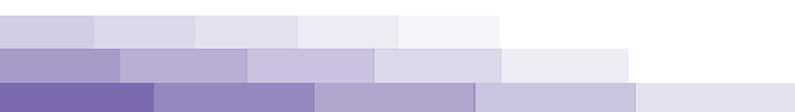
Care at home services must be registered with the Care Inspectorate. We inspect them to make sure they are meeting the National Care Standards. Most care at home services perform well. Every time we carry out an inspection, we publish a report. You can download inspection reports from our website, or call us for a copy.

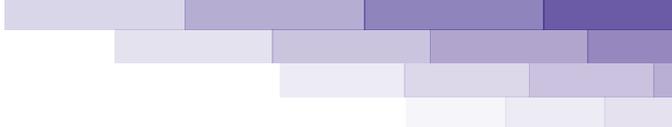
On our website, you can search for information about care at home services in your local area. We hope you find a service that works well for you and meets your needs.

If you are unhappy about a care at home service, you can complain to the service, or you can make a complaint to us. If we investigate and uphold a complaint, we can take action to make sure the service improves.

Some people decide to arrange their own care at home service and some ask their local authority to provide or commission the service for them. No matter how your care is arranged, you have the right to expect the same high standards.

This leaflet might help you when choosing a care at home service. It sets out what good quality care at home services, and the local authorities who commission them, should do. You could ask your social work department or the people providing the service how they do the things we've listed on the following page.





## What people commissioning and providing care at home services should do

1. Get to know you as a person and understand how you like to live your life, in order to provide the right care to meet your needs.
2. Respect your human rights, by supporting your privacy, your dignity and your right to confidentiality.
3. Give you the opportunity to be involved in your own care, and listen to your views and act on them.
4. Establish a truly personalised care and support plan for you. Trained staff should assess your health and wellbeing needs and risks and focus on the outcomes for you.
5. Make sure you have easy access to information about the service, before the service starts.
6. Have safe systems in place to manage medicines, including appropriate staff training.
7. Ensure you are cared for by staff who have the skills, knowledge and training to provide high quality, safe, and compassionate care.
8. Have clear service agreements, which establish a 'contract' with you, in place before the service starts. They should monitor and adapt them as your needs change over time.
9. Ensure you have a personalised care and support plan which details how your health and wellbeing needs will be monitored and met in a way that meets your needs.
10. Make sure that managers have strong systems in place to check and make sure you get the highest standard of care possible.

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This publication is available in other formats and other languages on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

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本出版品有其他格式和其他語言備索。

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