

Choosing a provider – things to think about

A provider is a person or an organisation that you can pay to give you the support you need. These are some questions to help you think about which provider(s) would work best for you. You can also use it to think about a provider that you might have now.

How are you going to choose your providers?

What you can do:

- Talk to others / do interviews
- Visit the provider / service
- Shop around
- Telephone calls
- Online searches

What you can ask:

- Are they clear about when they will deliver your support and always on time?
- Do they confirm your orders quickly and in writing?
- Are their costs clear?
- Do they charge a fair price for their products and services?
- Do they respect your privacy and have a good privacy policy?
- Do they provide a contract or agreement?
- Have they got clear information about how to make a change to your service?
- How will they store information about you and keep this confidential?

Where can I find useful information?

- Adult Social Care website: www.sheffield.gov.uk/caresupport
- Personal Assistants Handbook, available at www.sheffield.gov.uk (search **employing a pa**)
- Ask your social worker, care manager or care coordinator
- Care Quality Commission: 03000 616161 or go to www.cqc.org.uk.

What do you want your provider to have?

Some things you might want to check:

- Registration / Qualifications
- Skills and knowledge
- DBS or Police checks
- Health and Safety policies
- Regular risk assessments
- First aid procedures
- Safeguarding procedures
- Similar interests
- Support workers of both genders
- Speak a range of languages
- Knowledge and understanding of your culture
- Complaints procedure

If your provider is supporting you with any personal care, they will need to be registered with the Care Quality Commission (CQC).

What must your provider be able to do for you? Some ideas:

- Work late at the weekend?
- Work at different locations?
- Be flexible
- Drive?