



Direct Payment factsheet 5

What do you need to know about home care?

If you do not want to employ someone yourself to provide the support you need you can use your Direct Payment to buy care from an agency, you can also buy a day service. If you want to use your Direct Payment in this way, it might be useful to compare the services and costs. The quote from your final chosen provider(s) will need to be given to the Council.

Whenever the care is provided through an organisation such as a care agency and not by directly employing someone, the organisation must be registered with the Care Quality Commission (CQC) who enforce standards for the delivery of care in your own home. You can find out how well CQC think an agency is performing by going to their website at cqc.org.uk where you can look at their inspection reports for the organisation you are interested in.

You can choose who provides your care. If your chosen provider charges a rate which is more than the Direct Payment rate that the Council has agreed, you will need to top up your direct payment with your own money to pay for a more expensive service. Please speak to your Adults Social Care worker who can explain this in more detail.

There are many useful websites available to help you to choose a home care agency that is right for you. [Which have a free guide available.](#)

Some questions to ask

When speaking to an agency about the support package you need you may want to consider asking them some questions so you can be sure they can provide what you are asking for before going ahead and engaging their services.

We have put together a suggested list of questions over the page which you can use as prompts.

Is the agency registered with the Care Quality Commission?	Yes	No
Can they provide you with evidence of their registration and quality rating?	Yes	No
Do they provide a written agreement of their terms and conditions?	Yes	No
Do they have a complaints procedure in place?	Yes	No
What is their hourly rate?	£	£

This information sheet is for guidance only.

<https://www.leicestershire.gov.uk/adult-social-care-and-health>

Adult Social Care



Do they charge extra for weekends? If so, what is the hourly rate	£	£
Do they charge extra for bank holidays? If so, what is the hourly rate	£	£
Do they charge if calls are cancelled?	Yes	No
How much notice do they need to avoid you being charged?		
Do they have someone office based to answer calls when they come in?	Yes	No
Can you contact the agency outside of office hours?	Yes	No
Are all staff checked with the Disclosure and Barring Service (previously known as CRB)	Yes	No
Will you be allocated a specific carer/team of carers?	Yes	No
Will you be able to meet them before they start?	Yes	No
What characteristics does the agency value most highly when they recruit new staff?		
Will you be notified if your regular carer(s) cannot attend in advance due to holiday or sickness and be given the names of their replacement(s)?	Yes	No
Are staff trained up to a certain level?	Yes	No
Is their training updated/renewed regularly?	Yes	No
Do staff have the relevant training to deal with specific needs, e.g. Experience of supporting someone who is unable to communicate verbally, diagnosis of dementia, needs specialised equipment?	Yes	No
Would they be able to accommodate additional calls if required, for example if as a carer you are unable to provide your regular support due to illness etc	Yes	No
If you do not live with the person receiving support how will the agency keep you informed/involved?		
What is their policy regarding pets?		

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Written by people who use Direct Payments. April 2024