



Checklist when selecting a home care service



Ask questions of both the organisation and a referral i.e. person that uses the services of that organisation e.g. elderly person or their son/daughter

Qualities	Questions to ask	Organisations response	Referral response
Valuing caregivers	Does the organisation value their caregivers and pay them accordingly? (e.g., \$17/\$18 p/hour) Ask the organisation for their pay rates.		
Accreditation	Does the organisation meet national standards? Ask the organisation if they have accreditation to New Zealand Standard 8158 <i>Home and Community Support Sector Standard</i> .		
Personal	Will my carer provide care for me as a person rather than just my home? Will they be interested in me as a whole person?		
Compatibility	Will my carer be able to relate to me: my interests, my language, my personality, my beliefs and my values?		
Contactibility	Will I be able to contact a manager at any time of the day or night?		
Reliability	Will my carer always be there on time when they are expected?		
Security	Will my carer look after my property and possessions?		
Privacy	Will my carer who gets to know me not tell other people about me?		
Safety	Will I be comfortable in telling the organisation when they have made a mistake or comfortable to make a complaint to the health and disability commission?		
Capability	Will my carer have the knowledge and skill to provide the care and not do things that make my health deteriorate?		
Trust	Will my carer put my well-being first over their other commitments?		
Positivity	Will my carer be a half glass full person who approaches life and their role with enthusiasm?		
Competence	Does the organisation provide training for Caregivers to develop increasing competence? Ask the organisation to describe their caregiver training policy and processes.		