



# Homecare

## Customer Assessment Form



Dignity  
in Care

	Notes
<b>1. Having a zero tolerance of all forms of abuse.</b>	
Is valuing people as individuals central to your home carer organisation's philosophy? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Have you ever needed to make a complaint? Yes <input type="checkbox"/> No <input type="checkbox"/> <b>If yes:</b> Were you supported throughout any investigation? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Is there a whistle-blowing policy in place that enables you to report abuse confidentially? Yes <input type="checkbox"/> No <input type="checkbox"/>	
<b>2. Supporting people with the same respect you would want for yourself or another member of your family.</b>	
Are your care staff polite and courteous to you even when under pressure? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Is your home carer organisation's culture about caring and supporting you rather than being about 'doing tasks'? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Do the organisation's policies and practices emphasise that your care staff should always try and see things from your perspective? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Do your care staff ensure that you are not left in pain or feeling isolated or alone? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Do your care staff use personal mobile phones during work time? Yes <input type="checkbox"/> No <input type="checkbox"/>	

	Notes
<b>3. Treating each person as an individual by offering a personalised service.</b>	
Do your home carer's organisation's policies and practices promote care and support for the whole person, respecting your beliefs and values? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Does the care and support given to you consider your individual physical, cultural, spiritual, psychological and social needs and preferences? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Do your home care organisation's policies and practices challenge discrimination, promote equality, respect individual needs, preferences and choices, and protect human rights? Yes <input type="checkbox"/> No <input type="checkbox"/> How? _____	
Do your care staff regularly ask you if you need anything? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Do your care staff assist you with cleaning your teeth and glasses and changing batteries in your hearing aid? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Good nutrition depends on your individual needs and you may be overeating or undereating and have health conditions that affect your needs. How do your care staff know your likes and dislikes? Yes <input type="checkbox"/> No <input type="checkbox"/>	

<b>4. Enabling people to maintain the maximum possible level of independence, choice and control.</b>	
Choice and control is about freedom to act, for example to be independent and mobile, as well as freedom to decide. How does your home care organisation support you to continue with routine daily tasks such as shopping, walking a dog or going to a place of worship, and if possible support you to be involved in community activities such as social clubs? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Does your home carer organisation ensure staff deliver care and support at your pace? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Do your care staff make assumptions about what you want or what is good for you? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Does your individual risk assessment promote choice in a way that is not risk-averse? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Are you given the opportunity to influence decisions regarding your home care organisation's policies and practices? Yes <input type="checkbox"/> No <input type="checkbox"/>	

	Notes
<b>5. Listen and support people to express their needs and wants.</b>	
Do all your care staff truly listen to you with an open mind? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Are you enabled and supported to express your needs and preferences in a way that makes you feel valued? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Is all information accessible, understandable and culturally appropriate? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Do all your care staff demonstrate effective interpersonal skills when talking to you? Yes <input type="checkbox"/> No <input type="checkbox"/>	
How well do your care staff link what they learn from you to person-centred care? Yes <input type="checkbox"/> No <input type="checkbox"/>	

<b>6. Respecting people's right to privacy.</b>	
Do your care staff ensure that you receive care or treatment in a dignified way that does not embarrass, humiliate or expose you? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Do your care staff actively promote your individual confidentiality, privacy and protection of modesty? Yes <input type="checkbox"/> No <input type="checkbox"/>	

<b>7. Ensuring people feel able to complain without fear of retribution.</b>	
Are your complaints/concerns dealt with quickly? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Does your home carer organisation have a culture where care staff all learn from their mistakes and are not unfairly blamed? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Have you been reassured that there will be no adverse repercussions if you complain? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Are complaints policies and procedures user-friendly and accessible? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Are complaints dealt with in a way that ensures progress is fully communicated to everyone involved? Yes <input type="checkbox"/> No <input type="checkbox"/>	

