
At Home – Commonly asked questions about our services.

Here are some of the most frequently asked questions about our 'At Home' services:

Will I have the same person each day?

As a company we appreciate how comforting it can be to see the same person every day. However it is not always possible to assign a specific carer. Wherever possible, we strive to keep changes to staff rotas to a minimum and reduce disruption to care needs and routines.

How do I pay for my care?

Usually by a monthly invoice. If you wish to pay by standing order our accounts department can supply you with details. You may also be entitled to receive help from the Government or Social Services. We'll be happy to give you further advice about this during your home visit.

What happens when your office is closed?

For added peace of mind, we always maintain an out-of-hours emergency service. This is manned from 5pm to midnight. If you need to reach our out-of-hours call team, simply call 0113 331 4572 and we'll automatically transfer you.

What safeguards are in place?

For security, all our staff go through a rigorous vetting procedure before they start work. This includes a face-to-face interview, a criminal records check and a thorough induction process.

We are also registered with the Care Quality Commission, who regularly monitor our people and carry out on-site inspections.

Do you provide short-term care?

We recognise that everybody's care needs are different and aim to be as flexible as possible. So, if you require care or support for only a few days/weeks/months, we'll be happy to discuss this with you.

To make sure you get exactly the care you need, we take time to get to know you first and to talk through your wishes and concerns with you, your family and your social worker.

If you'd like to find out more about our 'At Home' service, please feel free to call us on 0113 331 4572 or email athome@westwardcare.co.uk



Westward Care