

FACTSHEET 7:

Using Agencies

You may want to use the services of a care agency to provide your support. If you do choose to use an agency the staff who will work with you will usually be employed by the agency. In this case you will not be the employer and the agency will be responsible for managing the staff and will pay their wages. You will still maintain your choice and control as you will make arrangements directly with them and will be able to say how, when and where you're agreed support will be provided.

Agencies providing personal care are required by law to be registered with the Care Inspectorate Wales (CIW), or the Care Quality Commission (England). You can ask the agency staff to show you details of its registration.

You can have as much support as you need in making these arrangements.

Before you decide to buy a service from a particular agency we recommend you ask:

- About their registration with the care Inspectorate Wales, or Care Quality Commission England.
- To see a copy of their insurance policy.
- The agency if all their staff has had a Disclosure and Barring Service (DBS) check.
- The agency how it manages its staff and how often somebody will come and check how satisfied you are with its service.
- How they would deal with any complaint you may have with the agencies service.

- How they arrange for staff cover during holiday time or through absence due to sickness and if a member of the agency will discuss this with you when cover for regular staff needs to be made.
- What training the agency provides for its staff and what qualifications and experience do they have.
- How can you tell them that you are not happy with their service?
- If they carry out risk assessments for you and the staff
- If you will be given copies of the hours people have worked so that you can pay the right amount; and
 - Whether you will be supported by the same people
 - How much their service will cost

If the agency tells you they will not be able to continue providing care for you. Please contact Flintshire County Council and ask to speak to the duty team as soon as possible.

Here are some details of people and organisations which may help you:

Flintshire County Council Adult Social Services: 01352 803444
Flintshire County Council Children's Social Services: 01352 701000

Direct Payments Support Service
Tel: 01352 701100
Email: dp.support@flintshire.gov.uk

