



Where Care Meets Quality

PEOPLE | PRACTICE | SAFETY | BETTER CARE

"Good care helps people live better lives"

A Simple Guide to Choosing a Care Service

Practical advice to help you find the right support for you or a loved one.



Safe people.
Supportive places.
Brighter tomorrows.

1 Start With What Matters to You

Choosing care begins with understanding what you need.

- ♥ What helps you feel safe and comfortable?
- 🏠 What support do you need day-to-day?
- 👤 What routines or preferences are important?
- 😊 What brings you joy or calm?
- ❓ What worries you most about receiving care?

This helps you find a service that fits your life, not just your care needs.

2 Types of Care Services

Here's a quick overview of your options:



Home care

Support in your own home.



Residential care

24/7 support in a care home.



Nursing care

Care home with registered nurses.



Respite care

Short-term support.



Dementia care

Specialist support for memory loss.

3 What Good Care Looks Like

Good care feels steady, warm and predictable.

- ✓ Staff who are kind and patient.
- ✓ A calm, organised environment.
- ✓ Clear communication.
- ✓ Support that feels personal, not rushed.
- ✓ Leaders who are visible and approachable.
- ✓ A culture where staff feel safe to speak up.

"Good care isn't just what happens – it's how it feels."

4 Questions to Ask the Care Provider

These questions help you understand how the service really works.

- ❓ How do you make sure care is personalised?
- ❓ How do you keep people safe?
- ❓ How do you involve families?
- ❓ How do you support people with dementia?
- ❓ How do you handle concerns or complaints?
- ❓ How do you ensure continuity of care?

If answers feel vague or defensive, explore further.

5 Signs of a Good Care Service

Look for:

- ✓ People who look comfortable and relaxed.
- ✓ Staff who know individuals by name.
- ✓ A clean, welcoming environment.
- ✓ Meaningful activities, not just "entertainment".
- ✓ Respectful interactions.
- ✓ A sense of calm.

When you visit, trust what you see, hear and feel.

6 Red Flags to Watch For

Be alert if you notice:

- ❗ Rushed or stressed staff.
- ❗ Strong odours or visibly unclean areas.
- ❗ Residents isolated or disengaged.
- ❗ Confusing or unclear communication.
- ❗ High staff turnover.
- ❗ Defensive responses to questions.

If something feels "off", trust your instincts. Ask more questions.

7 How NMCS Can Help You

We provide independent, human-centred support to help you choose safely and confidently.

- ✓ Care Service Pre-Visit Guidance
- ✓ Human-Factors Quality Review
- ✓ Dementia-Care Environment Insight
- ✓ Family Decision Support



BETTER
SUPPORT
MORE PROTECTION
FAIRER TREATMENT

8 Contact NMCS

Get in touch to find out how we can support you.



nmcs.org.uk



info@nmcs.org.uk



0151 528 3142



Liverpool & North Wales



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