Dignus Group

# Choosing the right **Support Provider**

**Brave Decisions. Better Lives.**

# Finding the Right Support for **You or Your Loved One**

## Choosing a care and support provider is an important decision.

Whether you're exploring support for the first time or looking for a new provider, finding the right service can make a significant difference to a person's wellbeing, independence, and quality of life.

Every individual is unique, which means there is no one-size-fits-all approach. The best provider will not only meet a person's care needs but will also understand their goals, preferences, interests, and aspirations.

**Taking the time to ask questions and explore your options can help you make a confident and informed decision.**

# What Should You **Look For?**

While care needs are often the starting point, it's important to consider the overall quality of support and whether the provider feels like the right fit.

## Some key factors to consider include:

- The provider's experience and expertise
- Quality ratings and inspections
- Staff training and qualifications
- Person-centred approach to care
- Communication with families
- Opportunities for independence and personal development
- Activities and community involvement
- The overall atmosphere and culture of the service

# Does the Provider Understand **Individual Needs?**

Good support should be tailored to the individual rather than expecting people to fit into a set way of working.

## When speaking to a provider, consider asking:

01 **How are support plans developed?**

02 **How are personal preferences respected?**

03 **How are goals and outcomes identified?**

04 **How is independence encouraged?**

05 **How often are support plans reviewed?**

The best providers take time to understand what matters most to each person and build support around their individual needs and ambitions.

# Consider the **Culture and Values**

Support isn't just about meeting practical needs. The values and culture of a service can have a huge impact on someone's experience.

## Look for providers that promote:

- Dignity and respect
- Inclusion
- Choice and control
- Compassion
- Independence
- Person-centred support

If possible, visit the service and observe how staff interact with the people they support. Small details can often provide valuable insight into daily life within the service.

# Questions to Ask During a Visit

A visit is a great opportunity to get a feel for the environment and ask any questions you may have.

## You might consider asking:

### About Support

- How are care and support plans created?
- How are changing needs managed?
- What happens in an emergency?
- How are families involved?

### About Staff

- What training do staff receive?
- How long have team members worked here?
- Is there a consistent staff team?
- How are staff matched to individuals?

### About Daily Life

- What activities and opportunities are available?
- How are people supported to access the community?
- How are personal interests encouraged?
- Can individuals maintain their own routines and preferences?

### About Communication

- How will we receive updates?
- Who will be our main point of contact?
- How are concerns or complaints managed?

# Read Reviews and **Inspection Reports**

Inspection reports and reviews can help provide an independent view of the quality of a service.

### While no provider is perfect, reports can offer useful information about:

- **Safety**
- **Effectiveness**
- **Leadership**
- **Responsiveness**
- **Quality of care and support**

It's worth looking at a combination of official ratings, reviews, and your own experience when making a decision.

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# Think About **Future Needs**

Support needs can change over time.

When choosing a provider, consider whether they can continue supporting the individual if their needs develop in the future.

- **Can support levels be increased if required?**
- **What happens if needs become more complex?**
- **How are transitions managed?**
- **What long-term support options are available?**

Choosing a provider that can adapt alongside changing needs can help provide greater continuity and stability.

# Trust Your Instincts

Information, reports, and recommendations are all valuable, but so is your personal experience.

During visits, ask yourself:

- **Does the environment feel welcoming?**
- **Do staff seem caring and engaged?**
- **Are people treated with dignity and respect?**
- **Can you imagine your loved one feeling comfortable here?**

Often, your overall impression can be just as important as the answers to specific questions.

## A Simple Checklist

- ☐ **Do they understand the individual's needs and goals?**
- ☐ **Do their values align with ours?**
- ☐ **Do staff appear knowledgeable, caring, and professional?**
- ☐ **Are family members welcomed and involved?**
- ☐ **Are there opportunities for independence and personal growth?**
- ☐ **Can support adapt if needs change?**
- ☐ **Does the service feel safe, welcoming, and inclusive?**

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# We're Here to Help

Finding the right support provider can feel like a big responsibility, but taking the time to explore your options, ask questions, and visit services can help you make the best decision for your loved one.

The right provider should offer more than support alone. They should help people live with confidence, maintain their independence, and achieve the outcomes that matter most to them.

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**Need guidance? Our team is here to answer your questions, explain your options, and help you find the support that's right for you or your loved one.**