



What should you expect from care home services video transcript

(Video starts with a shot an old man with a crutch being helped to walk by a female carer).

What should you expect from a good home care service?

(Screen changes to a lady in a wheelchair being looked at by a female doctor using a stethoscope).

1. To have care workers who are able to meet your needs

(Screen shows a lady and her carer smiling at the camera whilst drinking a cup of tea).

2. To feel comfortable with your care workers

(Screen shows a man on his phone).

3. To be made aware of changes in advance

(Screen shows different types of medication on a table including pills, a syringe, a blood testing kit and a care diary).

4. To be given a care diary that's regularly updated

(Screen shows a carer holding a pack of pills is sitting next to an old lady on the sofa)

5. To be given a home care plan that meets your needs

Find out more: www.healthwatch.co.uk