



WHAT DO YOU NEED TO THINK ABOUT IF YOU ARE LOOKING FOR CARE AND SUPPORT AND CONSIDERING USING A KENT COMMUNITY MICRO-ENTERPRISE?

<https://kent.connecttosupport.org/cme-directory>



Some example questions you could ask:

- Can you supply references/reviews from your existing/past customers?
- Do you have all of the required policies and procedures in place?
- Do you / your employees have a DBS (criminal records check)?
- Is everybody fully trained or have the right experience?
- Are you fully insured for the service you are providing?
- How much will I have to pay and how can I pay you?
- What happens if things go wrong or I have a complaint about your service?

Some enterprises need to be registered with CQC (the Care Quality Commission) for the services they provide. If they are, you could ask to see their most recent inspection report.

If you are looking for care and support in your own home, we recommend having an introductory meeting with the enterprise to discuss your needs and requirements and find more about their services, before making a decision.

If you are interested in a community support group or activity, find out when you can pop along to see what they are offering.

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