



Questions to ask Support Providers

This information sheet may be useful for families who are:

- Looking for a list of questions to ask a current or potential provider.
- Looking for a document to record any questions asked.



All our information sheets are available to download free of charge because we believe that money should not be a barrier to getting the information you need when you need it.

Please see the end of this information sheet for details of how to support us.

We want to make sure our resources are helpful. Please spend a few minutes giving us some feedback: [Feedback form](#)

Introduction

Finding a suitable support provider can be a difficult and stressful task. If you are looking for a new provider for your relative's care, you should be able to meet with them to ask any questions you have. This will help you decide if they are suitable. If you are struggling with your relative's current provider, it may be helpful to arrange a meeting and review the support.

This information resource includes a list of questions that might be helpful in either situation. You can always edit the questions to suit the needs of your loved one.

QUESTIONS	RESPONSE/NOTES
<p>Person centred approach</p> <ul style="list-style-type: none"> • Can you provide an example of how you have changed your practice to meet the needs of an individual? • Can you tell me how you ensure that you always adopt a person centred approach? • How are Person Centred Plans used and updated over time? • What adaptations will you make to accommodate my relative's needs? • How will you encourage my relative to develop his / her skills? • Can you tell me how you will support my relative to express their individual personality / identity? 	
<p>Activities and choices</p> <ul style="list-style-type: none"> • What will be a typical weekday / weekend look like for my relative? • How will you support my relative to access community facilities? • How will you support my relative in trying new activities? • What transport is available to enable my relative to access community facilities? • How will you ensure my relative has transport at the time it's needed, to access community facilities? 	

QUESTIONS	RESPONSE/NOTES
<ul style="list-style-type: none"> • Are activities organised on a group or individual basis, or combination of the two? • If a group activity is arranged that my relative does not wish to participate in, what will you do? • What sorts of choices will be offered? (ranging from breakfast cereal to activities and everything in between!) • Will my relative be able to access the internet? • How will you support my relative with nights out (and staying out late)? • How will you support my relative with long day trips? 	
<p>Family</p> <ul style="list-style-type: none"> • How do you support families to be actively involved in their relatives' lives? • As a family member, if I wanted to, could I actively be involved in support e.g. interviewing staff? • Can you put me in touch with other families of people you support so that I can hear their views? • Can I visit / contact my relative at any time? Can I visit without an appointment? • Are parents consulted / involved in reviewing policies? 	

QUESTIONS	RESPONSE/NOTES
<ul style="list-style-type: none"> • How will you keep me involved in changes about my relative's care? 	
<p>Behaviour Support</p> <ul style="list-style-type: none"> • Can I see your behaviour management/ physical intervention/ adult protection policy? • How will you meet the behavioural needs of my relative? • What professionals will my relative have support from? (in-house & external) • Do you have a behaviour specialist / consultant or a behaviour team? • Do you use a positive behavioural support approach? (the recommended approach for challenging behaviour) Can you give me examples of this? • Do you use physical restraint? Are all your staffs trained to use this, and is the training accredited by the British Institute of Learning Disabilities? • Do you use PRN (given as needed) medication as a way of managing challenging behaviour? How many people living here take medication to manage challenging behaviour? 	
<p>Support staff</p> <ul style="list-style-type: none"> • Will my relative be able to choose his/her staff support? 	

QUESTIONS	RESPONSE/NOTES
<ul style="list-style-type: none"> • How will you guarantee continuity of staff, ensuring that my relative has: <ul style="list-style-type: none"> a) appropriately fully-qualified staff at all times b) staff with whom he / she is familiar? • Do you use agency staff? • What induction, training and ongoing support do your staff receive? (Look out for PBS / MCA training – can you give examples of this?) • Do all the staff that will support my relative have a good standard of spoken English? • What appropriate support will be put in place if English isn't my relative's first language? • How will you ensure staff that support my relative have the appropriate communication skills? What alternative communication methods are used? • If my relative doesn't like a particular member of staff, how will you manage this? 	
<p>Other</p> <ul style="list-style-type: none"> • How will you ensure my relative's health needs are monitored and met? • What does your complaints procedure involve? 	

QUESTIONS	RESPONSE/NOTES
<ul style="list-style-type: none"> • How many safeguarding alerts were raised here in the last year? • How will you prepare my relative for moving in? • How will you prepare my relative if new people move in to the residence? • How will you support my relative in maintaining friendships and making new ones? 	

With thanks to our family carers for contributing to the questions for service providers.

Last reviewed: April 2024

The Challenging Behaviour Foundation

We are the charity for people with severe learning disabilities who display challenging behaviour. We make a difference to the lives of children and adults across the UK by:

- Providing information about challenging behaviour
- Organising peer support for family carers and professionals
- Giving information and support by phone or email
- Running workshops which reduce challenging behaviour

To access our information and support, call 01634 838739, email info@theCBF.org.uk, or visit our website: www.challengingbehaviour.org.uk

If you have found this information useful, please consider making a donation. You can show your support at www.challengingbehaviour.org.uk/support-us. Make a £5 donation by texting CBFND05 to 70085 Or email us to get involved at support_us@theCBF.org.uk