

- work in a wide range of home conditions;
- help you keep your self-respect in all situations;
- help you in a practical and acceptable way;
- help you to keep taking care of yourself, where you can;
- not discriminate; and
- meet the aims of your care plan.

### COMPLAINTS

If you feel that your provider has not met any of these standards and you want to complain, you should first tell the provider's management. They must investigate your complaint and give you their response within 10 days.

If you are not happy with this response, please contact the Social Care Services Customer Care Manager, SS1003 Castle Court, Shire Hall, Cambridge CB3 0AP. (Phone: **01223 717958**). He or she will investigate your complaint further.

If you don't want to complain direct to your provider, you can ask your care manager to do this for you.

### COMPLIMENTS

If you feel particularly pleased with the service you receive in general or from a particular worker, please tell the Customer Care Manager.

### MORE INFORMATION

If you would like any more information about home care services and the quality standards you can expect, please contact the Communications and Customer Relations Manager, SS1003 Castle Court, Shire Hall, Cambridge CB3 0AP. (Phone: **01223 718141**).

If you would like a copy of this leaflet on audio cassette or in Braille, large print or other languages, please contact the Communications Administrator on **01223 717309**.

## Home care – what you can expect

### THIS LEAFLET IS PRODUCED BY:

**CAMBRIDGESHIRE COUNTY COUNCIL**

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**SS1003**

**CASTLE COURT**

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**Home care –  
what you  
can expect**

### INTRODUCTION

Home care is a service for people who need help in their own homes.

If your care is being arranged for you by your local Social Care Team, it may be provided either by our own Home Care Service or by an independent agency. The standard of care should be the same whoever the provider is.

This leaflet tells you what standards you can expect and what to do if you feel those standards are not being met.

### YOUR CARE PLAN

We will give you a care plan which sets out, in writing, the services you will receive and the times you will receive them.

The care provider will also have a copy of the plan.

There may be a charge for the care you receive. We will tell you what this is as soon as we have all the information on your financial situation.

### INFORMATION

Your care provider must give you information about how and when to contact them. They must also give you a copy of their complaints procedure.

### RECORD SHEETS

All care workers must carry a daily record sheet which they must ask you to sign on each visit.

### TIMEKEEPING

Providers must make every effort to deliver services at the times set out in your care plan.

If they are going to be late, they must let you know beforehand. If your normal care worker is not available they must try to find a replacement. If they can't, they must let you know beforehand.

### SERVICE CHANGES

If you would like to change the times of your visits and your provider can do this at no extra cost, this will be done.

### IDENTIFICATION

All care workers must carry a personal identification card showing their photograph and details of the organisation they work for.

If you have any doubts about any visitor, ask them for the phone number of their manager so you can check that they are who they say they are.

### TRAINING

All care workers must have the right levels of experience and skill to carry out their duties.

### CONTINUITY

Providers must make sure that you receive services from as few different care workers as possible. (We accept that holidays, sickness and so on will mean some changes.)

### CHECKING

A care worker must never leave your home without seeing you or telling their manager and ourselves that they have, for whatever reason, not been able to see you. For example, this may happen if there was no answer at the door.

If you do not need a visit for any reason, please tell your provider.

### EMERGENCIES

If a care worker is concerned because they cannot get into your home they must contact their manager immediately.

If you become ill during a visit, your care worker will contact your GP or the emergency services. They need your permission to do this.

### CONFIDENTIALITY

Care workers must not give any information about you to anyone other than their manager, your care manager or a professional from another care or health agency.

### SMOKING AND DRINKING

Care workers must not smoke in your home, or drink alcohol while on duty.

### EQUIPMENT

Any electrical appliances care workers use must be in good condition. Care workers must not use any equipment they think is unsafe.

### TASKS

**Care workers are not allowed to:**

- look after your garden;
- clean outside windows or high windows;
- move heavy furniture;
- clean unoccupied rooms; or
- work in your home when you are not there.

Care workers must not work privately for you.

### GIFTS

You must not give money or gifts to care workers.

### BILLS

Any bills will be accurate and we will send them to you each month.

### CARE PRINCIPLES

**We and other providers will:**

- respect you and your way of life, and pay special attention to ethnic and cultural differences;
- involve you in all decisions which affect how we deliver services, and take account of your choices and wishes;