

Homecare Customer Charter

Our commitment to you

This charter explains what you can expect from all homecare services arranged for you by Bath & North East Somerset Council and CCG.

Our approach to supporting people

We will ensure you receive high quality services to enable you to live as independently and confidently as possible in your own home and community, participating as an active and equal citizen. Homecare is one part of a jigsaw of services and opportunities which might be suitable for you. You may pay for homecare yourself, but if you are entitled to homecare paid for by the Council or CCG, we will purchase homecare on your behalf from private companies who we call our providers.

As part of our approach, homecare can help you to:

- live as independently as possible
- stay in your own home for as long as possible
- have maximum control over your life
- have the best possible quality of life, irrespective of illness or disability
- maintain your dignity and privacy

Our homecare providers will:

- Arrive in good time, within an agreed window of time (often 30 minutes). If you become concerned that your visit is late, you can call the provider.
- Let you know about any change or unavoidable delay to your service
- Clearly display identification and dress in a presentable manner
- Have professional skills and training appropriate to their role and your needs
- Work in a safe way that does not put you, your family or homecare staff in any danger – and help you stay safe from any form of abuse
- Treat you with courtesy, and respect your dignity, personal circumstances, privacy and confidentiality
- Take a personal approach to meet your needs and goals as agreed in your care plan
- Listen to you and tailor your support to your preferences wherever possible

-
- Support you irrespective of your age, cultural background, ethnicity, sexual orientation, gender or personal support needs
- Involve your family members and carers if you want us to
- Help you get the information you need to make decisions or tell you about how you can contact other services and support.

Our homecare providers will ensure services are properly staffed and funded, and that staff are properly trained, supervised, supported, and checked to make sure you can be confident you will be safe to have them in your home. All providers will be registered with the Care Quality Commission (CQC) who inspect care services in England.

We ask that you:

- Let your provider know if you don't need your usual visit if you are able to
- Treat staff with courtesy and respect
- Let your provider know if your carer is late beyond the agreed window of time (generally this will be more than 30 minutes late)

Are we getting things right?

If you want to share a compliment, concern or complaint, speak first to the organisation providing the service, if you can. This will give them a chance to put things right, learn from what you tell them, and continue to improve services.

If you don't feel comfortable doing this, or if you don't get the response you hoped for, we can help you make a complaint. You can contact us by letter, email or phone at the following address:

Complaints Team
Bath and North East Somerset Council
Freepost SWB10433
Bath, BA1 1BF
Tel: 01225 477752 Email: complaints_cypandadults@bathnes.gov.uk

This document about homecare can be made available in a range of languages, large print, Braille, on tape, electronic and accessible formats by contacting us via email to asc_commissioning@bathnes.gov.uk or by telephone on 01225 477915