

Do you have concerns about your care and support service?

This leaflet explains how to get help and advice.



care and
support
& you

**This leaflet explains how to
a raise a concern with our
Quality Assurance and Contract
Monitoring Team if you are
unhappy with your service.**



What are our aims in the Quality assurance and Contract monitoring team?

**We want you to receive high quality care and support
and we aim to do this by:**

- Working closely with you, your social care worker, your home support agency or care home to improve our services.
- Giving feedback to your home support agency and care worker or care home to improve the standard of your service.
- Contacting you by letter or telephone, or visiting you at your home, day centre or care home, to talk to you about your experience of the services you receive.
- Visiting you with your social care worker or home support provider, if necessary, to follow up your concerns and make sure that you receive a high standard of care and support.
- Keeping you informed of the action we are taking to resolve your problems then contacting you to make sure that you are happy with the outcome.



What is a concern?

A concern is a problem with the services you receive relating to your home care or care home, reablement, meal service or respite care, which may worry or distress you.

Here are some examples:

- Your care worker arriving too early or too late, or missing your call.
- No one calling from your care provider to tell you your care worker has been delayed or changed.
- Anything else you want us to resolve, improve or note.
- Care staff not responding to your call bell or requests for assistance.
- Food provided at meal times being cold or of poor quality.
- Laundry not being returned to you.

If you have any concerns about Safeguarding, please visit
www.richmond.gov.uk/safeguarding_adults

What will we do?

Your concern will be registered with us and we will:

- Investigate your concern with the care provider or organisation.
- Try to resolve your problem and tell you what will happen as a result.
- Review all concerns as lessons for improvement.
- Consider making changes, where appropriate, to the way we work as a result of your concern or the issues that you have raised.





How to contact the quality assurance and monitoring team

In the Quality Assurance and Monitoring Team, we act independently and will ensure nothing negative happens because you have raised a concern, so feel free to contact us.

Telephone 020 8831 6446

Email qualityassurance@richmond.gov.uk

Website www.richmond.gov.uk/adult_social_care

Our contact details

Monday to Friday 9am to 5pm

Telephone: 020 8891 7971

SMS Phone: 07903 738043

Email: adultsocialservices@richmond.gov.uk

Website: www.richmond.gov.uk/adult_social_care

Write to us at:

London Borough of Richmond Upon Thames Council
Adult Social Care
Civic Centre
44 York Street
Twickenham
TW1 3BZ

For information on local services please visit CarePlace
www.careplace.org.uk



If you have difficulty understanding this publication and you would like this leaflet in a different language, large print or Braille please call: **020 8891 7971**.

For information on our Privacy Notice please visit
www.richmond.gov.uk/data_protection