



DO YOU HAVE CONCERNS

**ABOUT YOUR CARE AND
SUPPORT SERVICE?**

This leaflet explains how to get
help and advice.

Do you have concerns about your care and support service?

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

Our aim in the Quality Assurance and Contract Monitoring team is for you to receive high quality care and support.

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 day centre, care home, or other service, to talk to you about your experience of the services you receive.
- 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, day 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.
- Inconsistency of standard of care.

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.
- Work with the provider to embed continuous improvements so you don't experience these quality issues again.

How to contact the Quality Assurance and Contract 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: **richmond.gov.uk/adult_social_care**

Further information

For further information complete our online enquiry form
richmond.gov.uk/make-an-adult-social-care-enquiry



Visit our web pages

richmond.gov.uk/adultsocialcare

Our contact details

Monday to Friday from 9am to 5pm.

Telephone: (020) 8891 7971

SMS Phone: 07860 034 792

Email: adultsocialcare@richmond.gov.uk

Write to us at:

Richmond Council

Adult Social Care and Public Health

Civic Centre, 44 York Street

Twickenham, TW1 3BZ

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richmond.gov.uk/data_protection

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.**